



BOYS & GIRLS CLUB
of East Aurora

CRISIS MANAGEMENT Plan & Policy

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BOYS AND GIRLS CLUB OF EAST AURORA **CRISIS MANNAGMENT PLAN & POLICY**

The Boys & Girls Club of East Aurora and Club Administration ensure the safety of its members and staff by establishment of emergency procedures covering any major unanticipated event that would disrupt the delivery of services to members.

These events include but are not limited to: child abuse/neglect, fire, missing child, drowning, intruder with weapons, violent behavior, natural disaster (ice/snow storm, tornado), bomb threat, and anthrax scare.

Overview:

Safeguards and Actions

- ✓ In the event of an emergency requiring police, fire or medical responder the staff or volunteer will call 911.
- ✓ When an accident occurs, a responsible adult staff or volunteers are to remain with the victim to ensure that the injured is not disturbed and to keep the area clear for emergency personnel.
- ✓ The decision to open or close a building should be based upon the following criteria:
 - a) There is no threat to individual lives.
 - b) Opening conditions are safe and healthy.
 - c) Staff and resources are adequate for serving the anticipated members.
 - d) The appropriate authority to resume normal operations has provided official approval.
- ✓ In the event that the building cannot be occupied, Club staff and volunteers will escort members to the East Aurora Main Street School. If the EA Main Street School cannot be occupied the Club will escort members to the East Aurora Christian Church.
- ✓ In the case of serious misconduct that endangers the physical or psychological welfare of members, the staff-in-charge is authorized to immediately suspend staff or volunteers engaged in the misconduct.
- ✓ In the case of a traumatic event or workplace trauma, assessment and group psychological debriefing is mandatory within 48 hours of the incident.
- ✓ First aid and emergency supplies shall be inventoried and maintained to ensure an adequate supply.
- ✓ The Club unit is protected by a fire alarm system
- ✓ All exit doors are to be kept free of obstruction and in operable condition.

Training

- ✓ All employees and volunteers have received crisis management training as a part of their orientation program and receive training on a quarterly basis.
- ✓ The club posts the “**Crisis Action Plan**” throughout the building to assist staff in immediate response to the emergency. (see attached)

Communication

- ✓ For all emergencies, as immediately as possible, the staff in charge should contact management in the following order:
 - a) Chief Executive Officer
 - b) Unit Director
 - c) Board President
- ✓ The Chief Executive Officer or staff member in charge, upon notification, shall:
 - a) Ensure the safety of all members, guests, staff volunteers
 - b) Control existing injuries so they do not become worse
 - c) Notify the appropriate emergency authority
 - d) Limit damage to the facility and equipment (only after completing a, b, and c).
- ✓ In all emergencies, no statements are to be made by staff or volunteers to reporters, insurance investigators, etc. All questions and comments will be deferred to the Chief Executive Officer. The Chief Executive Officer will notify Mike Sawicki of the incident. Mike Sawicki is the designated Club’s spokesperson. In the event Mike Sawicki is unavailable the Chief Executive Officer will be the Club’s spokesperson.
- ✓ If you are asked by the media for a response to a crisis please do not provide them with a “no comment” statement. Please use the following statement or something similar...”We are addressing the situation with the utmost concern for the welfare of our children and their families. For further information please follow up with our Club spokesperson, Mike Sawicki.
- ✓ The administrative office will maintain a board, staff, and volunteer roster with phone numbers in order to communicate in an emergency.
- ✓ The local police and fire departments and the crisis planning village representative has read and approved this plan.

Crisis Prevention

Policy Statement

The Boys & Girls Club of East Aurora and Club Administration ensures the safety of its members and staff by establishment of emergency procedures covering any major unanticipated event that would disrupt the delivery of services to members

The Chief Executive Officer

It is the Chief Executive Officer's (CEO) job to create a safe environment for all staff, members, volunteers, and visitors. To help reduce the risk of a potential crisis, the CEO must ensure that the following prevention procedures are implemented.

Lead Staff

At the Boys and Girls Club of East Aurora on Paine St., the Lead Staff is the person in charge of the building at any given time. The following hierarchy will be in existence for identifying who will assume the role of the Lead Staff:

- 1) Chief Executive Officer
- 2) Unit Director
- 3) School Age Coordinator
- 4) Lead Staff

i.e. if the Chief Executive Officer is not available the Unit Director will assume the Lead Staff role. In the absence of the Unit Director, the staff member with the most years of experience (seniority) shall be the lead staff.

Staff

Follow all directions of the Unit Director or Lead Staff.

Crisis Prevention Measure I

Proper Staff Recruitment, Selection, and Retention

Recruitment

Recruitment ads should only be posted with the approval of the CPO.

Selection

- It is critical to select the proper staff. (Remember that people are at their very best at the interview, and values and current behaviors will not change.)
- Each candidate must submit a completed application prior to receiving an interview. A resume is preferred, but not required. The CEO and appropriate designees will review this resume and application. Only qualified candidates will be called in for an interview.

- When interviewing a person for a specific position, each candidate for that position will be asked the same questions, except for questions regarding individual applications or resume.
- Before hiring a prospective employee, he/she must pass a federal criminal background check and a reference check.
- New hires must meet and be approved by the Chief Executive Officer. The CEO will introduce the hired candidate to Human Resource Development Committee in writing or in person after he/she is hired. The CEO will be hired by the HR committee and approved by the board of directors.

Training

- Before full-time or permanent part-time new hires can start work independently with children, it is mandatory that they attend a six-hour orientation. Temporary part-time new hires must attend a three-hour orientation prior to the start of their employment.
- Before a full-time or permanent part-time new hire can work with members at the Club, he/she must know this crisis plan, escape routes for emergencies, the location of emergency phone numbers, where main service shutoffs are located, location of medical emergency kits, fire extinguishers, operation of the fire alarm panel and location of the family reunification site and the protocol that follows.
- All full-time and permanent part-time staff must have CPR (including defibrillator) and first aid certification or be trained and certified within the first three months of hire.
- Blood Born Pathogen and hazard communication training must be provided within the first month of hire.
- Violence prevention and effective guidance and discipline training must be provided during the first year of employment.

Crisis Prevention Measure II

Building Evacuation Plans

Procedures

- Develop an evacuation plan for the building.
- All rooms located in the Club must have clearly posted evacuation plans.
- Each staff member will know the location of the family reunification site and how to access the premises.
- All employees will be trained in evacuation procedures.
- All employees will be trained in the reunification site protocol.

Unit Director's Role

- Ensure that all staff is properly trained on the emergency evacuation procedures.
- Ensure that all rooms have an updated evacuation plan.

- Ensure that all volunteers and visitors are made aware of the evacuation methods.
- Ensure that all staff knows where the reunification site is located.
- Before all games or special events, announce to all participants the location of fire exits and inform them of the evacuation procedures.
- Conduct quarterly evacuation drills: two involving staff only and two involving staff and members.

Staff's Role

- Follow all directions of the Unit Director or Lead Staff.

Crisis Prevention Measure III

Emergency Phone Numbers

Procedures

- Obtain emergency numbers.
- Post emergency numbers near all phones (911 should be used for all emergencies).
- Post Club address, nearest cross streets and location of doors near all phones.

Unit Director's Role

- Train staff to know the locations of all emergency numbers and phones.
- Train staff on how to quickly and coherently explain a crisis situation to the 911 operator and crisis response.

Staff's Role

- Follow all directions given by Unit Director/Lead Staff.

Crisis Prevention Measure IV

Ongoing Staff Training

Procedures

- Ongoing staff training must be provided to all staff-volunteers on a quarterly basis. Areas to cover include the crisis plan, escape routes for emergencies, where main service shutoffs are located, location of emergency phone numbers, where main service shutoffs are located, location of medical emergency kits, fire extinguishers, operation of the fire alarm panel and location of the family reunification site and the protocol that follows. Additional training areas include refreshers in CPR (including defibrillator) and first aid Blood Born Pathogen and hazard communication training, and violence prevention.
- The CPO and Unit Director must perform daily staff guidance.

Unit Director's Role

- Ensure that all staff, including volunteers that frequent the program, are trained in crisis prevention and intervention.
- Ensure that an updated list of CPR and First Aid certified employees is available upon request.
- All staff members who drive Club members must have a valid driver's license on file with our insurance carrier.

Senior Program Staff Role

- Ensure that in the event of the Unit Director's absence, daily staff guidance, prevention, and intervention is performed.

Staff's Role

- Follow all directions given by Unit Director/Lead Staff.

Crisis Prevention Measure V

First Aid Kits

Procedures

- Maintain the medical kits with the following items: 50 band aids of various sizes, rubber gloves, 3 boxes of 5 by 5 gauze pads, CPR mask, mouth piece, 2 pair of plastic protective glasses and the blood born pathogen clean up kits.

Unit Director's Role

- Ensure that all medical kits are maintained with the proper supplies. Inspect each medical kit on a weekly basis.
- Ensure that only staff members with blood born pathogen training, CPR and First Aid certification administer First Aid. The office volunteer will handle minor first aid. i.e. handing out an ice pack, providing a member with a Band-Aid that the member can put on himself or herself.
- Ensure that all accidents requiring even minor First Aid are documented on the proper accident forms.
- Ensure that all First Aid kits are accessible and clearly marked.
- Ensure that each van has a complete first aid kit. Field trips cannot be implemented without proper First Aid equipment present.
- Ensure that the defibrillator is inspected and working properly on a monthly basis.

Staff's Role

- Follow all directions given by Unit Director/Lead Staff.

Crisis Prevention Measure VI

Exit Doors

Procedures

- Perform daily checks on exit doors.
- Clear all snow and debris away from exits, checking to ensure that doors swing freely.
- Crash bars and doorknobs should be checked daily.
- Broken doors must be fixed immediately.
- If a door is broken and evacuation from that area would be hindered in an emergency situation, the area has to be closed until evacuation is possible.

Unit Director's Role

- Ensure that all escape routes are clear and free of obstacles.
- Ensure that daily door checks are provided.
- Ensure that all emergency exits are free of snow and debris.
- Ensure that all fire exit doors swing freely and open. If the door does not work, repairs must be made within twenty-four hours.
- Ensure that all staff know how to properly inspect a door and report damage.
- Keep fire exits hallways clear.

Staff's Role

- Follow all directions given by the Lead Staff.

Crisis Prevention Measure VII

Control Access

Procedures

- Designate one entrance and exit for members, volunteers, parents and visitors.
- All members must sign in at designated entrance.
- Designated entrance must be kept free of members hanging around.
- School age childcare program participants cannot allow a member to leave with an unauthorized adult. Authorization has to be provided by the member's parent or guardian. The authorization must be in writing and the person must present a valid photo ID in order to take custody of the child.

Unit Directors Role

- Ensure that the front desk person is mature enough to accomplish the tasks of signing in all members' parents, visitors, and volunteers.
- Ensure that the front entrance is free of members and is clean and neat.
- Ensure that the front desk person is easily identifiable.
- Ensure that the front desk person greets all visitors that enter the Club.
- Train front desk person to immediately report any visitor to you that may be intoxicated, violent, or knew the Club.
- Train front desk person to on how to handle any phone threat situations.

Staff's Role

- Ensure that all members use-designated entrance.
- Help ensure that all members and volunteers sign in at the front desk.
- Follow all instructions given by the Lead Staff.

Crisis Prevention Measure VII

Building & Grounds Safety

Procedures

- Conduct frequent patrols of building, including closets, bathrooms, hallways, stairwells, driveways, backyards, and circumstances of the entire unit.
- All debris including: papers, bottles, sticks, stone, and all other objects that do not belong must be disposed of property.
- Clean off or paint over all graffiti immediately.
- Fix broken windows, locks, games, mechanical, vehicles, and doors immediately.
- Shovel and de-ice all sidewalks as needed.
- Gardens and lawns must be maintained on as needed basis.
- Exterior and interior lighting must be checked weekly.

CPO's Role

- Develop a comprehensive policing plan.
- Close down all areas that are perceived as unsafe.
- Ensure that the policing plan is carried out daily.
- Ensure that all graffiti is cleaned off or painted over immediately.
- Ensure that all broken items are fixed immediately upon recognition.
- Ensure that sidewalks and driveways are free of ice and snow.
- Ensure that lawn and gardens are maintained as needed.
- Ensure that all lighting is inspected weekly. Replace broken-out lights immediately.

Unit Director's Role

- Ensure that the policing plan is carried out daily.
- Close down areas that are perceived as unsafe.
- Ensure that all broken items are fixed immediately upon recognition.
- Ensure that all broken items are fixed immediately upon recognition.
- Ensure that sidewalks and driveways are free of ice and snow.
- Ensure that lawn and gardens are maintained as needed.
- Ensure that all lighting is inspected weekly. Replace broken-out lights immediately.

Staff's Role

- Follow all directions given by the Lead Staff.

Crisis Prevention Measure IX

Child Abuse, Neglect and/or Sexual Abuse

Procedures

- Individual consultation with members can only take place with another adult present or in an office with a window not shaded. The door cannot be locked. (See violent person Section-page 19).
- All adults must have a background check completed prior to working with our members. (see hiring practices).
- Guest speakers can only work with our members if a staff person is present.
- The prescribed staff to child ratios must be maintained.
- No staff or volunteers are allowed to have members in their car alone.
- All day and overnight field trips must maintain a 1:8 ratio. (2) staff members are preferred. When only (1) adult is available approval must be received by the CPO to host the overnight event.
- Family members of staff or members must never be left alone with members, unless they are certified.
- Never leave a child at the Club after closing. Every attempt should be made to reach the parents or emergency contacts. If attempts fail, contact the police after one hour.

CPO's Role

- Ensure that all adults in contact with members have been properly screened or are under the direct supervision of a staff member who has been properly screened and certified.
- Ensure that all staff to member ratios are maintained.
- Ensure that members are never left in a room alone without certified adult supervision.

- Ensure that registered school age child care center participants and all other Club participants are kept separated unless the registered school age participant has provided written parental permission to participate in club activities in half hour increments. School Age coordinator is responsible for having written permission on file in the members respective classroom.
- Ensure that strict time guidelines are maintained for all field trips. Drivers are not permitted to stop home with a member present in the vehicle without permission of the parent or Lead Staff.
- Ensure that parents are aware of the policy regarding children left on Club properly after closing.

Unit Director's Role

- Ensure that all staff to member ratios are maintained.
- Ensure that members are never left in a room alone without certified adult supervision.
- Ensure that strict time guidelines are maintained for all field trips. Drivers are not permitted to stop home with a member present in the vehicle without permission of the parent or Lead Staff.
- Ensure that parents are aware of the policy regarding children left on Club properly after closing.

Staff's Roles

- Ensure that all adults' volunteers are properly supervised in his/her area of responsibility.
- Never leave a member at the Club after closing.
- Report all suspicious behavior to the Unit director.
- Follow all the directions of the Lead Staff.
- Staff Training:
 - New Hires: Mandated Reporter; Child Abuse – Leadership U. on bgca.net; Signs and Symptoms of Abuse Children
 - Every Three Years: Repeat Above Trainings

Crisis Prevention Measure X

Guidance and Consequences

Procedures

- Rules must be clearly posted.
- Develop a relationship with all members and their parent or guardian.
- Consequences must be enforced showing no favoritism.
- The Unit Director and CEO must be informed of any behavior-related incident in which suspension from the Club is recommended. The Unit Director must approve any/all suspensions. In the case of suspension, the staff person who

suspended the member must immediately call the parent or guardian and explain the situation.

- Incident Report - All incidents involving the suspension of a member must be documented on an incident report form and submitted to the CEO.

Crisis Plan – 10 Step Guidance to any Crisis

1. Communication
 - a. Call 911 or other Emergency Numbers - Emergency Phone Numbers will be posted at every phone.
 - b. Notify Staff – Establish Code System for evacuation (Red), lock down (Blue) or lock out (Green).
 - c. **Notify Club spokesperson** – Phone Number posted with emergency numbers at each phone.
 - d. Notify Parents – Radio/TV Communication – Prepare Statement for Parents:
 - Members are safe
 - Pick-up Procedures
 - Location
 - Radio/TV Phone Numbers will be posted with emergency numbers.
 - Spokesperson, CPO or Director of Operations will place the call.
 - e. Notify Crisis Management Team – Phone numbers will be posted emergency numbers at each phone.
2. Keep Members-Staff-Parents Safe - Calm
 - a) Evacuate – Clear All Members from the Club
 - Evacuate for the following:
 - Fire
 - Bomb Threat
 - Other Weather Related Situations
 - b) Lock Down – Keep all members in your area, safe and secure – Parents can sign their child out and take them home.
 - Lock Down for the following:
 - Outside Threat
 - c) Lock Out – Keep all members safe and secure – Parents cannot sign their child out until status is moved to Lock down situation.
 - Lock Out for the following:
 - Intruder with a weapon
 - Anthrax Scare
3. Administer 1st Aid until professionals arrive.
4. Follow lead of police and/or fire department or administering agency.
5. Follow Lead Staff instructions.
 - a) Re-enter facility
 - b) Relocate to alternate site
 - EA Main Street School Cafeteria
 - EA Christian Church

6. Emergency Kit – Take with lead staff member
 - Emergency Kit will include the following:
 - Membership Roster with emergency phone numbers (updated weekly).
 - Daily Attendance (Print Out off of Vision).
 - Emergency Phone Numbers
 - Member Sign Out Sheets

7. Accountability of Members
 - Member round up
 - Locate Members who have left the premises and force them to stay with club group. Check Savage Place, Delauroe's, Noco, Subway, etc.
 - Make notes of who you communicated with that refused to come with you to the emergency site.

8. Direct media to Mike Sawicki (club spokesperson).
 - Communication Process:
 - Never Use “No Comment”
 - Use the Statement – “We are cooperating fully with the authorities who are investigating the situation, and will not be in a position to make further comment until the investigation in completed. Thank you for your understanding”

9. Follow-up procedures – Reporting

10. Stay with members until they are all pick-up, signed out and officially accounted for.

CHILD ABUSE and/or NEGLECT

POLICY STATEMENT

All Club full-time and permanent part-time employees are required by law to report (mandated reporters) 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 indicates 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.

The Club prohibits any retaliation against any reporter who reports a good faith complaint or who participates in any related investigation into the complaint. The Club further prohibits making false and/or malicious abuse allegation, as well as deliberately providing false information during an investigation. Anyone who violates either of these rules is subject to disciplinary action, up to and including termination.

PREVENTIVE ACTION

- All staff shall receive training regarding child abuse/neglect indicators as part of their orientation.
- All staff shall receive training regarding appropriate discipline and supervision of members as part of their orientation.

RESPONSE TO EMERGENCY

- Once abuse/neglect is suspected staff shall:
 - a) Inform the Chief Executive Officer
 - b) Interview the child only to the extent necessary to confirm the suspicion.
 - c) Call Child Protective Services (CPS) immediately to report the incident. All reports to C.P.S. need to be documented as to date, time, person spoken to, outcome of conversation, etc. **Phone Number – EAPD – 911, CPS - 1-800-635-1522.**
 - d) Complete the C.P.S. report and submit within 36 hours.
 - e) If the suspected perpetrator is not a parent, Chief Executive Officer shall call the parent.
- Interview guidelines: **The CEO or School age coordinator will be the primary interviewer and the Unit Director will be the secondary interviewer.**
 - 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 him or her. Share with the child your concern about any visible marks, the child's health, safety, etc.
- d) Ask only questions which relate to your concerns and the child's condition.
 - Use open-ended questions.... "could you tell me more?"
 - Use empathetic expressions... "gee, that must have been painful"
 - Use clarifying statements.... "I'm a little confused about that"
 - Don't go beyond assessment. Once you have enough information to suspect possible abuse turn it over to C.P.S.
 - Don't judge, investigate, treat or counsel. Keep the interview strictly confidential.
 - If police or C.P.S. wants to interview the child, check their identification and then assist them in any way possible.

Roles:

CEO/Unit Director Role

- The CEO will make appropriate notifications to the Board and/or insurance company. The CEO will also ensure appropriate spokesperson notification and interaction with authorities.

Office Volunteer or Office Staff Member

- Aid in communication with emergency services and others as directed by supervisor

Lead Staff

- Assist with implementation of response to emergency, ensure appropriate communication occurs immediately and provide support to the alleged victim.

Staff

- Stay with members and/or remove from area
- Help as directed by supervisor.

SEXUAL ABUSE

POLICY STATEMENT

The Boys and Girls Club of East Aurora does not tolerate sexual abuse at the Club or in any organization related activity. The Club provides procedures for employees, volunteers, family members, board members, Club participants, victims of sexual abuse or others to report sexual abuse. No employee, volunteer, Club participant or third party, no matter his or her title or position, has the authority to commit or allow sexual abuse.

The Club has a Zero-Tolerance policy for any sexual abuse committed by any person associated with the Club. Any suspected case of sexual abuse will be reported to the appropriate authorities. The Club will cooperate with any ensuing investigation. Upon completion of an investigation, appropriate follow up will occur including disciplinary action up to and including termination of employment and/or criminal prosecution.

Sexual abuse is inappropriate sexual contact for the gratification of the adult. Sexual abuse includes sexual molestation, sexual assault, sexual exploitation or sexual injury. Any incident of sexual abuse reasonably believed to have occurred must be reported to appropriate law enforcement agencies and regulatory agencies. All Club staff are mandated reporters.

Physical evidence of abuse may include difficulty in walking, torn, stained or bloody underwear, pain or itching in genital area, bruises or bleeding of the external genitalia, sexually transmitted diseases. Behavioral signs of sexual abuse may include reluctance to be left alone with a particular person, wearing lots of clothing especially in bed, fear of touch, nightmares or fear of night, apprehension when sex is discussed.

The Club prohibits any retaliation against any reporter who reports a good faith complaint or who participates in any related investigation into the complaint. The Club further prohibits making false and/or malicious abuse allegation, as well as deliberately providing false information during an investigation. Anyone who violates either of these rules is subject to disciplinary action, up to and including termination.

PREVENTIVE ACTION

- All staff shall receive training regarding sexual abuse indicators as part of their orientation.
- All staff shall receive training regarding appropriate reporting and supervision of members as part of their orientation.

RESPONSE TO EMERGENCY

- Once sexual abuse is suspected staff shall:

- f) Inform the Chief Executive Officer
- g) Interview the child only to the extent necessary to confirm the suspicion.
- h) Call the police and Child Protective Services (CPS) immediately to report the incident. All reports to C.P.S. need to be documented as to date, time, person spoken to, outcome of conversation, etc. **Phone Number – EAPD – 911, CPS - 1-800-635-1522.**
- i) Complete the C.P.S. report and submit within 36 hours.
- j) If the suspected perpetrator is not a parent, Chief Executive Officer shall call the parent.

• Interview guidelines: **The School Age Coordinator will be the primary interviewer and the Unit Director will be the secondary interviewer.**

- e) Use a private, quiet room
- f) Begin with comfortable information (where child lives, any brothers or sisters, etc.).
- g) Be up front. Explain why you wish to talk to him or her. Share with the child your concern about any visible marks, the child’s health, safety, etc.
- h) Ask only questions which relate to your concerns and the child’s condition.
 - Use open-ended questions....”could you tell me more?”
 - Use empathetic expressions....”gee, that must have been painful”
 - Use clarifying statements....”I’m a little confused about that”
 - Don’t go beyond assessment. Once you have enough information to suspect possible abuse turn it over to C.P.S.
 - Don’t judge, investigate, treat or counsel. Keep the interview strictly confidential.
 - If police or C.P.S. wants to interview the child, check their identification and then assist them in any way possible

List of Specific Questions to Ask is attached.

Roles:

CEO/Unit Director Role

- The CPO will make appropriate notifications to the Board and/or insurance company. The CPO will also ensure appropriate spokesperson notification and interaction with authorities.

Office Volunteer or Office Staff Member

- Aid in communication with emergency services and others as directed by supervisor

Lead Staff

- Assist with implementation of response to emergency, ensure appropriate communication occurs immediately and provide support to the alleged victim.

Staff

- Stay with members and/or remove from area
- Help as directed by supervisor.

MISSING CHILD

POLICY STATEMENT

A member shall be considered missing if she/he:

- a) Misses their form of transportation to the Club (i.e. school bus).
- b) Leaves the Club without a parent or guardian (School age program only).
- c) Does not return to the Club at the end of a program, field trip, etc.
- d) Doesn't show up after school
- e) Parent or another agency (school) cannot locate the child.

PREVENTION

- Communicate with club member parents that the Club has an open door policy. It is the responsibility of the parents to inform their child to stay at the Club. This information is communicated through Club welcome letter.
- **Communicate with Club members the need to stay at the Club during annual member orientation program in the Fall of each program year.**
- Staff and volunteers shall be trained in proper supervision techniques.
- On field trips staff must maintain a 1:8 staff to member ratio. When walking together in-groups on Club outings the buddy system must be used. If group is large enough one staff member should lead, the other should follow.

RESPONSE TO EMERGENCY

If a child is missing, staff shall:

- a) Check to see if child has checked in.
- b) If child has checked in, page the member to the front desk area.
- c) If no response – search the Club
- d) If still no response – locate groups of friends, etc. child is normally with.
- e) Call home to see if child walked or took bus home.
- f) Contact parents and friends of member.
- g) Contact EA Schools and review with classroom teacher if he/she knows the whereabouts of the child.
- h) Call 911 and fill out a missing person's report.
- i) Provide police with physical description, photo, etc. off of vision tracking program.

Ask parent to call us when the child is found.

Roles:

CEO/Unit Director Role

The CEO will make appropriate notifications to the Board and/or insurance company. The CEO will also ensure appropriate spokesperson notification and interaction with authorities.

Office Volunteer or Office Staff Member

- Aid in communication with emergency services and others as directed by supervisor

Lead Staff

- Assist with implementation of response to emergency, ensure appropriate communication occurs immediately and provide support to members/staff.

Staff

- Stay with members and/or remove from area
- Help as directed by supervisor.
- Assist with communication with parents as necessary.

Follow-Up

- Create a written review of the event

Serious Injury or Drowning

POLICY STATEMENT

The Club ensures that Club facilities are safety maintained and all staff are appropriately trained to lead the activities they are conducting/supervision.

PREVENTION

- All staff receive annual first aid and emergency training
- Facilities are maintained to ensure safe operation at all times

RESPONSE TO EMERGENCY

In a serious injury or drowning occurs, staff shall:

- Contact Unit Director and stay with the sick member or staff
- Call 911 and administer first aid/CPR
- Disperse the crowd, if necessary
- Contact family member of injured person
- Inform all staff and members if necessary
- Complete accident report form

Roles:

CEO/Unit Director Role

- The CEO will make appropriate notifications to the Board and/or insurance company. The CPO will also ensure appropriate spokesperson notification and interaction with authorities.

Office Volunteer or Office Staff Member

- Aid in communication with emergency services and family members as directed by supervisor

Lead Staff

- Assist with first aid
- Clean and handle bodily fluids, if necessary, using Universal Precautions per Blood Borne Pathogens training

Staff

- Stay with members and/or remove from area; assess first aid needs
- Help with communication with parents

Follow-Up

- Create a written review of the event

NATURAL DISASTER (SNOW STORM, ICE STORM, EARTHQUAKE, TORNADO)

POLICY STATEMENT

In the event of a natural disaster, the Club's main priority shall be the safety of the members, staff and volunteers. 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 be certified in first aid and CPR.
- Staff shall receive natural disaster training-preparedness training during their orientation.
 - a) The safest place in each room
 - b) Location of all exits
 - c) Location of utility shut-off valves
 - d) Storage site for emergency supplies and equipment
 - e) How, where and when to evacuate
- The staff shall host annual training drills to teach members how to respond in a natural disaster emergency.
- Parents shall be notified of the emergency procedures.

RESPONSE TO EMERGENCY

- Staff shall follow established procedures:
 - a) Calm and reassure children
 - b) Take the children to a safe place
 - c) Take attendance and assess the medical condition of children
 - d) Provide any necessary first aid
 - e) Check of safety – gas, water, sewage, and electrical and building damage.
 - f) Clean up spills.
 - g) Wear shoes.
 - h) Turn on the radio and listen for instructions from public safety agencies.
 - i) Don't use phone, except for emergency use.
 - j) Record the name of each child and the adult who picked them up.
 - k) Do not leave until all children have been retrieved by their parent/guardian

Roles:

CEO/Unit Director Role

- The CPO will make appropriate notifications to the Board and/or insurance company. The CPO will also ensure appropriate spokesperson notification and interaction with authorities.
-

Office Volunteer or Office Staff Member

- Aid in communication with emergency services and others as directed by supervisor

Lead Staff

- Assist with implementation of response to emergency, ensure appropriate communication occurs immediately and provide support to the members and staff.

Staff

- Stay with members and/or remove from area
- Help as directed by supervisor.
- Assist with communication with parents

Follow-Up

- Create a written review of the event

BOMB THREAT

POLICY STATEMENT

In the event of a bomb threat, the Club's main priority shall be the safety of the members, staff and volunteers. The Club will ensure appropriate notification to authorities and immediate evacuation of all present.

Procedures

Utilizing the Bomb Threat Checklist (see attached) and activation of the Emergency Plan as instructed by supervisor and assist Emergency Response Team and Club members as required/requested per the following roles:

RESPONSE TO EMERGENCY

- Staff shall follow established procedures:
 - l) Calm and reassure children.
 - m) Take the children to a safe place.
 - n) Take attendance and assess the medical condition of children
 - o) Provide any necessary first aid.
 - p) Follow instructions of authorities.
 - q) Don't use phone, except for emergency use.
 - r) Record the name of each child and the adult who picked them up.
 - s) Do not leave until all children have been retrieved by their parent/guardian

Roles

CEO Role:

- Only club spokesperson may speak with the media. All external reports/notifications will be made by the CEO as appropriate.

Office Staff or Volunteer

- Obtain as much information from caller as possible and completed Bomb Threat Checklist – Checklist is posted on inside of cabinet doors.
- Notify CEO or Unit Director
- Call 911
- Print current List of Members in attendance for the day
- Take emergency kit to East Aurora Main St. School
- Call Board President and Chief Executive Officer (numbers are in emergency kit)

Lead Staff:

- Notify all staff with quiet verbal communication – whisper in their ear.
- Shut off gas and electricity
- Check toilets, lockers, storage, rear stairwells and any other non-program space for members and staff
- Greet authorities

- Give command to staff to go to fire hall (evacuation site)
- Report to Chief Executive Officer/office manager when building is clear

Staff

- Evacuate building and move to area 5000 feet or more from building
- Look for suspicious items or noises while exiting, communicate suspicions with Lead Staff
- Escort members to **East Aurora Middle School.**
- Assist office staff with identifying which members are present
- Supervise members at **East Aurora Middle School.**
- Assist with checking out members to parents from fire hall
- No member can leave without a parent or guardian signing them out

Follow-Up

- Create a written review of the event

WEAPONS AND 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 in which 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 immediately 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 participate in an orientation program on Club rules, operating procedures and crisis plan.
- Members have the opportunity to be taught how to manage their anger, solve problems through smart choices and be sensitive to other people's feelings. Members who have not managed their anger appropriately in the past through incidents with other members/staff will be required to attend anger management/conflict resolution with our prevention specialists prior to reentering the club program.
- 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 supervision shall be provided to properly supervise Club programs and activities.
- Exterior lighting shall be provided.
- Staff shall be encouraged to park their vehicles inside the Club fence during evening programs.
- Members left at the club after closing should be addressed by staff to make sure that their ride, etc. is arriving shortly. Staff should inform these members that if their ride does not arrive shortly that they can go to the police station next door for help, phone, etc. If the member states that they are not sure about their transportation arrangements staff should provide member with the opportunity to use the club phone to communicate the whereabouts of their

transportation home. Staff should ask the parents if it is ok to leave the child out front until they arrive. If we cannot get a hold of the parents or transportation person the staff must wait with the child. If this occurs at the end of the evening staff shall take the child to the police station for safekeeping. Staff shall leave a note at the club as to the location of the child.

RESPONSE TO EMERGENCY

- The code word system shall be used to make staff aware that an emergency situation exists and to elicit staff support.
- Staff member 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 individual is not cooperative.
- Staff shall clear all members from the area if a disruptive individual is unwilling to accompany staff to another area.
- Usually staff in charge will determine if the police shall be called. In an emergency, any staff member may make the decision to call the police.
- Staff shall not attempt to physically disarm an armed individual. Circumstances, such as the staff person's knowledge of the individual involved, the nature of the weapon, or the need to act in self-defense, will have a bearing on whether or not a staff person intervenes. Staff 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:
 - Staff should seek back up immediately, including the staff in charge.
 - All members and others should be cleared from the area to isolate the individual.
 - The police should be notified.
 - The police, not staff, should remove a serially 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.
 - 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.

Intrude Procedures:

- Remain Calm
- Call 911
- Invoke Intruder Alarm (Word of Mouth)
- Secure Immediate Area to confine the problem
- Secure building by locking the appropriate doors
- Await for assistance

Roles:

CEO Role:

- Only club spokesperson may speak with the media. All external reports/notifications will be made by the CEO as appropriate.

Office Volunteer:

- Call 911
- Notify Unit Director

Lead Staff

- Help Secure Building
- Notify Staff

Staff

- Stay in designated program area
- Protect members
- Follow Lead Staff instructions
- Lock the door from the inside

Follow-Up

- Create a written review of the event

TRANSPORTATION

The purpose of the transportation program is to provide safe transportation of Club members. The club adheres to all the policies and procedures set forth in the **Club's Vehicle Use Policy – See Attached.**

PREVENTIIVE ACTION

- Check vehicle carefully before each trip.
- Report any problems to the Chief Executive Officer or Program Director.
- Strictly obey all safety rules-laws.
- Enforce all vehicle safety rules-laws. Stop if necessary and demand member cooperation.
- Drive defensively at all times.
- Do not hurry – even if late.
- Practice evacuation procedures.
- Drive in the slow lane on the freeway.
- Always keep in mind that large vehicles such as buses and vans are slow moving and require more response time and greater space to brake or deal with emergency situations.
- 1st aid kits are fully stocked in all vehicles.

RESPONSE TO EMERGENCY

Minor Accident

1. Pull over
2. Check for any bumps injuries/begin emergency first aid treatment as needed.
3. Put out flares if necessary.
4. Calm children by acting in a calm manner yourself.
5. Evacuate vehicle if necessary.
6. Notify Club and police.
7. Get information on other driver if another vehicle is involved.
8. Drive back to Club after police investigation is complete
9. If the vehicle is in safe operating condition. If club is inoperable, arrange for someone to come and pick up passengers.

Major Accident

1. Determine extent of injuries/prioritize need for treatment and begin emergency first aid as needed.
 - a) Put older children or other adult in charge of uninjured if you need to perform CPR or other emergency treatments.
2. Calm children.
3. Evacuate the vehicle safely. Seek assistance from passerby if needed.
4. Seek assistance in calling proper authorities and Club, in putting out emergency flares and dealing with injured.
5. Keep children safe.
6. Arrange for uninjured to be transported back to club.

On Thruway

Try to pull over to the shoulder so vehicle can be safely evacuated.

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

Roles:

CEO/Unit Director Role:

- The CEO will make appropriate notifications to the Board and/or insurance company. The CPO will also ensure appropriate spokesperson notification and interaction with authorities.

Driver:

- Assist with implementation of response to emergency, ensure appropriate communication occurs immediately and provide support to the members and staff.

Follow-Up

- Create a written review of the event

Hazardous Materials

POLICY STATEMENT

The Club ensures the safety of the members, staff and volunteers via the safe maintenance of the building and any materials on site. This includes the safe storage and use of any hazardous materials such as cleaning materials or other chemicals in use at the Club.

PROVENTATIVE ACTION

- Staff who use any cleaning materials or other hazardous materials are trained regularly on their correct usage.
- The Club maintains current Hazardous Materials Information Sheets (MSDS) for all such materials stored or used on site.

RESPONSE TO EMERGENCY

- Call 911
- Activate Emergency Plan
- Refer to Hazardous Materials Information Sheets (MSDS)
- Supervise situation until emergency personnel arrive

Roles

CEO/Unit Director Role:

- The CEO will make appropriate notifications to the Board and/or insurance company. The CPO will also ensure appropriate spokesperson notification and interaction with authorities.

Office Staff – Volunteer

- Notify Chief Executive Officer
- Call 911

Lead Staff

- Secure Building
- Help where needed

Staff

- Follow Lead Staff's instructions

Follow-Up

- Create a written review of the event

FIRE

POLICY STATEMENT

The Club ensures the safety of the members, staff and volunteers via immediate and appropriate reaction to any fire. Staff are regularly trained to ensure immediate evacuation of the building. Evacuation plans are current and clearly posted. The Club also ensures regular maintenance of the site to ensure safe operation of the facility and prevention of fire hazards.

PROVENTATIVE ACTION

- Staff are trained annually and quarterly on the emergency response to a fire including where the reunification site is located.
- Evacuation plans are posted in all rooms and are regularly checked to ensure their placement and accuracy.
- All volunteers and visitors are made aware of the evacuation methods.
- Before all games or special events, an announcement is made to all participants the location of fire exits and the evacuation procedures.
- Quarterly evacuation drills are conducted, two involving just staff and two involving staff and members.
- Fire extinguishers are maintained with documented checks.

RESPONSE TO EMERGENCY

- Sound alarm, report fire to the office and use intercom if available
- Call 911
- Close all windows and doors to confine fire
- Evacuate occupants and move to the area 500 feet or more from building
- Move to designated shelter in case of inclement weather
- Administer first aid, if necessary

Roles

CPO/Unit Director Role:

- The CEO will make appropriate notifications to the Board and/or insurance company. The CEO will also ensure appropriate spokesperson notification and interaction with authorities.

Office Staff – Volunteer

- Notify Chief Executive Officer and call 911
- Take Member Emergency Information Forms

Lead Staff

- Shut off gas and electricity
- Check toilets, lockers, storage and other non-program space for members or staff
- Report to supervisor when building is clear

Staff

- Evacuate Building
- Take role in your designated areas

Follow-Up

- Create a written review of the event

Approved by the Board of Directors

Joe O'Donnell, Board President
March 8, 2012

Please sign this form and return to the Chief Executive Officer after you have reviewed the Crisis Management Plan & Policy.

I acknowledge that I have received and read my personal copy of the Boys & Girls Club of East Aurora's Crisis Management Plan & Policy. I am aware that the information contained within them are only suggested "guidelines" to assist me in dealing with a variety of situations that may occur when performing my duties as an employee of the Boys & Girls Club of East Aurora. These guidelines are not to be construed as an implied or expressed contract of employment. My employment is at will, either party can terminate the employment relationship at any time for any reason.

Printed Name

Signature

Date