



**BOYS & GIRLS CLUBS**  
**OF CAPISTRANO VALLEY**

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2022 PARENT HANDBOOK  
PROGRAM INFORMATION

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## **OUR MISSION**

To inspire and enable all youth to reach their full potential as productive, responsible and caring citizens by providing stimulating and challenging programs through interaction with dedicated, caring people.

## **WHO WE ARE**

The Boys & Girls Clubs of Capistrano Valley are a world-class after school nonprofit offering high quality programs in academic success and healthy life skills while building good character and leadership skills in our members.

## **WHAT WE OFFER**

- Full Range of before and after-school, holiday and summer programs
- Designed to promote and enhance the development of children and teens
- 3 locations – San Juan Capistrano, Aliso Viejo, and Rancho Santa Margarita
- A dedicated team of trained professionals supporting our members and helping them reach their full potential

*The Boys & Girls Clubs of Capistrano Valley is a proud member of the Boys & Girls Clubs of America, which serves more than 4.5 million children at over 4,300 Club locations in the United States and abroad.*

## **SAFETY AFFIRMATION**

Safety is the first priority of the Boys & Girls Clubs of Capistrano Valley and the Club wants its members to be safe in all parts of the members' Club experience. If you ever observe or suspect any wrong doing, you are encouraged to speak up and to talk to Club Staff. Examples of wrongdoing include bullying and abuse in any form (including psychological, physical, sexual, verbal, and emotional abuse). Please play an active part in the safety of our Club and its members and communicate any concerns. We greatly appreciate your help to make safety the #1 priority and you being an important partner in making the members' Club experience positive and memorable.

We share in our collective grief and implore our communities to continue to be an example of what is right and good about our nation.

## **ACCESS CONTROL**

Across the 3 branches of Via Positiva, Aliso Viejo, and Rancho Santa Margarita, the safety protocols in place currently meet the specific needs of each location unique to the structures they are housed in. However, as Boys & Girls Clubs of Capistrano Valley is always growing and learning from the events occurring in our nation, we have come to a place of understanding that more can always be done. In saying this, the Club is requesting that all parents, and outside visitors of the Club please call ahead of time to pick their child up from any of the three

branches. In order to control the access into the building, all Club doors will remain closed and locked, and will only be opened to individuals who have called in to pick up.

## **DIVERSITY, EQUITY, INCLUSION & BELONGING (DEIB)**

The Boys & Girls Clubs of Capistrano Valley is committed to establishing, fostering, and promoting a culture of Diversity, Equity, Inclusion, and Belonging (D, E, I & B). To that end it has established a D, E, I, & B Committee consisting of key Staff, Board Members, and representatives from our service community. The below D, E, I, & B Position Statement expresses and affirms that commitment.

The Boys & Girls Clubs of Capistrano Valley stands for fairness to all. These principles are stated below and are fundamental to our organization's core values.

- We reject any and all forms of racism, inequity or unkindness.
- We expect all members (inclusive of staff, board members, volunteers and guests) will treat one another with fairness, dignity and respect.
- All members will be afforded the same opportunities, access and inclusion in all Club programs, activities and events.
- Behaviors contrary to these principles will not be tolerated and will be addressed as deemed appropriate.

## **CONTACT INFORMATION**

### **Via Positiva Branch**

1 Via Positiva, San Juan Capistrano, CA 92675

Front Counter: (949) 542 – 4495

#### **Branch Director**

Sara Smith: (949) 524-4493 | [ssmith@bgccapo.com](mailto:ssmith@bgccapo.com)

### **Aliso Viejo Branch**

24671 Via Iglesia, Aliso Viejo, CA 92656

Front Counter: (949) 699 – 2552

#### **Branch Director**

Summer Mejia: (949) 680 – 3757 | [smejia@bgccapo.com](mailto:smejia@bgccapo.com)

### **Rancho Santa Margarita Branch**

22232 El Paseo, Rancho Santa Margarita, CA 92688

Front Counter: (949) 709 – 7595

#### **Area Director**

Gabriella Littlejohn (949) 542-4104 | [glittlejohn@bgccapo.com](mailto:glittlejohn@bgccapo.com)

## **MEMBERS AGES**

Via Positiva	Serves ages 7 -18 year round Serves ages 5 – 6 for Summer Program Only
Aliso Viejo	Serves ages 6 -18 year round
Rancho Santa Margarita	Serves ages 7 -18 year round

## **COST**

2022 Membership-----	\$125
Via Positiva Morning Care Program-----	\$100
Day Camp Weekly Fee-----	\$125 per week
Day Camp Daily Fee -----	\$35 per day
5 & 6 Year Old Summer Program-----	\$150 per week or \$65 per day
Dana Hills High School After School Pick Up -----	\$100 per semester
Cielo Vista After School Walking Fee-----	\$40 per semester
Trabuco Mesa After School Van Pick Up-----	\$100 per semester

## **LATE PICK-UPS**


- 1<sup>st</sup> warning is given for late pickups after 6:10pm (7:10 pm for Via Positiva, Monday - Thursday).
- 2<sup>nd</sup> warning will result in the next Club day missed.
- 3<sup>rd</sup> warning will result in 2 consecutive Club days missed.
- Members are NOT allowed to sit outside to wait for their parents.

## **CLUB HOURS**


<b>Via Positiva</b>	<b>Aliso Viejo</b>	<b>Rancho Santa Margarita</b>
<p style="text-align: center;"><u><b>After School</b></u>                      Monday: 2:00 pm to 7:00 pm                      Tuesday: 12:45 pm to 7:00 pm                      Wednesday: 2:00 pm to 7:00 pm                      Thursday: 2:00 pm to 7:00 pm                      Friday: 2:00 pm to 6:00 pm</p> <p style="text-align: center;"><u><b>Morning Care</b></u>                      7:00 am until school starts</p> <p style="text-align: center;"><u><b>Day Camp</b></u>                      7:00 am – 6:00 pm                      Monday through Friday</p>	<p style="text-align: center;"><u><b>After School</b></u>                      Monday: 2:00 pm to 6:00 pm                      Tuesday: 12:45 pm to 6:00 pm                      Wednesday: 2:00 pm to 6:00 pm                      Thursday: 2:00 pm to 6:00 pm                      Friday: 2:00 pm to 6:00 pm</p> <p style="text-align: center;"><u><b>Day Camp</b></u>                      7:00 am – 6:00 pm                      Monday through Friday</p>	<p style="text-align: center;"><u><b>After School</b></u>                      Monday: 2:00 pm to 6:00 pm                      Tuesday: 12:45 pm to 6:00 pm                      Wednesday: 2:00 pm to 6:00 pm                      Thursday: 2:00 pm to 6:00 pm                      Friday: 2:00 pm to 6:00 pm</p> <p style="text-align: center;"><u><b>Day Camp</b></u>                      7:00 am – 6:00 pm                      Monday through Friday</p>

## BRANCH CLOSURES

 <b>VIA POSITIVA BRANCH</b>			
<b>2022 Day Camp Schedule &amp; Club Closures</b>			
DATE	TIME	COST	REASON
August 16, 2022	Club open for Afterschool Program (2:00 pm - 7:00 pm)		
August 23-25, 2022	Club open for Minimum Days		
September 5, 2022	Club Closed		Holiday
September 13-15, 2022	Club open for Minimum Days		
October 31, 2022	Club open for Minimum Days		
November 1, 2021	7:00 am - 6:00 pm	\$35 per day	School Closed
November 2-4, 2022	Club open for Minimum Days		
November 11, 2022	Club Closed		Holiday
November 21-23, 2022	7:00am to 6:00pm	\$35 per day	School Closed
November 24-25, 2022	Club Closed		Thanksgiving
December 23, 2022	7:00 am - 6:00 pm	\$35 per day	School Closed
December 26-30, 2022	Club Closed		Holiday
<b>2023 Day Camp Schedule &amp; Club Closures</b>			
January 9, 2023	Club open for Afterschool Program (2:00 pm - 7:00 pm)		
January 16, 2023	Club Closed		Holiday
February 17, 2023	Club Closed		Training
February 20, 2023	Club Closed		Training
February 21-14, 2023	Club open for Minimum Days		
April 3-7, 2023	7:00 am - 6:00 pm	week	Spring Break
May 29, 2023	Club Closed		Holiday
June 3, 2022	Club Closed		Staff Training
June 5, 2023	7:00 am - 6:00pm	week	Summer Break
July 4, 2023	Club Closed		Holiday
August 10-14, 2023	Club Closed		Training
August 15, 2023	Club open for Afterschool Program (2:00 pm - 7:00 pm)		
August 22 - 24, 2022	Club open for Minimum Days		
September 4, 2023	Club Closed		Holiday
September 5-7, 2023	Club open for Minimum Days		
October 31, 2023	Club open for Minimum Day		
November 1, 2023	7:00 am - 6:00 pm	\$35 per day	Staff Development Day
November, 2-3, 6, 2023	Club open for Minimum Days		
November 10, 2023	Club Closed		Holiday
November 20-24, 2023	7:00am to 6:00pm	\$35 per day	School Closed
November 25-26, 2022	Club Closed		Holiday
December 23, 2023	7:00 am - 6:00 pm	\$35 per day	School Closed
December 25 - 31, 2022	Club Closed		Winter Break
For more information please contact Sara Smith at (949) 542-4493 or <a href="mailto:ssmith@bgccapo.com">ssmith@bgccapo.com</a>			
**Schedule is subject to change**			

			
ALISO VIEJO BRANCH			
2022 Day Camp Schedule & Club Closures			
DATE	TIME	COST	REASON
August 15, 2022	Club open for Afterschool Program (2:00 pm - 6:00 pm)		
September 5, 2022	Club Closed		Holiday
October 5, 2022	8:00 am - 6:00 pm	\$35 per day	School Closed
October 31, 2022	8:00 am - 6:00 pm	\$35 per day	School Closed
November 1, 2022	Club open for Minimum Days (Saddleback Unified School District)		
November 2 - 11, 2022	Club open for Afterschool Program (2:00 pm - 6:00 pm)		
November 21 - 23, 2022	8:00 am - 6:00 pm	\$35 per day	School Closed
November 24 - 25, 2022	Club Closed		Holiday
December 26 - 31, 2022	Club Closed		Holiday
2023 Day Camp Schedule & Club Closures			
January 1 - 6, 2023	Club Closed		Holiday
January 9, 2023	Club open for Afterschool Program (2:00 pm - 6:00 pm)		
January 16, 2023	Club Closed		Holiday
January 27, 2023	8:00 am - 6:00 pm	\$35 per day	School Closed
February 17, 2023	Club Closed		Training
February 20, 2023	Club Closed		Training
February 21 - 24, 2023	Club open for Minimum Days (Capistrano Unified School District)		
February 24 - March 1-3, 2023	Club open for Minimum Days (Saddleback Unified School District)		
April 3 - 7, 2023	8:00 am - 6:00 pm	\$35 per day/\$125 per week	Saddleback and Capistrano Valley School Districts Spring Break
May 29, 2023	Club Closed		Holiday
June 5 - August 9, 2023	8:00 am - 6:00pm	\$35 per day/\$125 per week	Summer Break
July 4, 2023	Club Closed		Holiday
August 10 - 11, 2023	Club Closed		Training
August 14, 2023	Club open for Afterschool Program (2:00 pm - 6:00 pm)		
For more information please contact Summer Mejia at (949) 542-4493 or <a href="mailto:smejia@bgccapo.com">smejia@bgccapo.com</a>			
**Schedule is subject to change**			



 <b>RANCH SANTA MARGARITA BRANCH</b>			
<b>2022 Day Camp Schedule &amp; Club Closures</b>			
<b>DATE</b>	<b>TIME</b>	<b>COST</b>	<b>REASON</b>
August 15, 2022	Club open for Afterschool Program (2:00 pm - 6:00 pm)		
August/September	Elementry Back to School Night / Club open for minimum day		
September 5, 2022	Club Closed		Holiday
September 15, 2022	Middle School Back to School Night / Club open for minimum day		
October 5, 2022	8:00am to 6:00pm	\$35.00 per day	School Closed
October 31, 2022	8:00am to 6:00pm	\$35.00 per day	School Closed
November 3-4, 7-10, 2022	Elementry Parent Teacher Confrence / Club open for minimum day		
November 9-10, 2022	Middle School Parent Teacher Confrence / Club open for minimum day		
November 11, 2022	Club Closed		Holiday
November 21-23, 2022	8:00am to 6:00pm	\$35.00	School Closed
November 24-25, 2022	Club Closed		Thanksgiving
December 26-30, 2022	Club Closed		Winter Break
<b>2023 Day Camp Schedule &amp; Club Closures</b>			
January 2-6, 2023	Club Closed		Winter Break
January 9, 2023	Club open for Afterschool Program (2:00 pm - 6:00 pm)		
January 16, 2023	Club Closed		Holiday
January 27, 2023	8:00 am - 6:00pm	\$35 per day	School Closed
February 17, 2023	Club Closed		Training
February 20, 2023	Club Closed		Training
February 24, March 1-3, 2023	Club open for Minimum Days		
March 2023 (TBD)	Club Closed		RSM Golf Tournament
April 3-7, 2023	8:00 am - 6:00 pm	\$35 per day/ \$125 week	Spring Break
May 29, 2023	Club Closed		Holiday
June 2, 2023	Club Closed		Staff Training
June 5, 2023	8:00am-6:00pm	\$35 per day/ \$125 week	Summer Break
July 4, 2022	Club Closed		Holiday
August 15, 2022	Club open for Afterschool Program (2:00 pm - 6:00 pm)		
For more information please contact Gabriella Littlejohn at (949) 709 - 7595 or at glittlejohn@bgccapo.com <b>**Schedule is subject to change**</b>			

## **TECHNOLOGY ACCEPTABLE USE POLICY**

Boys & Girls Clubs of Capistrano Valley (Club) is committed to providing the safe use of technology and online resources for members, staff, and volunteers. The acceptable use policy provides the framework for those safety practices and procedures.

### **CLUB MEMBER USAGE**

Before a member will be allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use Policy, the following relevant principles shall apply:

**Club devices** shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

**Personally owned devices** shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

**Club purposes** shall include program activities, career development, communication with experts and/or Club peer members, homework and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

**Authorized use:** Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in restrooms and other areas where there is an expectation of privacy.

**Inappropriate use:** members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate under the Club's disciplinary policies including, if applicable, referral to local law enforcement.

**Monitoring and inspection:** Boys & Girls Clubs of Capistrano Valley reserves the right to monitor, inspect, copy and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs of Capistrano Valley reserves the right to monitor, inspect, copy, and review any personally owned device that is brought to the Club. Parents/Guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

**Loss and damage:** Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damages, misuse or theft of any personally owned device brought to the Club.

**Inappropriate use of technology:** Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate under the Club's disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as materials posted online. Inappropriate communications include but are not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or disrespectful language or images typed, posted or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others;
- Knowingly or recklessly posting false or defamatory information about a person or organization; or
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a member is told to stop sending communications, that member must cease the activity immediately.

**Cyberbullying:** Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. This behavior is cyberbullying, which is defined as bullying that takes place using emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff or community is subject to disciplinary action.

Examples of cyberbullying include, but are not limited to:

- Harassing, threatening, or hurtful text messages, emails or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites, or fake profiles.

**Unauthorized access:** Members may not attempt to gain unauthorized access to the Club's network, or to any other computer system through the Club's network. This includes attempting

to log in through another person's account or accessing another person's files. Members may not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco, or other drugs; engaging in criminal activity; or threatening the safety of another person. Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

**Internet access:** Personally owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Capistrano Valley reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks, or other services. Members must follow Club procedures to access the Club's internet service.

**Parental notification and responsibility:** While the Boys & Girls Clubs of Capistrano Valley Technology Acceptable Use Policy restricts the access of inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some material might not fit the particular values of members and/or their families. Because of this, it is not considered practical for Boys & Girls Clubs of Capistrano Valley to monitor and enforce a wide range of social values in students use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

**Digital citizenships:** Club members shall conduct themselves online in a manner that aligned with the Boys & Girls Clubs of Capistrano Valley Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the Boys & Girls Clubs of Capistrano Valley Code of Conduct, that member shall face the same disciplinary actions that they would if their behavior had happened within the physical Club environment. All members who wish to use a Boys & Girls Clubs of Capistrano Valley device or equipment will be required to successfully complete a Boys & Girls Clubs of America provided digital citizenship and technology safety training. This training is required for all members annually.

**Club-owned-and-operated technology:** Members are expected to follow the same rules and guidelines when using Club-owned technology. Club technology and systems are the property of the Club, are intended to be used for Club purposes and are to be used during approved times with appropriate supervision. Club members shall never access or use Club technology or systems without prior approval.

### **STAFF AND VOLUNTEER USAGE**

Before a staff member can use Club technology equipment or a personal device, he/she shall read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

**Club devices** shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play or record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

**Personally owned devices** shall include any and all staff-owned existing and/or emerging technologies and devices that can take photographs, play and record audio and videos, input text, upload and download content and/or media and transmit or receive messages or images. Personally owned devices are not recommended for use unless the staff person is required to use it for their specific job, for which the Club will provide a cell-phone stipend.

**Club purposes** include but are not limited to the delivery of program activities, accessing sanctioned training or career development opportunities, communication with experts and/or authorized Club staff and for Club purposes or management of other Club activities, such as member check-in or incident reporting. Staff are expected to act responsibly and thoughtfully when using technology resources. Staff bear the burden of responsibility to ask their supervisor when they aren't sure of the permissibility of a particular use of technology prior to engaging in that use.

**Authorized use:** Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. Any inappropriate use of a personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate under the Club's disciplinary policies including, if applicable, referral to local law enforcement.

**Monitoring and inspection:** Boys & Girls Clubs Capistrano Valley reserves the right to monitor, inspect, copy and review a personally owned device that is brought to the Club. Staff may refuse to allow such inspections. If so, the staff member may have disciplinary action up to and including termination.

**Loss and damage:** It is not recommended that staff bring their personal computers to the Club. If staff need a specific technology device, they need to put in a request with their supervisor. If the staff person still chooses to bring their personal device to the Club, they are doing so at their own risk. Staff are responsible for keeping devices with them at all times. Supervisors and the Club at large are not responsible for the security and conditions of the staff member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of personally owned device, as determined by a supervisor, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of employment or volunteer assignment or other disciplinary actions determined to be appropriate to the Club's disciplinary policies, including, if applicable, referral to local law enforcement.

Inappropriate communication includes but is not limited to:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or sexual content or disrespectful language or images typed, posted or spoken by staff or members.
- Information that could cause conflict.
- Personal attacks, including prejudicial or discriminatory attacks.
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking others.
- Knowingly or recklessly posting false or defamatory information about a person or organization.
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a staff member is told to stop sending communications, he/she must cease the activity immediately.

Staff must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communications is prohibited in any public or private messages, as well as material posted online.

Staff may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy others. This behavior is cyberbullying, which is defined as bullying that takes place using existing or emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or wellbeing of the Club, Club staff, Club members or community is subject to disciplinary action.

Examples of cyberbullying include but are not limited to:

- Harassing, threatening or hurtful text messages, emails or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Use of embarrassing pictures, videos, websites or fake profiles.

**Communication with Club members:** Staff may never use personal devices to communicate directly with a single Club member. Proper protocol dictates that all communication between staff and Club members must include an additional staff member and at least two Club members. This also includes overnight events such as Keystone Conferences and Youth of the Year events.

**Internet access:** Personally owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Capistrano Valley reserves the right to monitor communication and internet traffic and to manage, open or close access to specific online websites, portals, networks or other services. Staff must follow Club procedures to access the Club's internet service.

**Password and access:** To prevent unauthorized access, devices must lock themselves and require authentication using the strongest features available on the device. A minimum standard would require a typed password of at least six characters or numbers, though some devices utilize fingerprint or other biometric technologies.



**Websites, Apps:** All Boys & Girls Clubs of Capistrano Valley employees will need to use apps and websites specially where their login and password is created by the Club's contracted I.T. person. This is in reference to apps like document storing software, social media, editing software, etc.

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## **TRANSPORTATION POLICY**

The Boys & Girls Clubs of Capistrano Valley is committed to providing a safe environment and promotes the following transportation policy for members, staff, volunteers, board members and other adults.

The Club only provides transportation to and from the Club locations and various approved off-site locations. The Club only transports youth in Club vehicles and other vehicles approved by Club leadership.

The purpose of the transportation policy is to provide safe transportation of Club members. The Club adheres to C.H.P regulations regarding vehicles, drivers, and safety procedures. All Club driver's must adhere to the following:

**Staff shall:**

- Only transport members in official Club vehicles unless approved through Club leadership to transport members in personal vehicles and also cleared through the Club's insurance, e.g., by showing proof of insurance.
- Ensure at least three individuals are present when transporting members and abide by the *one-on-one policy* when transporting members.
- 
- Drive Club vehicles only after he/she is cleared as an acceptable driver through the Club's insurance company.
- 
- Keep an updated list of all youth who are transported to and from the Clubhouse and Club related activities.

**Drivers shall:**

- Keep a log of all youth who are picked-up and dropped off.
- Perform regular checks to ensure all members are picked-up and dropped off at the appropriate times and locations.
- Immediately notify Club leadership if there is a delay or issue with transporting members to and from the Clubhouse or Club-related activities.
- Submit written reports detailing issues or incidents involving transporting members to and from the Clubhouse or Club related activities.

**Branch Directors shall:**

- Perform monthly inspections

### **Transportation Accident:**

#### Preventative Action

- Check vehicle carefully using the pre-trip inspection form before each trip.
- Report any problems to your immediate supervisor immediately.
- All staff qualified to drive Club vehicles will be cleared as an acceptable driver through the Club's insurance company.
- Do not hurry, even if late.
- Observe posted speed limits and all traffic laws.
- Always keep in mind that large vehicles, such as vans and buses, are slow moving and require more response time and greater space in dealing with emergency situations.

### **RESPONSE TO EMERGENCY**

#### *Minor Accident*

1. Pull over.
2. Check for any bumps or injuries and begin emergency first aid treatment as needed.
3. Put out flares if necessary.
4. Calm children by acting in calm manner yourself.
5. Evacuate vehicle if necessary.
6. Notify Executive Director/Area Director, Branch Director, C.H.P. and/or police.
7. Get information on other driver if another vehicle is involved.
  - a. Name of driver
  - b. Name of vehicle owner
  - c. # of passengers
  - d. Phone
  - e. Address
  - f. Drivers Licenses #
  - g. License Plate #
  - h. Vehicle VIN#
  - i. Make, Model and Color of vehicle.
  - j. Take pictures of damage
  - k. Collect information from witnesses
8. Drive back to Club after police investigation is complete if vehicle is operable or call Club to arrange for another vehicle to pick up passenger.
9. Do not discuss **“who was at fault.”**

#### *Major Accident*

1. Determine extent of injuries, prioritize need for treatment, and begin emergency first aid as needed.



2. Put an older child or another adult in charge of uninjured if you need to perform CPR or other emergency medical treatment.
3. Calm children.
4. Put out flares if necessary.
5. Evacuate van or bus safely. Seek assistance from passersby if needed.
6. Seek assistance in calling proper authorities, notifying the Club, putting emergency flares out, and treating the injured.
7. Keep children in a safe place.
8. Arrange for the uninjured to be transported back to the Club.
9. Do not discuss **“who was at fault.”**
10. Get information on other driver if another vehicle is involved.
  - a. Name of driver
  - b. Name of vehicle owner
  - c. # of passengers
  - d. Phone
  - e. Address
  - f. Drivers Licenses #
  - g. License Plate #
  - h. Vehicle VIN#
  - i. Make, Model and Color of vehicle.
  - j. Take pictures of damage
  - k. Collect information from witnesses

### **Freeway Accident**

1. Try to pull over to the shoulder so vehicle can be safely evacuated.
2. Put out flares if necessary.
3. 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.
4. Keep everyone in seats until those injured can be moved, then evacuate vehicle when safe to do so.
5. Try to keep calm and keep feelings and voice under control. Assist in investigation of accident.
6. Assist in arrangements for transporting uninjured back to Club.
7. Seek assistance in contacting authorities, calling Club, putting out flares, treading the injured and safely evacuating passengers to shoulder of freeway.
8. Do not discuss **“who was at fault”**.
9. Get information on other driver if another vehicle is involved.
  - a. Name of driver
  - b. Name of vehicle owner
  - c. # of passengers
  - d. Phone
  - e. Address

- f. Drivers Licenses #
  - g. License Plate #
  - h. Vehicle VIN#
  - i. Make, Model and Color of vehicle.
  - j. Take pictures of damage
  - k. Collect information from witnesses
10. If appropriate, driver and riders meet with professional counselors for help in dealing with psychological effects of major accident.

### **Shared-Use Restrooms**

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

### **Accident or Emergency Protocol**

- Driver should immediately notify Club leadership if there is a delay or issue (e.g., breakdown, accident, emergency) with transporting members to and from the Club location or Club-related activities.
- Staff shall immediately inform Club leadership if a staff member, volunteer, or board member violates this policy. In such case, the organization will take appropriate disciplinary action, up to and including termination.

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## **INCIDENT MANAGEMENT POLICY**

The Boys & Girls Clubs of Capistrano Valley understands that it is important to have clear reporting policies and procedures are an important element in responding to incidents that might occur in Club branches. Staff and volunteers must at a minimum immediately report and document all safety incidents that might affect staff, volunteers, members, and others who visit Club branches.

### **GENERAL INCIDENT DESCRIPTION**

Safety incidents can include but are not limited to:

- Inappropriate activity between adults (18 and over) and youth;
- Inappropriate activity between two or more youth;
- Allegations of abuse;
- Any form of child pornography;
- Bullying behavior;
- Inappropriate electronic communications between adults (18 or over) and youth;
- Minor and major medical emergencies;
- Accidents, including slips and falls;
- Threats made by or against staff, volunteers and/or members;
- Physical assaults and injuries, including fights;
- Missing children;
- Criminal activity, including theft and robbery; and
- Bringing a weapon, such as a knife/gun to the Club;
- Other incidents as deemed inappropriate by Club leadership.

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

### **INTERNAL INCIDENT REPORTING**

Any Boys & Girls Clubs of Capistrano Valley employee or volunteer who becomes aware of an incident, as defined in this policy, shall immediately complete an incident report and submit the incident to Club leadership.

The following information shall be included on an Incident Report:

- Date and location
- Incident details (if applicable)
- Witnesses and contact information
- Names of all involved (youth and staff, if applicable)
- All notifications made (first responders, parents, leadership, etc.)

### **EXTERNAL INCIDENT REPORTING**

Boys & Girls Clubs of Capistrano Valley follows all applicable mandated reporting statutes and regulations and all applicable federal, state, and local laws for the protection and safety of youth. Types of incidents reported include but are not limited to:

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

### **INCIDENT INVESTIGATION**

Boys & Girls Clubs of Capistrano Valley takes all incidents seriously and is committed to supporting external investigations of all reported incidents and allegations or internal investigations by the Safety Committee when not an externally reportable incident.

Federal, state, and local criminal and or mandated child abuse reporting laws must be complied with before any considerations of an internal investigation. The internal investigation should never be viewed as a substitute for a required criminal or child protective services investigation.

In the event that an incident involves an allegation against a staff member, volunteer or Club member, the Club shall suspend that individual immediately (employees with pay) and maintain the suspension throughout the course of the investigation.

### **BOYS & GIRLS CLUB OF AMERICA (BGCA) CRITICAL INCIDENT REPORTING**

Boys & Girls Clubs of Capistrano Valley shall immediately report any allegation of abuse or potential criminal matter to law enforcement. In addition, Boys & Girls Clubs of Capistrano Valley shall report the following critical incidents to BGCA within 24 hours:

- a. Any instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation (Club-related or not) against any child by a current employee or volunteer, or any Club-related instance by a former employee or volunteer.
- b. Any instance or allegation of child abuse, including physical, emotional or sexual misconduct or exploitation by a youth(s) towards another youth(s) at a Club branch or during a Club-sponsored activity.
- c. Any child who might have been abducted or reported missing from a Club branch or Club-sponsored activity.
- d. Any major medical emergency involving a child, staff member or volunteer at a Club branch or during a Club-sponsored activity leading to extended hospitalization, permanent injury or death; or a mental health crisis with a child requiring outside care.
- e. Any instance or allegation of abuse, including physical, emotional or sexual abuse, sexual misconduct, harassment or exploitation (Club-related or not) including any staff member; or any Club-related instance or allegation of abuse, including physical, emotional or sexual abuse, sexual misconduct harassment or exploitation against a volunteer or visitor.
- f. Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
- g. Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity.
- h. Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
- i. Any criminal or civil legal action involving the organization, its employees or volunteers, as well as any changes in the status of an open organization-related legal action.
- j. Negative media attention that could compromise the reputation of the Boys & Girls Clubs of Capistrano Valley or the BGCA brand.
- k. Any other incident deemed critical by the Boys & Girls Clubs of Capistrano Valley.

Failure to report safety incidents to the BGCA could result in a funding hold or the organization being placed on provisional status.

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## **RESTROOM USAGE POLICY**

The Boys & Girls Clubs of Capistrano Valley is committed to providing a safe environment and enforces the following restroom policy for members, staff, volunteers, and other adults at each Club location.

### **Staff shall:**

- Only use designated adult restrooms. Should separate restrooms be unavailable, staff shall use restrooms at appropriate intervals to ensure they are not using restrooms at the same time as youth members.
- Abide by all staff codes of conduct. See Employee Handbook.
- Enforce the Club's restroom code of conduct.
- Intervene and notify Club leadership should inappropriate conduct be observed.
- Ensure restrooms are regularly cleaned and sanitized.

### **Staff observing unacceptable restroom conditions shall:**

- Immediately notify Club leadership.
- Complete a Repair Request Form and submit to Club leadership.
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible.

### **Via Positiva Branch Code of Conduct**

Restrooms located in the 7-to-12-year-old building have been designated for youth 7-to-12-year-old (except in the summer when they are designated for youth 5-to-18 years old). One staff restroom is located next to the Snack Room on the left-hand side. The four restrooms located on the right-hand wall in the 7-to-12-year-old building are member designated. The restrooms should have the following:

- Restroom policy signs
- A bathroom cleaning checklist
- A sign posted outside the door designating it for 7-to-12-year-old during the school year and 5-to-18-year-old for the summer.
- Outside of the staff restroom there will be a sign designating it as a staff only restroom.

### **Via Positiva Branch (Club One Teen Center) Code of Conduct**

Restrooms located in the Club One Teen Center in the emergency exit area are designated as the 13-to-18-year-old restrooms all year long. The restroom located next to the Teen Director's office is designated as a staff only restroom. The restrooms should have the following:

- Restroom policy signs

- A bathroom cleaning checklist
- A sign posted outside the door designating it for 13-to-18-year-old during the school year and 11-to-18-year-old for the summer.
- Outside of the staff restroom there will be a sign designating it as a staff only restroom.

### **Aliso Viejo Branch Code of Conduct**

Restrooms located outside are designated for member's 6-to-18-year-old only during the entire duration of Club programming. There are two restrooms locations labeled for specific genders, female and male. The restroom located inside the Technology Lab will be designated as a staff-only restroom. The restrooms should have the following:

- Restroom policy signs in each stall
- A bathroom cleaning checklist
- Outside of the staff restroom (located in the Cox Technology Center) there will be a sign designating it as a staff only restroom until 6:00pm. At 6:00pm, the teen program may use this restroom.
- All outside restrooms will be locked during program hours, and the staff will have to unlock them for the members.
- No outside community members may use these restrooms.
- No parents may use these restrooms.
- The staff restroom must be locked at all time.

### **Rancho Santa Margarita Branch Code of Conduct**

Restrooms located in the hallway are designated for all Community Center programs and staff. To ensure the commitment to safety to our members, the Club will follow the following procedures:

- Restroom policy signs on the mirror in each restroom.
- A bathroom cleaning checklist located inside the Branch.
- No staff in the bathrooms with members.
- Restroom pass for members who need to use the restroom. No more than two (2) members will be allowed to go at the same time.

All restrooms including staff restrooms shall be regularly monitored by designated staff at a schedule set by Club leadership. Monitoring includes walk-throughs, inspections, and/or restroom passes or keys set by the Club leadership.

### **Shared-Use Restrooms**

- On a field trip or when using a public restroom, youth shall never enter the restroom alone unless it is a single-stall restroom that is empty.
- Youth shall follow the "rule of three" in using public restrooms, with at least two youth and an adult walking to the restrooms and three youth entering a multi-stall facility

together. The adult will remain outside the restroom door to provide auditory surveillance.

- Whenever possible, staff/volunteers will monitor and clear public restrooms before use by members to ensure that the facility is free of adults- and clear of youth not involved in the Club program- before allowing youth to use the facilities. Alternatively, staff members will stand in the restroom doorway and/or hold the door at least partially open when supervising member use of public restrooms. Staff may position themselves inside the restrooms near the sinks if positioning at the door is not feasible or is deemed ineffective.

## **SUPERVISION & GUIDANCE POLICY**

The Boys & Girls Clubs of Capistrano Valley is committed to providing a safe environment. Club activities should be supervised under reasonable ratios. The ratio should be based on an organization’s experience, common practices related to adult-to-youth ratios use by others in the community, and/or standards set by Club leadership.

### **Staff shall not:**

- Use electronic devices such as cell phones, or other communication devices while supervising members unless it is part of approved programming.

### **Staff shall:**

- Abide by the organization’s one-on-one contact policy.
- Abide by the organization’s disciplinary policies and procedures.
- Ensure at least 3 individuals are present when supervising members (e.g. 1 staff and 2 members or 2 staff and 1 member).
- Be trained on appropriate supervision tactics and behavior patterns.
- Ensure all youth volunteers are supervised by an adult staff member.
- Immediately notify Club leadership, and/where appropriate, submit written reports, detailing supervision issues or incidents.

### **Recommended Ratios**

Type	Adults	Members
Drop- In (Afterschool and Morning Care)	1	20
Summer Program (7 to 18)	1	20
Summer 5 & 6-year-Old Program	1	10
Field Trips	1	10
Beach/ Swimming Trips	1	8

## **DISABILITY INCLUSION POLICY & GUIDANCE**

The Boys & Girls Clubs of Capistrano Valley (BGCCV) welcomes all children and is committed to act in a non-discriminatory manner and to make reasonable accommodations to provide equal opportunity and service to individuals with disabilities and other complex needs.

a. Inclusive Environment

The BGCCV staff members will work with families to understand special needs of children seeking accommodations, and to identify modifications necessary to support the disability. Staff will work to integrate individual accommodations as safely and feasibly achievable.

b. Staff Training and Development

Training and support is provided to ensure that staff members are competent to be aware of and to meet the developmental needs of Club members for which an accommodation is being provided. Club staff will work with parents to understand specific or individualized needs, and to identify additional support and resources as necessary and/or appropriate.

c. Confidentiality

Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled children and their families. All staff and volunteers are trained on the need for confidentiality. Written records are stored in a secure location with limited access. No information subject to confidentiality is released without first receiving the written permission of the parent/guardian. This excludes the responsibility of mandated reports of suspected child abuse and neglect as outlined by applicable state law.

### **GUIDANCE**

Note that the term “reasonable accommodations” in the Americans with Disabilities Act indicates that reasonable steps must be taken to provide services, and should be accomplished by performing an individualized assessment of the child’s needs and the Club’s ability to effectively meet the demonstrated accommodation. Please see the checklist below.

Factors to be considered include:

- Needs of person with disability
- Accommodation requested
- Supervision requirement
- Resources available to Club/program
- Impact on Club policies (i.e. prohibition of 1:1 contact)



## **PRACTICAL CONSIDERATIONS**

- Approach conversations about accommodations with a spirit of cooperative problem solving. Communication with caregivers is critical to assessing whether the Club can effectively meet an individual's needs. Use the information gathered to determine what additional support could be put in place for youth.
- Update membership forms to allow families to disclose any special needs required to accommodate the youth's needs.
- Inform all families that they are welcome by placing inclusion statement on membership and in Club communications.

Establish a member code of conduct and/or Branch rules and share with all families prior to joining.