

GREAT FUTURES START **HERE.**



**BOYS & GIRLS CLUBS
OF CHATTANOOGA**

OPERATING POLICIES & PROCEDURES STAFF HANDBOOK

Mission Statement

To inspire and enable all young people, especially those who need us most, to reach their full potential as productive, responsible and caring citizens.

Letter from the President

Welcome to Boys & Girls Clubs of Chattanooga! We are honored that you have chosen to join us in the very important service we provide to our community. You have been selected for your position because of your skills, talents, training, experience and commitment to the development of those children that we serve. We look forward to you applying your talents in helping us to provide excellent service to our members and to the communities that we serve.

Our goal is to help provide you with a meaningful and rewarding career. We are very interested in your progress and collectively, we will take great pride in your accomplishments and contributions. In turn, we expect you to perform your duties to the best of your abilities in accordance with Boys & Girls Clubs of Chattanooga standards as outlined in this handbook. As a result, your knowledge and understanding of our policies and procedures will only enhance your overall job satisfaction.

Please read your handbook and if you have any questions, feel free to discuss them with your supervisor or call Human Resources.

Again, we are pleased to have you with us and wish you great success at the Boys & Girls Clubs of Chattanooga.

Jim Morgan
President

ABOUT THIS HANDBOOK

This Employee Handbook ("Handbook") is expressly intended for the use of the employees of the Boys & Girls Clubs of Chattanooga (hereinafter referred to as the "Club" or "BGCCHA"). This Handbook sets forth basic policies and procedures for employee conduct and also contains important summary information regarding employee benefits.

Unless otherwise specified, the policies outlined in this Handbook apply to all employees – introductory, regular full-time, regular part-time and temporary/seasonal. The policies outlined in the Handbook govern employees unless there are more strict Federal, State and/or Local statutes.

In all cases of interpretation of this Handbook, management decisions are final. The Club may modify any part of this Handbook at its sole discretion, without prior notice. This Handbook supersedes and replaces all previously existing Club employee handbooks or personnel policy manuals.

ALL CLUB EMPLOYEES ARE EXPECTED TO FOLLOW THE POLICIES AND PROCEDURES OUTLINED IN THIS HANDBOOK. ANY VIOLATION OF THESE OR ANY OTHER CLUB POLICY, PRACTICE OR PROCEDURE WILL SUBJECT AN EMPLOYEE TO DISCIPLINE, UP TO AND INCLUDING SEPARATION.

EMPLOYMENT WITH THE CLUB IS AT-WILL. THE CLUB MAY DISCHARGE AN EMPLOYEE AT ANY TIME, FOR ANY REASON WHATSOEVER, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE. NOTHING WITHIN THIS HANDBOOK OR WITHIN THE CLUB'S POLICIES, PRACTICES, OR PROCEDURES IS INTENDED TO CREATE A CONTRACT FOR EMPLOYMENT, EXPRESS OR IMPLIED, OR A GUARANTEE OF CONTINUED EMPLOYMENT FOR A SPECIFIC DURATION.

Employees should refer questions regarding the Club's benefit plans to the Executive Vice President or refer to the Club's plan documents or summary plan descriptions. Employees should contact their Unit Director with questions concerning the contents of this Handbook.

Table of Contents

General Operating Policies & Procedures	-7-
A. Club Membership	-7-
1. Conduct of Members	-7-
2. Adult/Child Relationship	-7-
3. Membership Policy and Dues	-7-
4. Membership Classification	-7-
5. Visitors	-7-
6. Program Area Policies	-8-
a. Physical Education	-8-
b. General	-8-
c. Smoking/Tobacco	-8-
d. Weapons	-8-
7. Lost Articles	-8-
8. Suspensions	-8-
9. Corporal Punishment	-8-
10. Activities Away From The Club	-8-
11. College Scholarship Information and Procedures	-8-
B. Staff Planning and Reports	-9-
1. Staff Planning	-9-
2. Goals and Objectives	-9-
3. Programs Formulated In Advance	-9-
4. Printed Program Schedules for Members	-9-
5. Use of Program Planning Guides	-10-
6. Master Operations Calendar	-10-
7. Club Operating Schedules	-10-
8. Staff Coverage	-10-
9. Use of Bulletin Boards	-10-
10. Staff Meetings and In-Service Training	-11-
11. Daily Attendance and Activity Reports	-11-
12. Club Attendance and Membership	-11-
13. Damage, Loss, or Theft Reports	-11-
14. First Aid Report	-12-
15. Inventory	-12-

C. Administrative Controls and Requests	-13-
1. Administrative Files	-13-
2. Unit Files	-13-
3. Carbon Copies of Correspondence	-13-
4. Use of Memoranda	-13-
5. Use of Telephone	-13-
6. Use of Club Equipment	-13-
7. Use of Technology	-14-
8. Use of Facilities After Hours	-14-
9. Use of Vehicles	-14-
10. In Case of An Automobile Accident	-14-
11. Central Equipment	-14-
12. Care and Upkeep of Facilities	-15-
13. Use of Keys	-15-
14. Drugs and/or Alcohol	-15-
15. Weapons	-15-
16. Use of The Club by Outside Groups	-15-
17. Employment Forms	-15-
D. Financial Controls and Management	-16-
1. Budget Control	-16-
2. Purchase Orders	-16-
3. Central Purchasing	-16-
4. Postage	-16-
5. Issuance of Checks	-16-
6. Petty Cash	-17-
7. Part-Time Employees Payroll	-17-
8. State Tax	-17-
E. Public Relations	-18-
1. Spokesperson	-18-

F. Building and Personal Emergencies	-19-
1. Fire Procedure	-19-
2. Electrical Failure	-19-
3. First Aid	-19-

GENERAL OPERATING POLICIES AND PROCEDURES

A. CLUB MEMBERSHIP

1. Conduct of Members

Members, visitors, and others using Boys & Girls Clubs facilities are expected to conduct themselves in an orderly manner. While written rules should be at a minimum, we emphasize those things a youth can do, rather than those he or she cannot. We must remember we are in the business of developing positive values and attitudes.

2. Adult/Child Relationship

- a. All staff and all volunteers are **never to take a child home or be involved in a one-on-one activity** with a child unless they have appropriate approval from the President.
- b. All staff are **prohibited from leaving a child unattended** for any reason at anytime. The staff must release the child only to the parent/guardian or those designated.
- c. No employee shall have a member's phone number stored in their personal cell phone or social media friendship.

3. Membership Policy and Dues

Procedure for joining the Boys & Girls Clubs is purposely kept simple. We do not want to provide barriers for disadvantaged youth in joining the club. However, a completed application is required.

Dues are purposely low to give each member a feeling of belonging to something special. Dues are based on the school year, August through May. They are \$5.00 per year for each member, payable in full. Those children who cannot acquire \$5.00 for dues, can work at the club for their dues. This gives meaning to the membership. However, caution should be exercised in this practice, be sure the need is real. There is a \$25 summer program fee for all children that attend during the summer months. (existing members and new members)

New member orientation meetings are encouraged. This affords the member a logical introduction to Boys & Girls Clubs membership. It is recommended that parents be invited to orientation. Special consideration should be given to new members, ensuring their assimilation into the club program. The issuance of a Boys & Girls Clubs membership card and a tour of the Boys & Girls Clubs unit are important events in the life of the new member and should be considered as such. Lost membership cards can be replaced for \$1.00 in the office and are used to check out all equipment.

4. Membership Classification

The membership classifications are in place to help identify groups:

Explorers	ages 6-9
Juniors	ages 10-12
Intermediates	ages 13-15
Seniors	ages 16-18

5. Visitors

A child who is a non-member is permitted to visit the club one time. Their name is entered in a visitor's book and tracking system and they are issued a pass entitling them to use the club and its facilities for that one day only. The staff should follow up with the visitor to inquire their interest in becoming a member.

6. Program Area Policies

- a. **Physical Education** - Members are encouraged to wear gym attire and proper shoes at all times while participating in gym activities.
- b. **General** - Wet swim wear is not permitted in program areas of the club. Any cleated football, soccer, and baseball shoes should be worn outside the club only.
- c. **Smoking/Tobacco – Smoking/Tobacco Use is not permitted within or on the Boys & Girls Clubs property.**
- d. **Weapons of any sort are prohibited within or on the Boys & Girls Clubs property.**

7. Lost Articles

Lost articles should be given to the front desk attendant. After 30 days the lost article may be given to charity or saved for a club rummage sale. The Boys & Girls Clubs is not responsible for personal equipment or articles.

8. Suspensions

Suspensions of club members for disciplinary reasons should be kept at a minimum. Any full-time professional can mete out club suspensions. In addition, the parents must always be informed of the action, specifying the reason for the suspension and asking for their cooperation. A guidance report (IMR) with follow-up should be filed in each instance.

9. Corporal Punishment

Corporal punishment is not allowed at, nor will it be tolerated around, the Boys & Girls Clubs of Chattanooga.

10. Activities Away from the Club

Permission slips must be obtained from parents/guardians for ALL activities held away from their club building: (*for example, camp outings, trips, tours, athletic trips, unit-to-unit, Leader of the Month, meetings, etc.*). Conduct of club members while involved in these outings is expected to be the same as that inside the facility itself. To help build pride, we encourage teams and groups representing the Boys & Girls Clubs to be properly attired.

11. College Scholarship Information and Procedures

Boys & Girls Clubs staff members should identify those members (preferably beginning in middle school) who possess the motivation and desire to attend college. Proper counseling, formal guidance, and encouragement are the foundations of the College Bound program. Information on the College Bound Program can be obtained from a unit manager and should be promoted throughout the club.

B. STAFF PLANNING AND REPORTS

During the school year an average of two hours per weekday is allotted to staff planning, area maintenance, inventory, program preparation, errands, etc. This is a valuable time which should be utilized to the maximum. The following is an outline of what is needed for sound planning.

1. Staff Planning

This organization believes strongly in “planning your work and working your plan”. Planning is necessary to a well-functioning organization.

2. Goals and Objectives

The organization’s program delivery efforts are guided by a "Management by Objectives" system, which calls for an annual program review by the Advisory Board and the President.

Program Emphasis areas are determined annually based on desirable objectives and passed on to the program managers. Each Program Manager is responsible to communicate the Emphasis areas to staff. Service program staff is responsible for the action steps and activities which will ensure the completion of the organizational objectives. A regular evaluation system tracks the progress, in conjunction with the Boys and Girls Clubs of America self-evaluation program Impact Assessment.

3. Programs Formulated in Advance

Due to the publication of quarterly program schedules, program plans should be well formulated at least 30 days before the program quarter. Program flyers should be mailed and/or distributed at least 10 days prior to a new program quarter.

4. Printed Program Schedules for Members

A logical outgrowth of proper planning and promotion is a printed program schedule for members. Just as a restaurant cannot operate without a menu or an airline without a flight schedule, the Boys & Girls Clubs cannot operate effectively without an accurate program activities schedule for its members and their parents. Schedules should be available for Fall, Winter, Spring, and Summer programs. Fall program schedules cover August, September, October, and November. Winter program schedules cover December, January, and February. Spring program schedules cover March, April, and May. Summer program schedules cover June and July. The schedules must be attractive and well prepared. A normal format would include programs offered, special events, basic operating hours, and membership information.

5. Use of Program Planning Guides

Program planning guides are required of all special programs conducted by the club. These are to be filed with the unit manager for their review and approval then turned into the Administrative Office. It is recommended that program evaluations be done in concert with other staff members. These activities should be planned well ahead and also coordinated within the organization (i.e. other units).

6. Master Operations Calendar

Master operations calendars are to be maintained in the unit offices and the Administrative Office. All professional staff members are responsible for placing pertinent information on the calendar; (i.e. *appointments and meetings, program events, training events, vacations, etc.*). A meeting is held early in January of each year to coordinate dates related to annual events.

7. Club Operating Schedules

Club operating hours should be consistent with community needs and the availability to members.

	<u>Summer Schedule</u>	<u>School Schedule</u>
Monday – Friday	8 a.m. - 6 p.m.	3 p.m. - 8 p.m.
Saturday & Sunday	according to need	according to need

During school vacations, the club is open from 8 a.m. - 6 p.m., Monday - Friday. The Club will operate the same as the school system during inclement weather. Early closing due to icing conditions must be approved by the President.

The professional staff should be on duty at least 15 minutes prior to the opening of the club to check equipment, lights, ventilation, etc. Summer early openings or late closings will be approved by the Sr. Management.

8. Staff Coverage

ALL ACTIVITIES CONDUCTED BY THE BOYS & GIRLS CLUBS MUST BE CLOSELY SUPERVISED. Staff members should not be in their offices after the children enter the facility.

When it is necessary to enter the office for a phone call or conference, the stay should be short. Either an absence or lateness should be reported immediately to the program manager so adequate notice can be given to provide coverage. If someone is going to be out, a phone call followed by a memo should go to the Executive Vice President.

9. Use of Bulletin Boards

Staff is responsible for providing attractive and well-planned bulletin boards in his/her area. It is expected that bulletin boards will be colorful, neat, and informative. New bulletin boards should be planned once a month.

10. Staff Meetings & In-service Training

Regularly scheduled staff meetings are necessary to any well-functioning organization. Such meetings are planned on four levels:

- a. The Program Managers shall hold weekly management meetings.
- b. The professional staff of the total organization shall meet at least once each month. (Except during Summer)
- c. Weekly meetings of individual unit staffs shall be held for communication and training.
- d. Time shall be arranged for in-service training for all organization staff on a monthly basis.

All staff should be given sufficient notice of the time, place, and date of each meeting at which their attendance is expected. Meetings should begin on time and all designated employees are expected to be present. An agenda should be planned for each meeting with suggestions and input from each staff member. The staff should always be prepared to actively participate in such meetings. Staff meetings may need to be conducted at hours not normally considered part of the work period. Individual responsibilities may be assigned to professional staff members for presentation at particular meetings.

Staff meetings can be used to:

- discuss and/or coordinate programs, schedule and goals;
- discuss and determine action concerning individual members;
- train and orient staff members
- discuss specific topics

Minutes of staff meeting shall be prepared and the copies distributed to the appropriate persons.

11. Daily Attendance and Activity Reports

Each staff member must maintain accurate attendance and activity reports within the tracking system. At the conclusion of the day, or before the start of the next day's activity, this must be reviewed for accuracy and updated for attendance & activities when necessary.

12. Club Attendance and Membership

Total club attendance and membership reports must be submitted by the Unit Manager to the Administrative Office **NO LATER THAN THE 5TH DAY OF THE NEW MONTH.** Club managers should be constantly aware of their attendance and membership status.

13. Damage, Loss, or Theft Reports

Damage, loss, or theft of any property or equipment must be properly reported to the Sr. Management within 24 hours of discovery, accompanied by a work order or purchase order if needed or statement of action taken.

In the case of any Major Incidents, a written report should be sent to the Administrative Office immediately along with any supporting reports or paperwork.

14. First Aid Report

First aid reports must be properly and completely filled out by a staff member when an injury occurs on club property or in programs sponsored by the Boys & Girls Clubs. The parent/guardian of that child should be notified immediately of the injury. Remember parents like to be informed regarding their child, even minor injuries. This builds and maintains trust between the parent and Club. Each club is to retain a copy in its files and copy must be turned in to the Administrative Office immediately for proper filing. It may be necessary to complete additional insurance information. Reports are filed in chronological order and kept indefinitely.

15. Inventory

Each professional is responsible for maintaining current written inventories of all supplies and equipment. Such inventories are to list the item purchased, the date purchased, the place purchased, and the price of the item. When equipment is lost or damaged beyond repair, the item should be crossed off the inventory and the Administrative Office notified immediately. Each club is to maintain its' own inventory list in the manager's office with a copy on file at the Administrative Office.

C. ADMINISTRATIVE CONTROLS AND REQUESTS

1. Administrative Files

Files for the organization are kept at the Administrative Office and can be utilized by professional and clerical personnel. However, personnel files are confidential and can be handled only by authorized persons. Personnel files are stored in a locked, fireproof filing cabinet. The only persons with access to the keys to this cabinet are the President and the Executive Vice President and appropriate personnel they assign.

2. Unit Files

Each unit will maintain adequate and up-to-date files. The Unit Manager will determine the organization and categories of these files.

3. Carbon Copies of Correspondence

To facilitate effective administrative control and proper communications, carbon copies of all correspondence must be given to the proper source. Club staff should see that the Unit Managers receive a carbon copy of all correspondence, and it should be so specified on the face of the correspondence. Unit Managers, in turn, must send a copy of all their correspondence to the Executive Vice President. When it pertains to their club operation, the Unit Managers will receive a carbon copy of any correspondence the Senior Management writes.

4. Use of Memoranda

Memorandums are an effective method of communication when specific instructions or information is needed in writing. Memorandums will be issued to Unit Managers in particular when coming events or specific policy statements need to be announced.

5. Use of Telephone

Staff members should keep telephone calls to a minimum. No staff member is permitted to make a long distance call without permission from Sr. Management. All long distance calls must be recorded on call vouchers and submitted to the Administrative Office before the call is made. The Boys & Girls Clubs does not accept collect calls from outside organizations, or persons. Any calls from outside vendors should be routed to the Administrative Office.

Personal cellular phone is not permitted at work during work hours unless approved by Sr. Management. Organizational cell phones may be given to Sr. Management and others as deemed necessary. These are for business use only. (See cell phone policy appendix.)

6. Use of Club Equipment

The Unit Manager is directly responsible for the use of all office equipment assigned to his/her club. This includes its use, proper training and orientation in the use of the equipment. The maintenance agreements and repairs for the equipment will be handled by the Administrative Office.

7. Use of Technology

Any technology at the Boys & Girls Clubs of Chattanooga must be used for business purposes only. No one is allowed to download or install any program, software, or application without prior permission from Sr. Management. This includes music, videos, pictures, games, social media, instant messengers, etc. The term technology includes but is not limited to the following: telephones, computers, tablets, internet, and cell phones.

The organizational telephones (land or cell), computers, tables, and internet access, are not to be used for personal reasons; these are to be used for business purposes only.

All members must take an internet safety course prior to using. Staff should monitor at all times when a member is using technology. The Club does not provide social media outlets for members and is not allowed at the Club.

Anyone in violation of any of the above policy will be subject to immediate disciplinary action including possible termination.

8. Use of Facilities After Hours

Anyone using the club for any reason after normal operating hours must have permission from the President. Anyone found violating this procedure may receive disciplinary action including possible termination.

9. Use of Vehicles

The organization owns two minibuses for transporting children or conducting BGCC business (i.e. picking up supplies). A bus schedule should be turned in to the Administrative Office monthly. You must be 25 years of age and approved by our Insurance Company prior to driving a bus. You may be required at times to use your personal vehicles for Boys & Girls Clubs of Chattanooga business. Our vehicle policy will cover such times. If you are not of age or you are not covered by our insurance carrier due to your driving record, you will be put on driver restriction.

10. In case of An Automobile Accident

- a. Notify local police and/or state authorities as prescribed by law.
- b. Stay with the vehicle and get a copy of the police report.
- c. Contact the Administrative Office for communication and instructions.
- d. Do not commit yourself or your insurance company. Make no statement to anyone except proper authorities or an authorized representative of the Boys & Girls Clubs.
- e. If in an accident, all Boys & Girls Clubs employees involved will be drug tested.
- f. Proof of insurance must stay in the vehicle.

11. Central Equipment

Some equipment is stored at the Administrative Office, such as the camera, the video recorder, etc. Adequate notice should be given for its use. A sign-out roster is to be signed by the person checking out the equipment, listing the name of the equipment, the date it is taken, and the date it is returned.

12. Care and Upkeep of Facilities

All staff members need to be constantly aware of and responsive to the appearance of the club facility and equipment. It is a known precept of youth work that a clean, comfortable, and uncluttered building is conducive to creating a positive atmosphere for good behavior. All offices are to be kept neat and orderly. Staff should be cognizant of refuse surrounding the facility and program area. Equipment must be in a safe, usable condition at all times. Broken equipment must be either repaired or discarded. A maintenance form must be turned into maintenance personnel.

13. Use of Keys

Keys are very important to both security and supervision in the Boys & Girls Clubs. Security areas should be kept locked. Each staff member must be constantly cognizant of the location and use of his/her keys. He should also minimize the loan or use by anyone else. Unit Managers and Program Managers are responsible for building keys and equipment assigned to the unit. If extra keys are needed for any reason, only the President or Executive Vice President can approve additional keys.

14. Drugs and/or Alcohol

Drugs and/or alcohol use will not be tolerated by any Boys & Girls Clubs staff. Use of such is cause for immediate termination. (See policy statement - Appendix).

15. Weapons

Weapons of any sort are not allowed on any Boys & Girls Club premise, facility, nor are they allowed to be carried on person by any staff while at work.

16. Use of the Club by Outside Groups

The use of Boys & Girls Clubs facilities by outside groups is prohibited without prior approval by the President.

17. Employment Forms

When an employee terminates employment, the supervisor in charge should notify the Administrative Office in memo form. The employee's name and last date of employment and reason for termination should be noted, so that proper procedures can be taken to drop this person from the payroll and address any other personnel matters.

D. FINANCIAL CONTROLS AND MANAGEMENT

Since the Boys & Girls Clubs is funded by the community as a non-profit, charitable organization, stewardship must be exercised at all times. All resources, whether they be facilities, equipment or money, are a trust the community has given to us to manage properly and we must guard against waste and misuse with careful diligence.

1. Budget Control

While the President is designated by the Board of Directors as the chief fiscal officer, he can delegate the responsibility of exercising financial control to other appropriate personnel such as support staff and unit managers over their respective operation. Each fiscal officer must operate his/her budget within the amounts approved by the Board and deficit budgeting is not condoned unless specific permission has been granted by the Board of Directors. There are other internal controls in place regarding accountability, authorization that is given to the appropriate staff as required by their job/position. Unit budgets are based upon your optimal daily attendance and should be budgeted accordingly.

2. Purchase Orders

Either a purchase order or a work order is required by the Boys & Girls Clubs for all transactions. Purchase orders must be properly completed and approved by a Vice President or President before a purchase is made. Purchases for amounts over \$1,000 must also have two authorized signatures. The invoice, statement, and purchase order have to be attached for proper payment by the Administrative Office.

3. Central Purchasing

Whenever possible, central purchasing through the Administrative Office should be practiced. Savings can be realized specifically in the areas of program supplies and office maintenance as well as equipment and other large item purchases.

4. Postage

All out-going business mail should be processed through the Administrative Office via postage meter.

5. Issuance of Checks

All expenditures are paid by check. If a check is needed, a check authorization, allowing at least 3 days notice, must be given to ensure that there is enough time to obtain proper signatures. Two signatures are required on all checks. The organization has credit cards for specific purposes and conveniences as deemed by Sr. Management. These cards are locked at all times and are given to appropriate people when needed (emergency need, trips, etc). All receipts must be returned with the card.

6. Petty Cash

A petty cash fund of \$50 to purchase items under \$10 is assigned to each club. Petty cash tickets must have proper receipts attached, signatures and the account number to be charged. The amount of the petty cash vouchers, plus the cash on hand will always equal \$50. Caution should be used in utilizing petty cash funds. It is anticipated that adequate financial planning will be a normal part of the club operation, thus minimizing petty cash expenditures.

7. Part-time Employees Payroll

Unit Managers are responsible for accurately verifying time sheets for all employees, and is responsible for communicating the correct hours of the part-time employees to the Administrative Office immediately. All Program Manager must ensure that employees clock in and out on the time clock accurately. Since our time clock is verified by fingerprint, Unit Managers must ensure that the time clock is working properly at all time. No part-time employee is permitted to work off the clock.

8. State Tax

The Boys & Girls Clubs of Chattanooga is exempt from state sales tax. When needed, the tax number is available from the Administrative Office. This tax number is never to be used for purchases other than those made for the Boys & Girls Clubs.

E. PUBLIC RELATIONS

The Boys & Girls Clubs serves many segments of the community, including its youth and their parents, the United Way, and the community at large. Each staff member must be well-versed and informed concerning the Boys & Girls Club Movement, the local Boys & Girls Clubs, and the trends affecting youth. **He/She should be prepared to enthusiastically and constantly inform and educate the community in the goals and purposes of the Boys & Girls Clubs.** Each staff member is responsible for public relations and promotion. This is not the exclusive domain of any one professional. The staff should be steadfastly alert to inform the news media of happenings, and Unit Managers shall coordinate all releases to come from his/her club, and it must be done in close cooperation with the Administrative Office. Whenever possible, make it known that we are a United Way agency. Some tips on personal behavior and habits will prove to be beneficial to our public image as this is a most important form of public relations.

- * Always answer the telephone efficiently and politely.
- * Be friendly and articulate in personal dealings with others, especially when representing the Boys & Girls Clubs.
- * Pay our bills on time especially when this would reflect on the Boys & Girls Clubs.
- * Always drive in a courteous manner especially when on a Boys & Girls Clubs business.
- * Ensure that our facilities are presentable and in good taste.

In other words, we should conduct ourselves in such a manner as to reflect the pride we feel in our association with the Boys & Girls Clubs, and, in turn, the Club will be proud to be associated with you.

1. Spokesperson

The organization's risk management plan outlines the President and/or Board Chair as the designated spokesperson for the organization in case of an emergency or sensitive matters. You should always refer such instances to the President.

F. BUILDING AND PERSONAL EMERGENCIES

1. Fire Procedure

In case of fire at the Boys & Girls Clubs, all children should be evacuated from the building. Close all doors to contain the fire to one area. If extinguishing will put out the fire, use a wall extinguisher. A serious fire, of course, should be reported to the Chattanooga Fire Department. Each building shall have posted an emergency fire exit plan as required by the state fire marshal and fire drills should be practiced. Regular fire drills/emergency drills should be practiced on a regular basis and documented appropriately.

2. Electrical Failure

An electrical failure at the Boys & Girls Clubs is an unusual experience and should be dealt with as such. First, contact staff members to give you support in securing the building and establishing decorum amongst the children. If, by any chance, the electrical failure is serious (lasting an unusual length of time) contact the Electric Power Board for details. If the failure is prolonged, close and secure the building and ensure children safe or are picked up.

3. First Aid

Any first aid given to a member of the Boys & Girls Clubs should be performed by a trained staff member. Simple first aid can be given by any one on the staff. However, the more serious cases should be performed only by capable people with first aid experience. It is required that all full time professionals in the program area maintain CPR and 1st Aid certification.

- a. Notify the child's parents and acknowledge the extent of the accident. Children below the age of 14 should be referred to Children's Hospital and those above age 14 to Erlanger Medical Center or hospital nearest to you.
- b. A First Aid Accident Report Form should be completed and given to the Administrative Office within 24 hours.
- c. The Boys & Girls Clubs member accident insurance is through AIG Life Insurance Company, Inc.; this is a secondary coverage only and has a maximum coverage limit.