STANDARD OPERATING PROCEDURES

(Revised 5/18/2020)

Preface
This document outlines the policies and procedures for the Boys & Girls Clubs of Truckee Meadows (BGCTM). It is primarily for those employees who work directly with our members, yet it is critical that all employees understand these practices and use this manual as a reference for making decisions while acting on behalf of BGCTM.

Information within these pages may be updated with additional policies or amendments. It is imperative that you use this document as a tool for making good decisions that are consistent with the mission of our organization. Actions made contrary to these policies and practices without prior approval of the Chief Executive Officer will lead to disciplinary actions up to or including termination.

Every effort will be made to keep this document up to date. When changes in staffing, organization structure or policies occur, the SOP will be updated accordingly. It is the responsibility of the Site Director/Supervisor to ensure the most recent copy is kept in an area of easy access for all staff.

Please note: this document makes frequent reference to the responsibilities of the Site Director/Supervisor or Administrative staff. If the designated person is out of the Club/office, it is that person’s responsibility to designate another staff person to act in their place, notify other staff and your immediate supervisor(s), and ensure the person in charge is aware of the responsibilities and policies contained within this document.
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Member Orientation Script
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After School Consent Form
Bus Rules Consent Form
Infinite Campus Consent Form
Medication Consent Form
Incident Report Form
Safe Passage Policy
Employee Safety Acknowledgement
Field Trip Permission Slip

To update the Table of Contents (TOC):
Do not type changes into the TOC itself. In the body of the document, format each major section heading as “Heading 1”. Under each major section, format subsections that you wish to appear in the TOC as “Heading 2”. Then place your cursor in the first line of the first major section of the TOC. A “refresh” circle will appear. Click on the refresh circle and the TOC will be updated. Doublecheck to make sure your changes were made. Care must be taken to ensure that sections of the SOP are not formatted with incorrect headings. This can happen when copying and pasting from other documents.
A. General Information

I. BGCTM’s Role in the Community

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

Our Vision
The vision of the Boys & Girls Club of Truckee Meadows is to enhance the quality of life for children, ages 6-18, living in the Truckee Meadows area. We have a commitment to create healthy children, in body and mind, with a sense of competence, usefulness, responsibility, belonging, and influence through diverse programs and community involvement.

Values Statement
Member recognition programs and character education are a vital part of the Boys & Girls Club of Truckee Meadows overall guidance plan and policy. The staff at the Boys & Girls Club of Truckee Meadows continually teach, review, and reinforce our Club’s ‘Be G.R.E.A.T Values’ program. The acronym “G.R.E.A.T.” represent these behaviors and expectations; G is for Generous, R is for Respectful, E is for Encouraging, A is for Accountable, and T is for Trustworthy. The ‘Be G.R.E.A.T Values’ matrix identifies the expectations we have for all members at each Club House and School Site.

Organization Overview
The Boys & Girls Club of Truckee Meadows was founded in 1976 as the Boys Club, serving a few dozen youth at a single location. The Club has grown into northern Nevada’s leading youth-serving organization, annually reaching upwards of 14,000 young people, ages 6-18, at 24 school age sites spanning four counties (Washoe, Lyon, Humboldt, and White Pine), and four Early Learning Centers.

What Makes the Boys & Girls Club of Truckee Meadows Unique?
Boys & Girls Clubs are...

- Located in dedicated youth facilities. The Boys & Girls Club is a place—an actual neighborhood-based building—designed solely for youth programs and activities.
- Open when kids need them most. Clubs are open after school and during the summer, when kids have free time and need positive productive outlets.
- Staffed by full and part-time paid professionals. Every Club is directed by trained youth development professionals who act as role models and mentors to members. Volunteers provide key supplementary support. Staff and volunteers enforce appropriate expectations, standards, rules, and consequences for members on a consistent basis.
- Open, accessible and affordable to all. With an annual membership fee of only $20, any child between the ages of 6 and 18 can become a member. We do not discriminate based on gender, sexual preference, ethnicity, or income.

II. Organization History

The mission of the Boys & Girls Club of Truckee Meadows (BGCTM) is to inspire and enable youth, especially those who need us most, to become responsible, productive and caring citizens. We are committed to creating healthy children, in body and mind, with a sense of competence, usefulness, responsibility, belonging and influence through diverse programs and community involvement.

BGCTM was founded in 1976 by a group of local businessmen and women and other concerned citizens. These caring individuals were worried about the increase in juvenile problems associated with the rapid growth of the Reno/Sparks and Washoe County areas during the 1970s. Prior to opening, the Club’s Board of Directors applied for membership to Boys Clubs of America and was awarded a charter to operate in northern Nevada. The first Club members occupied a facility just south of the intersection of Terminal Way and East Plumb Lane in Reno. Due to the vast popularity and success of the Boys Club movement, a major fundraising campaign was instituted to provide a better location for the Club. In late 1981, the current facility opened on East Ninth Street.

Recognizing the importance for providing services to the female youth of our community as well, we joined a nationwide movement to provide girls the same opportunity to participate as full-time members of the Club, a change that was made official in 1983. Two years later, we changed our name to the Boys & Girls Club of Truckee Meadows.
In 1998, BGCTM launched our first two satellite sites, and expanded our membership to include teens. In 2004, we commenced a major capital expansion that transformed our East 9th Street facility into the 80,000 square foot Donald W. Reynolds Facility it is today. Additional satellite opportunities arose over the following years, including opening sites on multiple elementary, middle, and high school campuses. In 2014, we completed construction on the 55,000 square foot William N. Pennington Facility on Foster Drive in Reno.

In addition to serving Reno and Sparks, our organization has also been invited into several rural Nevada communities. With significant local support, we operate four school sites in Fernley, three school sites in White Pine County, and a large single-site Club in Winnemucca. Today, BGCTM is the leading youth services organization in northern Nevada, spanning four counties, serving more than 14,000 youth, ages 6 to 18, at 24 Clubs and 4 Early Learning Centers.

While our Club has grown significantly over the past four decades—in numbers of youth served, site locations operated, and geography covered—we remain committed to our core mission of serving those who need us most. This means keeping program fees low, offering an aggressive scholarship program, and never turning a child away due to an inability to pay. In this way, we are a Club for all youth, providing the best possible programs and services that are fully accessible regardless of a child’s personal circumstances.

Our before/after school and school break programs, combined with our caring staff, enable us to achieve our mission as we help today’s young people grow into tomorrow’s leaders. At every Club site, we run a wide range of programs, activities, and events to meet the diverse needs and interests of our members. These fall under five core areas:

1. **Character & Leadership Development**: These programs give members ample opportunity to serve their community and others by realizing they are part of something much bigger than themselves.

2. **Education & Career Development**: We offer daily after school homework help and tutoring, as well as money management classes, college and career preparation, computer classes, science camps, reading clubs, and much more.

3. **Health & Life Skills**: The Club plays an important role in helping our members make smart decisions and establish healthy habits. From building self-esteem to dealing with peer pressure to creating healthy eating habits, we offer comprehensive health and life skills programming.

4. **The Arts**: We are pleased to offer an array of arts programs that are as broad as our members’ interests. Whether it’s music, fine arts, drama, or dance, the Arts Room is one of the most popular places to be at the Club.

5. **Sports, Fitness & Recreation**: We offer leagues and camps for football, basketball, baseball, indoor soccer, karate, skiing/snowboarding and baseball, as well as other specialty clinics.
III. Organization Chart
V. Location of Facilities

### Truckee Meadows Site Locations

#### Youth Club House Sites (Elementary and Middle School)

<table>
<thead>
<tr>
<th>Site Name</th>
<th>Address 1</th>
<th>Address 2</th>
<th>Phone 1</th>
<th>Phone 2</th>
<th>Email</th>
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<tbody>
<tr>
<td>Donald W. Reynolds Youth Center (DWR)</td>
<td>2680 East Ninth Street</td>
<td>Reno, NV 89512</td>
<td>(775) 380-2408</td>
<td></td>
<td><a href="mailto:dwr@bgctm.org">dwr@bgctm.org</a></td>
</tr>
<tr>
<td>William N. Pennington Youth Center (PENN)</td>
<td>1300 Foxtail Drive</td>
<td>Reno, NV 89509</td>
<td>(775) 380-2462</td>
<td></td>
<td><a href="mailto:penningtonyouth@bgctm.org">penningtonyouth@bgctm.org</a></td>
</tr>
<tr>
<td>Don L. Carano Youth Center (DLC)</td>
<td>1090 Breon Ave</td>
<td>Reno, NV 89502</td>
<td>(775) 229-9538</td>
<td></td>
<td><a href="mailto:caranoyouth@bgctm.org">caranoyouth@bgctm.org</a></td>
</tr>
<tr>
<td>The Joe Mitchell Center at Lemmon Valley (LV)</td>
<td>325 Patidian Dr.</td>
<td>Reno, NV 89506</td>
<td>(775) 622-0040</td>
<td></td>
<td><a href="mailto:lemmontvalley@bgctm.org">lemmontvalley@bgctm.org</a></td>
</tr>
<tr>
<td>Neil Road Youth Center (NR)</td>
<td>3905 Neil Road</td>
<td>Reno, NV 89502</td>
<td>(775) 828-3940</td>
<td></td>
<td><a href="mailto:neilroad@bgctm.org">neilroad@bgctm.org</a></td>
</tr>
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### Before and After School Programs (WCSD Buildings)

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address 1</th>
<th>Phone 1</th>
<th>Address 2</th>
<th>Phone 2</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desert Skies MS (DSMS)</td>
<td>7500 Donatello Drive</td>
<td></td>
<td>Reno, NV 89502</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donner Springs ES (DSE)</td>
<td>5125 Escuela Way</td>
<td>(775) 360-2436</td>
<td>Reno, NV 89533</td>
<td>(775) 360-2479</td>
<td></td>
</tr>
<tr>
<td>Esther Bennett ES (EBE)</td>
<td>5900 Sidehill Street</td>
<td></td>
<td>Reno, NV 89433</td>
<td>(775) 872-3307</td>
<td></td>
</tr>
<tr>
<td>Hidden Valley ES (HVE)</td>
<td>2115 Alphabet Drive</td>
<td></td>
<td>Reno, NV 89509</td>
<td>(775) 815-2703</td>
<td></td>
</tr>
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### Rural Before and After School Programs (Ely, Fernley & Winnemucca)

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address 1</th>
<th>Phone 1</th>
<th>Address 2</th>
<th>Phone 2</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lois Allen ES (LAE)</td>
<td>1155 McGuffey Road</td>
<td></td>
<td>Fernley, NV 89430</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nancy Gomes ES (NGE)</td>
<td>3870 Limkin Way</td>
<td></td>
<td>Fernley, NV 89430</td>
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</tr>
<tr>
<td>Verdi ES (VES)</td>
<td>6575 Ashmead Lane</td>
<td></td>
<td>Verdi, NV 89439</td>
<td>(775) 762-3972</td>
<td></td>
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### White Pine County Clubs

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address 1</th>
<th>Phone 1</th>
<th>Address 2</th>
<th>Phone 2</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cottonwood ES (CES)</td>
<td>925 Farm District Road</td>
<td>(775) 260-2475</td>
<td>Fernley, NV 89408</td>
<td>(775) 360-2480</td>
<td></td>
</tr>
<tr>
<td>Area Coordinator: Chad Robison</td>
<td></td>
<td></td>
<td>Area Coordinator: Chad Robison</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:cottonwood@bgctm.org">cottonwood@bgctm.org</a></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:ferneley@bgctm.org">ferneley@bgctm.org</a></td>
<td></td>
<td></td>
</tr>
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</table>

### Teen Club Sites (High School)

<table>
<thead>
<tr>
<th>Site Name</th>
<th>Address 1</th>
<th>Phone 1</th>
<th>Address 2</th>
<th>Phone 2</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;The Club&quot; at Donald W. Reynolds Facility (DWR)</td>
<td>2680 East Ninth Street</td>
<td>Reno, NV 89512</td>
<td>(775) 380-2408</td>
<td></td>
<td><a href="mailto:dwre@bgctm.org">dwre@bgctm.org</a></td>
</tr>
<tr>
<td>&quot;The Club&quot; at William N. Pennington Facility (PENN)</td>
<td>1300 Foxtail Drive</td>
<td>Reno, NV 89509</td>
<td>(775) 380-2462</td>
<td></td>
<td><a href="mailto:penningtonyouth@bgctm.org">penningtonyouth@bgctm.org</a></td>
</tr>
<tr>
<td>&quot;The Club&quot; at Hug High School (HUG)</td>
<td>2800 Richter Street</td>
<td>Reno, NV 89512</td>
<td>(775) 324-0234</td>
<td></td>
<td><a href="mailto:hug@bgctm.org">hug@bgctm.org</a></td>
</tr>
<tr>
<td>&quot;The Club&quot; at Larry D. Johnson Community Center (LDJ)</td>
<td>1300 12th Street</td>
<td>Sparks, NV 89431</td>
<td>(775) 360-2426</td>
<td></td>
<td><a href="mailto:ldj@bgctm.org">ldj@bgctm.org</a></td>
</tr>
<tr>
<td>&quot;The Club&quot; at Donald L. Carano Facility (DLC)</td>
<td>1090 Breon Ave</td>
<td>Reno, NV 89502</td>
<td>(775) 229-9538</td>
<td></td>
<td><a href="mailto:caranosite@bgctm.org">caranosite@bgctm.org</a></td>
</tr>
</tbody>
</table>

### Key - last updated 01-29-2020

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Address 1</th>
<th>Phone 1</th>
<th>Address 2</th>
<th>Phone 2</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Early Learning Programs: Ages 6 weeks - 5 Years&quot;</td>
<td>1270 Foxtail Drive</td>
<td>Reno, NV 89509</td>
<td>(775) 380-9030</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELC 1</td>
<td>335 Record Street</td>
<td>Reno, NV 89512</td>
<td>(775) 380-2495</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELC 2</td>
<td>3700 Safe Harbor Way</td>
<td>Reno, NV 89512</td>
<td>(775) 380-2494</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELC 3</td>
<td>440 Reno Avenue</td>
<td>Reno, NV 89509</td>
<td>(775) 380-2482</td>
<td></td>
<td></td>
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</tbody>
</table>

### Executive Directors

- Mark Jacoby (DWR)
- Adam Jimenez (DWR)
- Kim Stevens (Pennington Clubhouse)
- Gary Durant (Carano)
- Chad Peters (Director of Program Operations)
- Ta-Tiana Anderson-Hall (Director of Teen Services)

### Locations

- Truckee Meadows Site Locations
- Before and After School Programs (WCSD Buildings)
- Rural Before and After School Programs (Ely, Fernley & Winnemucca)
- White Pine County Clubs
- Teen Club Sites (High School)
- Early Learning Programs: Ages 6 weeks - 5 Years
V. Youth Development Strategy

The ‘Be GREAT Values’ program leads us away from punishing our members for their negative behaviors and instead guides them to positive goals. Our ‘Be GREAT Values’ promote positive reinforcement by acknowledging our members who exhibit these values by rewarding them with a positive verbal statement or reward/prize. This method of positive recognition effectively and appropriately influences and promotes positive behaviors in our club members. Each employee receives the ‘Be GREAT Handbook,’ which provides more resources on how to implement youth development strategy upon being hired.

At the center of our Youth Development Strategy are five key elements that foster positive youth development. When implemented together and with consistency, the Club meets the developmental needs of youth by providing:

- **Fun** - Club generates fun for members. Members develop a strong sense of belonging through connections they establish with staff and peers. Staff members make the Club feel like home, fostering a family atmosphere and creating a sense of ownership for members.

- **Recognition** - At the Club, we recognize and support young people’s self-worth and accomplishments. Club staff encourage youth and provide positive reinforcement as they make improvements and experience successes. The Club showcases young people’s achievements.

- **Opportunities and Expectations** - Club youth acquire physical, social, technological, artistic, and life skills. The Club environment encourages members to develop a moral character and behave ethically. Club staff members establish and reinforce high expectations and help young people do well in school, and pursue a post-secondary education.

- **Safe and Positive Environment** - Club staff, facilities, and age-appropriate settings create stability, consistency, and a sense of physical and emotional safety for members. The Club provides structure and clearly defines acceptable behaviors.

- **Supportive Relationships** - Club youth develop meaningful relationships with peers and adults. Staff members actively cultivate such relationships to ensure that every member feels connected to one or more adults and peers. Staff members demonstrate warmth, caring, appreciation, acceptance, and proper guidance in their connections with members.
I. Statement of Fundraising Purpose

BGCTM operates 28 sites, providing over 14,000 boys and girls positive and safe places to learn and grow, ongoing relationships with caring adult professionals, life-enhancing programs, character development experiences, and hope and opportunity. BGCTM relies upon philanthropic support of individuals, corporations, and foundations in order to sustain and grow its services. The Club also relies on partnerships and collaborations to assist in its endeavors to better serve youth in our community.

In 1999, the Club became a multi-unit organization when the Board completed a comprehensive strategic plan showing a need for growth in various neighborhoods in the Reno-Sparks community. Experience showed by finding satellite sites within these areas of need, the Club’s mission could grow in a fiscally responsible and sustainable manner. With this objective in mind, the BGCTM Board also recognized the need to manage the growth, and ensure all new efforts were financially sustainable.

To be in a position to continue to offer quality programming in existing clubs, while continuing to explore new growth opportunities, BGCTM will need to continue to raise annual operating support, as well as other funds needed to support growth. Implementing this Resource Development Plan, approved by the Board of Directors, creates and maintains a Resource Development Program that will provide philanthropic funding to enable BGCTM to reach its goal of directly serving over 15,000 kids by the year end 2021.

Financial and Strategic Goals

Financial and strategic goals are set forth annually in the organizational budget and Resource Development Plan. The Resource Development Plan details the strategies and tactics to be undertaken for the year in order to reach the fundraising goals set and approved by the Board of Directors or assigned representative.
II. Fundraising Policies

Fundraising on Behalf of BGCTM

All fundraising activities from outside groups for the BGCTM must be approved 60 days in advance, and must meet the requirements set forth in the Trademark Agreement.

When a request is made in advance to raise money on the Club’s behalf, said entity will fill out the Trademark Agreement. The Chief Executive Officer, Director of Business Operations, and/or the Resource Development Director will make the final determination based on the responses on the proposal and taking into account the following criteria:

- **Date**: If the event is on or near any of the Club’s other fundraising efforts, the request may be denied.
- **Inappropriate Nature of Event or Organizers**: If the event is inappropriate or conflicts with the Club’s overall mission, the request may be denied.
- **Audience for Event**: If the organizers of the event are soliciting any vendors that normally support Club efforts on a regular basis, the request may be denied. An updated list of regular donors/vendors will be used to make this determination.
- **Repeat Request**: If the event has been held on the Club’s behalf in the past and has failed or caused negative repercussions for the Club, the event may be denied.

When an organization or group raises money on the Club’s behalf without prior notification, the Chief Executive Officer or an assigned representative may meet with the group and educate them on the Club’s Policies for Fundraising Efforts. If an organization or group is not legitimately raising money on the Club’s behalf, every effort will be taken to prevent any further solicitations by the group, including, but not limited to, press releases to notify the community and/or legal action. BGCTM will never send youth members to solicit donations for the Club.

If a supporter would like to participate in personal fundraising, the Resource Development Director or the Chief Executive Officer will educate him or her on the Club’s Policies for Fundraising Efforts. and direct that person to the *Crowdfunding* fundraising website to register as an individual fundraiser. If an individual registers as a fundraiser through the *Crowdfunding* website without prior notification and is not a Board Member or staff member, the Resource Development Director or Chief Executive Office will contact the fundraiser to educate him or her on the Club’s Policies for Fundraising Efforts.
III. Special Events

Existing Special Events

There are FOUR levels of Existing Special Events within the Club:

- **Board Driven**: Planned and implemented by Board sub-committees and supported by Resource Development Staff. Board Members are expected to sell tickets, solicit gifts, and volunteer time to implement the events. These are Board Driven; Staff supported events.

- **Program/Parent Driven**: Planned and implemented by the parents and/or program coordinators with direction from the Special Events Director. The funds raised are used for specific programs within BGCTM.

- **Member Fundraiser**: Events managed by a Club staff member, but planned and implemented by Club members.

- **Outside Group Event**: Pre-approved fundraising events planned and implemented by outside groups with involvement from the Special Events Director. Must be pre-approved by the Club.

New Special Events Within the Club

If a new special event is to be established, the following must be taken into consideration:

- Capital investment
- Donor impact
- Staff impact
- Board impact
- Community impact

Any new event must generate at least $50,000 (net expenses), and produce net income of 75% or more of total revenue. Current special events are reviewed annually by the Resource Development Committee to determine if they are meeting these minimum requirements and approved for continuation. All new special events must be Board driven and approved by 75% of the full board.

Donor Management

BGCTM uses a software system to track all incoming donations, including in-kind and monetary gifts. After a donation is received and receipted by the Donor Relations Director, the donor's information is securely recorded in the password protected database. Name, email, address,
phone number, date of donation, and amount of donation are all recorded and stored in the database, which can only be accessed with secure usernames and passwords. The database is used as a donor tracking mechanism, but does not store any financial data in regard to the donor. The database is used to track incoming donations, and to maintain a mailing list for Club collateral. A donor’s giving history can be easily found at any time. Access to the database must be approved by the Chief Executive Officer and will be limited to select staff and volunteers.

**Donor Recognition**

All monetary donations made to BGCTM are acknowledged through the Resource Development office within one week of receipt with a written “thank you” letter. The following procedures are implemented when the donation is received from a donor who has not been solicited:

- $10,000 or above: The Chief Executive Officer or Resource Development Director personally calls the donor to thank them, and a letter acknowledging the gift is sent.

**Note:** If a Board member has solicited any of the funds received by the Club, the Chief Executive Officer or Donor Relations Director will inform the Board member upon receipt of the donation, and the Board member will thank the donor with a phone call or letter.

**IV. Gift Acceptance Policies**

The BGCTM Board of Directors, through its Executive Committee, has adopted the following policy concerning the acceptance of gifts on behalf of BGCTM.

BGCTM, a not-for-profit organization organized under the laws of the State of Nevada, encourages the solicitation and acceptance of gifts for purposes that will help the BGCTM to further and fulfill its mission. The following policies and guidelines govern acceptance of gifts made to the BGCTM, or for the benefit of any of its programs.

The mission of BGCTM is to enhance the quality of life for children, ages 0 to 18, in the Truckee Meadows. We are committed to creating healthy children, in body and mind, with a sense of competence, usefulness, responsibility, belonging, and influence through diverse programs and community involvement.
Purpose of Policies and Guidelines

The BGCTM Board of Directors and its staff solicit current and deferred gifts from individuals, corporations, and foundations to secure the future growth and missions of BGCTM. These policies and guidelines govern the acceptance of gifts by the BGCTM, and provide guidance to prospective donors and their advisors when making gifts to the BGCTM. While these guidelines establish best practices, they are designed to provide flexibility, as directed by the Chief Executive Officer.

Use of Legal Counsel

BGCTM shall seek the advice of legal counsel in matters relating to acceptance of gifts when appropriate or necessary.

Communications with Donors

BGCTM holds all communications with donors, and information concerning donors and prospective donors, in strict confidence subject to legally authorized and enforceable requests for information by government agencies and courts. All other requests for or releases of information concerning a donor or a prospective donor will be granted only if permission is first obtained from the donor.

Conflict of Interest

BGCTM does not provide personal legal, financial, or other professional advice to donors or prospective donors. BGCTM will urge all prospective donors to seek the assistance of personal legal and financial advisors in matters relating to their gifts, and resulting tax and estate planning consequences.

Restrictions on Gifts

The BGCTM accepts unrestricted gifts, and gifts for specific programs and purposes, provided such gifts are not inconsistent with BGCTM’s stated mission, purposes, and priorities. BGCTM officers are authorized to accept gifts on behalf of the organization. BGCTM does not accept gifts that are too restrictive in purpose. Gifts that are too restrictive are those that violate the terms of the charter, gifts that are too difficult to administer, or gifts that are for purposes outside the
mission of the BGCTM. All final decisions on the restrictive nature of a gift, and its acceptance or refusal, shall be made by the Chief Executive Officer.

Types of Gifts

The following gifts are acceptable:

- Cash
- Securities
- Real Estate
- Life Insurance
- Charitable Lead Trusts
- Retirement Plan Beneficiary Designations
- Bequests
- Life Insurance Beneficiary Designations
- Automobiles, Boats and Other Vehicles

Criteria Governing Acceptance of Each Type of Gift:

- **Cash.** Acceptable in any form. Checks shall be made payable to BGCTM and shall be delivered to 2680 East Ninth Street, Reno, Nevada 89512, to the attention of BGCTM’s administrative offices.
- **Securities.** BGCTM can accept both publicly traded securities and closely held securities.
- **Publicly Traded Securities.** Marketable securities may be transferred to an account maintained at one or more brokerage firms, or delivered physically with the transferor’s signature or stock power attached. As a general rule, all marketable securities shall be sold upon receipt, unless otherwise directed by the Investment Committee. In some cases, marketable securities may be restricted by applicable securities laws. In such an instance, the final determination on the acceptance of the restricted securities shall be made by the BGCTM Board of Directors.
- **Closely Held Securities.** Include not only debt and equity positions in non-publicly traded companies, but also interests in limited partnerships and limited liability companies, or other ownership forms. These can be accepted, subject to the approval of the BGCTM Board of Directors. However, gifts must be reviewed prior to acceptance to determine:
  - There are no restrictions on the security that would prevent BGCTM from ultimately converting those assets to cash;
○ the security is marketable; and
○ the security will not generate any undesirable tax consequences for the BGCTM.

If potential problems arise on initial review of the security, further review and recommendation by an outside professional may be sought before making a final decision on acceptance of the gift. The BGCTM Board of Directors and legal counsel shall make the final determination on the acceptance of closely held securities, when necessary. Every effort will be made to sell non-marketable securities as quickly as possible.

- **Real Estate.** Gifts of real estate may include developed property, undeveloped property, or gifts subject to a prior life interest. Prior to acceptance of real estate, BGCTM shall require an initial environmental review of the property to ensure the property has no environmental damage. In the event the initial inspection reveals a potential problem, BGCTM shall retain a qualified inspection firm to conduct an environmental audit. The cost of the environmental audit shall generally be an expense of the donor.

When appropriate, a title binder shall be obtained by BGCTM prior to the acceptance of the real property gift. The cost of this title binder shall generally be an expense of the donor. Prior to acceptance of real property, the gift shall be approved by the Board of Directors and BGCTM’s legal counsel. Criteria for acceptance of the property shall include:

- Is the property useful for the purposes of the BGCTM?
- Is the property marketable?
- Are there any restrictions, reservations, easements, or other limitations associated with the property?
- Are there carrying costs, which may include insurance, property taxes, mortgages, or notes, etc. associated with the property?
- Does the environmental audit reflect that the property is not damaged?

- **Life Insurance.** BGCTM must be named as both beneficiary and irrevocable owner of an insurance policy before a life insurance policy can be recorded as a gift. The gift is valued at its interpolated terminal reserve value, or cash surrender value, upon receipt. If the donor contributes future premium payments, the BGCTM will include the entire amount of the additional premium payment as a gift in the year that it is made. If the donor does not elect to continue to make gifts to cover premium payments on the life insurance policy, the BGCTM may:
○ Continue to pay the premiums;
○ convert the policy to paid up insurance; or
○ surrender the policy for its current cash value.

● **Charitable Lead Trusts.** BGCTM may accept a designation as income beneficiary of a charitable lead trust. The BGCTM Board of Directors will not accept an appointment as Trustee of a charitable lead trust.

● **Retirement Plan Beneficiary Designations.** Donors and supporters of BGCTM are encouraged to name BGCTM as a beneficiary of their retirement plans. Such designations will not be recorded as gifts to the BGCTM until such time as the gift is irrevocable. When the gift is irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time the gift becomes irrevocable.

● **Bequests.** Donors and supporters of BGCTM are encouraged to make bequests to the BGCTM under their wills and trusts. Such bequests will not be recorded as gifts to the BGCTM until such time as the gift is irrevocable. When the gift is irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time the gift becomes irrevocable. Unrestricted bequest (memorials/property sales) will be used for Endowment, not current annual budgetary needs.

● **Life Insurance Beneficiary Designations.** Donors and supporters of BGCTM are encouraged to name the BGCTM as beneficiary or contingent beneficiary of their life insurance policies. Such designations shall not be recorded as gifts to the BGCTM until such time as the gift is irrevocable. Where the gift is irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time the gift becomes irrevocable.

● **Automobiles, Boats, and other Vehicles.** BGCTM is authorized to accept automobiles, boats, and other vehicles. If a motor vehicle is worth more than $5,000, it will be appraised by a qualified professional appraiser at the expense of the donor. Motor vehicles will only be accepted if the donor can provide a good and marketable title that can be verified by BGCTM. All donors should be aware that tax deductions for used automobiles, boats, or other vehicles are available only to those individuals who itemize deductions on their tax returns, and subject to all IRS rules.

### Miscellaneous Provisions

Securing appraisals and legal fees for gifts to the BGCTM is the responsibility of the donor (when required), including independent legal counsel.

The valuation of gifts for development purposes is recorded on the date received by the BGCTM.
BGCTM is responsible for filing IRS Form 8282 upon the sale or disposition of any asset sold within two years of receipt by the BGCTM when the charitable deduction value of the item is more than $5,000. BGCTM must file this form within 125 days of the date of sale or disposition of the asset.

Acknowledgement of all gifts made to the BGCTM and compliance with the current IRS requirements in acknowledgement of such gifts shall be the responsibility of the Chief Executive Officer, with assistance by the Donor Relations Director and/or the Director of Resource Development. A written acknowledgement is sent to the donor for all cash or in-kind gifts exceeding $250 in value. All pledges and deferred gift commitments should be formally acknowledged, either by a pledge form signed and dated by the donor, or a written acknowledgement given by BGCTM to the donor. The value of any gift will be recorded on the BGCTM books and records, as required by standard accounting practices, which may not necessarily be the same value attributed to the gift for tax purposes.

Questions concerning the appropriateness of any gift should be referred to and decided by the BGCTM Chief Executive Officer.

No BGCTM employee should give individualized legal, tax, or estate planning advice to any donor. Donors should be referred to a qualified legal or tax advisor for such advice.

**In-kind Property or Deed Donations**

In-kind services are defined as goods or services donated to the Club in lieu of purchasing items using operating funding. When such donations are made, the Donor Relations Director obtains information pertaining to the fair market value of such service donations by either invoice or receipt from the donor, whenever possible. Service donations are recorded in the DonorPerfect database, and such donors are thanked within one week of the Donor Relations Director receiving notification of the donation. Small item donations such as crafts, supplies, sports equipment, and other one-time donations receive an in-kind donation receipt at the time of service.

In-kind goods donated for the use of BGCTM fundraising auctions are tracked in the Greater Giving Database. A thank you letter, which serves as a tax receipt, is sent to the donor. Contributions are tax deductible to the extent allowed by law. Donors are advised to consult with their tax professionals in determining fair market value and deductible amounts. At the end of the BGCTM fundraising auction, all data in the Greater Giving Database is downloaded into DonorPerfect.
For in-kind gifts of property that is not readily saleable (for example, real estate), costs of holding, maintaining, and reselling the property should be considered before the gift is accepted. In-kind gifts should not be accepted if the donor is unable to convey a good and marketable title to the property, otherwise acceptance of the gift could subject BGCTM to possible legal liability. Appropriate steps should be taken to verify whether the donor is able to convey good and marketable title to the property. Gifts of nonresidential real estate should not be accepted without first obtaining an environmental assessment of the property to determine if BGCTM would be subject to possible environmental clean-up liability. In-kind gifts in which the donor reserves a life interest in the property may be accepted, subject to the Board’s approval, and subject to the other requirements of this policy statement. In such cases, consideration should be given as to which party will incur expenses to hold and maintain the property during the donor’s lifetime. Gifts in the form of a below-market sale of property to BGCTM may be accepted, subject to the Board’s approval, and subject to the other requirements of this policy statement.

In-kind gifts such as cars, motorcycles, and boats are to be approved and processed through the Director of Business Operations. These gifts may be used for resale at a BGCTM auction or sold for monetary purposes.

Questions concerning the appropriateness of any gift are referred to and decided by the Chief Executive Officer.

**Corporate Sponsorships**

A wide variety of Club programming event partnerships are available to corporate and community sponsors. These Club activities are identified as items that were being underwritten through the general operating fund; however, there is significant opportunity for our Board of Directors and Resource Development Staff to solicit new donors to absorb these expenses. Businesses are able to financially support our intentional programming, while also getting the visibility of being a partner of a highly respected organization serving Reno, Sparks, Fernley, Winnemucca, and Ely. The full sponsorship booklet can be found on our BGCTM website ([https://bgctm.org](https://bgctm.org)) under the *Ways to Give* tab ([https://bgctm.org/ways-to-give](https://bgctm.org/ways-to-give)). The full offering of all sponsorships is updated annually.

**Major Giving**

The Chief Executive Officer and Resource Development Director work together to identify and cultivate major giving prospects. The Club donor database is used to research individuals who have recently given with high frequency, and with a consistent monetary value of gifts. Identifying both current donors to BGCTM who have the capacity to increase their giving to a
major gift level (defined as ten times their annual giving level) as well as new donors to the Club who have the philanthropic indicators, are the focus. These donor prospects are personally contacted and offered a tour of the Club and its affiliate sites, and/or to attend the Annual Awards Banquet.

V. Donor Cultivation and Stewardship

Donor Prospecting

Donor prospecting is the process of identifying new individuals, corporations, or foundations who/which may become a donor. Once identified as a prospect, all prospects are moved into the cultivation process. The Club engages in at least one donor prospecting direct mailing each year.

Donor Cultivation

Donor cultivation is the activities and strategies that engage and maintain the interest and involvement of a donor or prospective donor, and prepare them for solicitation. Cultivation takes place for both new donors and existing donors who are being sought for a new gift. All donors being cultivated receive the quarterly newsletter and select communication about special events.

Donor Stewardship

Donor stewardship is the process whereby an organization seeks to be worthy of continued philanthropic support, including the acknowledgement of gifts, donor recognition, honoring of donor intent, prudent investment of gifts, and the effective and efficient use of funds to further the mission of the organization. All donors receive a thank you/tax letter following their gift. Donors giving $1,000 or more receive a phone call from a designated staff or Board member.

VI. Individual Strategies

There is a strategy for every BGCTM fundraising effort. Each year, a calendar is created and included in the annual Resource Development Plan to help balance fundraising efforts within the Club, and to maintain an organized effort in soliciting donors for donations. Each fundraising effort below has a committee chair, assigned staff, objectives, target populations, a strategy, a
budget, a timeline, and benchmarks that will help measure the efficiency and success of each fundraising activity. Fundraising efforts are evaluated at the end date of each with: (1) a critique meeting, and (2) a revenue and expense analysis. Questions are sent to guests for each fundraising effort, as determined by the chairperson, Chief Executive Officer, and the Special Events Director prior to the event date. With the use of an online survey tool and a hard copy questionnaire, the results enable the Club to better serve donors who support the Club. The following fundraising efforts each has a strategy attached.

**Special Events**

**Jack T. Reviglio Cioppino Feed & Auction**

**Leader:** Chair (Board Member).

**Assigned Staff:** Special Events Director (Staff).

**Other:** Live Auction Chair, Silent Auction Chair, Food Committee Chair, Committee members.

**Program Description:** Annual silent, mobile, and live auction, with family-style Cioppino dinner.

**Objectives:** Continue the success of this community-wide event. Invite previous and current donors. Broaden base of support. Leverage current donors to higher gifts. Recapture lapsed donors. Acquire new donors. Expose donors and prospective donors to the facilities and other donors who support the cause of the Club.

**Target Population:** Present, past, and potential donors. Attendees are identified based on their ability to donate.

**Strategy:** Offer an exciting and unique event to the attendees, with food and auction items. Also give potential donors a view of the facility and the donors who support the cause of the Club.

**Bollers Extravaganza**

**Leader:** Chair (Parent Volunteer).

**Assigned Staff:** Special Events Director (Staff).
**Program Description:** Annual dinner and awards evening to recognize program accomplishments and to secure program funding. Success depends on engagement of the parent leaders from within the Ballers Program.

**Objectives:** Organize parent volunteers to effectively manage this event. Establish a consistent group of program supporters. Broaden base of support. Leverage current supporters to purchase a table. Recapture lapsed supporters. Acquire new supporters.

**Target Population:** Parents of program participants, present and past contributors, volunteers, vendors, alumni, and general public.

**Strategy:** Organize a main parent group and solicit from primarily within the program participants and their families and friends. Initial letter soliciting support, then an organized campaign with individual asks of all participating families.

- Organize Parent board.
- Develop and distribute solicitation letters.

**Barrels & Bites**

**Leader:** Co-Chairs (Board Member & YLC President).

**Assigned Staff:** Special Events Director (staff).

**Event Description:** Wine, beer, spirits, and food tasting event that includes both silent and live auctions. Ticket sales and auctions benefit the BGCTM.

**Objectives:** Engage local community in a fun, social event that will attract new supporters at a reasonable price point. Deepen relationship with Southern Wine & Spirits (SWS).

**Target Population:** Wine/beer enthusiasts, young professionals, current and prospective donors, and Board Members.

**Strategy:** Coordinate all efforts with SWS to create a well-organized event. Allow SWS to engage vendors and handle general logistics. The Club handles all event ticketing, as well as silent and live auction details.

**Annual Awards Banquet**

**Leader:** Chair (Board Member).

**Assigned Staff:** Special Events Director (Staff).
Event Description: Sit down dinner to honor the Male and Female Youth of the Year, Members of the Year, and community members who have gone above and beyond to help the Club.

Objectives: Educate past and present donors/supporters about the Club’s accomplishments over the past year, and introduce new and potential donors to the Club, its programs, and the youth we serve. This event is also a cultivation event.

Target Population: Present and past donors, Board Members, potential donors, parents, volunteers, and general public.

Strategy: Enable Board Members to use this event to cultivate donors by providing a formal event that highlights the Club’s accomplishments over the past year.

- Attendees can see, firsthand, the results of their donations, helping to increase giving.
- Distinguished Service Award honor provides “incentive” for donors to give at a higher level.

Microsoft Golf Tournament

Leader: Chair (Board Member).

Assigned Staff: Special Events Director (Staff).

Other: Microsoft Golf Committee.

Event Description: Golf tournament for local businesses and individuals.

Objectives: Engage the local business community with a fun golf tournament that attracts corporate sponsors, participants, and media attention. Deepen our relationship with Microsoft.

Target Population: Corporations, present and past donors, Board Members, potential donors.

Strategy: Provide a fun golf tournament experience with hole sponsors that offer activities and/or food/drinks at each hole. Identify supporting sponsorships and 18 individual hole sponsors. Hold a raffle and/or silent auction to raise additional funds.

Public Support

“It Just Takes One” Annual Campaign

Leaders: Chair and Co-Chair (Board Members).
**Assigned Staff:** Resource Development Director (Staff).

**Campaign Description:** Annual systematic Board-driven, staff supported, effort to secure unrestricted operating funds from donors. Success depends on engagement of the full Board in consistent cultivation, solicitation, and stewardship of constituencies who are supportive of our mission.

**Objectives:** Move the Board toward the best practice of leadership by giving to the organization’s unrestricted fund. Broaden base of support. Leverage current donors to higher gifts. Recapture lapsed donors. Acquire new donors.

**Target Population:** Board members, present and past contributors, parents, neighbors of Clubs, volunteers, businesses, vendors, alumni, staff, and general public.

**Strategy:** Expand donor base by consistent research, monitoring, and tracking of individual donors to move them toward increased giving, and to cultivate them as prospects for major gifts. Perform routine targeted prospect rating with scheduled reports. Identify, research, and cultivate new prospects.

- Customize stewardship/cultivation plan for Board members.
- Customize stewardship/cultivation plan for all prospects at $1,000 and higher.
- Provide training for Board in cultivation, solicitation, and stewardship.

**Foundation Support**

**Leader:** Chief Executive Officer (Staff).

**Assigned Staff:** Grants Director (Staff).

**Description:** These funds are allocated by private and corporate foundations in either restricted or unrestricted grants. Restricted grants refer to contributions and donations that arrive with strings attached. These restrictions can determine for what purpose the money can be spent, by when it can be used, or whether matching grants are required to make the funds available. An unrestricted grant is an award made for any purpose the recipient chooses, including day-to-day operations and overhead.

**Campaign Description:** Annual systematic effort to secure restricted and unrestricted grants from foundations and corporations.

**Objectives:** To form relationships with foundations that support the mission of the BGCTM, educating them on our programs and communicating the use of the funds granted. Unrestricted
grants allow the Club to decide where the funds are best utilized, giving more freedom and flexibility.

**Target Population:** Local and National Public, Private and Corporate Foundations.

**Strategy:** Maintain existing relationships and develop new ones. Meet existing foundations application deadlines. Use our network of BGCTM staff and Board to explore new opportunities.

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**Government Agency Funding**

**Leader:** Nevada State Alliance of Boys & Girls Club Rep (Board Member).

**Assigned Staff:** Chief Executive Officer and assigned staff.

**Description:** Funds received from government entities to help provide basic needs for the members we serve.

**Objectives:** To supplement other revenue streams of the organization. These funds are utilized in the way the awarding government agency requires.

**Target Population:** Department of Education; Department of Welfare; Department of Education, Training, and Rehabilitation; Department of Health and Human Services; Office of Justice (OJP); American Recovery and Reinvestment Act; and other agencies whom the Club fits in funding criteria.

**Objectives:** To secure local, state, and federal funding for which BGCTM is qualified to receive.

**Strategy:** Explore all government funding, while remaining diversified in our funding streams, never being overly reliant upon one source.

**Program Revenues: Youth Centers**

**Leader:** Director of Program Operations (Staff.)

**Assigned Staff:** Director of Program Operations (Staff).

**Description:** These funds come from parents and caregivers for services offered to school-aged youth who attend the Club. Fees are charged for the following: annual membership, summer day
camp, field trips, sports leagues, before & after school program, spring and winter breaks, and any other additional services that may arise during the year. Fees can be waived when a financial need arises.

**Objectives:** Run a high quality early learning program that remains accessible for all families through a unique funding blend of scholarships, subsidies, and program fees. No child should ever be turned away for financial reasons.

**Target Population:** Parents, youth, and caregivers (school-aged children).

**Strategy:** Costs to the parents to remain low and affordable.

**Program Revenues: Early Learning Centers**

**Leader:** ELC Executive Director of the Early Learning Centers (Staff).

**Assigned Staff:** ELC Executive Director (Staff).

**Description:** These funds come from parents and caregivers for services offered to preschool-aged children. Fees are charged for the following: annual membership, weekly fees, and any other additional services that may arise during the year.

**Objectives:** Fund a quality preschool-aged program and generate additional revenue to offset the fundraising burden for the mission of the BGCTM.

**Target Population:** Parents, youth, and caregivers (preschool-aged children).

**Strategy:** Run a high quality early learning program that remains accessible for all families through a unique funding blend of scholarships, subsidies, and program fees.

**Other Income**

**Leader:** Director of Business Operations (Staff).

**Assigned Staff:** Director of Business Operations (Staff).

**Description:** Other income is revenue that is not part of normal income, such as building rental fees and other events.

**Objectives:** To find additional income sources that may supplement Program needs, or build the Endowment Fund for future use.
Target Population: Varies.

Strategy: Continually explore new funding opportunities.

VII. Evaluation & Monitoring

The BGCTM Board of Directors has the final responsibility for securing the Club’s funding. It has appointed a Resource Development Committee to plan and review all resource development activities of the Club. The Chief Executive Officer prepares quarterly reports for the Resource Development Committee to review. The reports analyze year-to-date progress versus goals, including projected expenses to actual expenses. The reports also show year-to-date progress versus the previous year. The Resource Development Committee meets at least quarterly to review the progress of all activities, and presents regular reports to the Board of Directors. A complete analysis of each strategy is conducted upon its conclusion. The Resource Development Committee Chair reports to the Board at its monthly Board Meetings. This analysis includes a review of the following:

- Amount raised.
- Budget.
- Actual costs.
- Number of volunteers, attendees, donors, or participants.
- Volunteer/participant survey results.

C - Finance Management Policies & Procedures

I. General Purpose

The purpose of these Financial Management policies is to establish guidelines for the Board of Directors and Boys & Girls Club of Truckee Meadows employees about standards and procedures to be applied when developing financial goals and objectives, making financial decisions, and reporting the financial status of the organization. In addition, these policies provide guidelines to allow for and effectively manage the organization’s funds. Boys & Girls Club of Truckee Meadows (BGCTM) is a 501©3 nonprofit organization.
BGCTM’s mission is to inspire and enable all young people to realize their full potential as productive, responsible and caring citizens.

Boys & Girls Club of Winnemucca (BGCWIN) abides by these financial policies and procedures. Where noted, the policies and procedures have been modified to accommodate the specific needs of the BGCWIN site.

II. Financial Controls and Recordkeeping

Financial Responsibilities

It is the responsibility of the BGCTM Board of Directors to formulate financial policies, delegate administration of such policies to employees, and review operations and activities on a periodic basis.

The Board of Directors oversees the general financial administration of the BGCTM, relying on the Chief Executive Officer, with assistance from the Controller, for the day-to-day operations and financial decisions. The Board of Directors delegates this oversight responsibility to the Treasurer of the Board of Directors and the Board Finance Committee. This responsibility is shared through delegation with the Chief Executive Officer, with the assistance of the Controller, and assigned BGCTM employees.

The Finance Committee

The BGCTM Board Finance Committee shall be responsible for the oversight and coordination of the following: annual budget presentation for Board of Directors approval, presentation of periodic financial statements, selection of outside auditors, annual financial report, internal controls, and financial policies. The Finance Committee, in conjunction with the Board Investment Committee, manages Endowment Fund investments. The Board of Directors nominates a board member to serve as the Chair of the Finance Committee. The Chief Executive Officer shall present employee compensation ranges for review and approval by the Executive Board of Directors. Such ranges shall be generated in cooperation with the Boys & Girls Club of America’s (BGCA) Job Classification and Compensation Program (JCCMP), the Regional Director of Organizational Development serving BGCTM, and the Finance Committee in the preparation of the annual budget.

The Finance Committee is staffed by the Chief Executive Officer. The long-term financial objectives for the BGCTM are reviewed and approved by the Finance Committee following the recommendations of the BGCTM Chief Executive Officer, with the assistance of the Controller.
Roles and responsibilities for Controller vs. Chief Executive Officer vs. Board Committee

The general and daily financial management and reports of BGCTM are implemented by the Chief Executive Officer, with assistance of the Controller and assigned employees. The Chief Executive Officer acts as the primary fiscal agent, implementing all financial policies and procedures. The Chief Executive Officer, with the assistance of the Controller, recommends expenditures and revenue objectives for BGCTM in accordance with the Board of Directors approved long-term plan, and develops the annual budget in cooperation with the management team and other Board of Directors committees.

III. Accounting and Recordkeeping

The Controller, with oversight by the Finance Committee, shall have the direct responsibility for ensuring the accuracy of accounting records.

The Controller, directly supervised by the Chief Executive Officer, is responsible for the oversight and preparation of the Chart of Accounts, Reporting Formats, Accounts Payable Posting, Payroll Journal Entries, Cash Receipts Posting, General Ledger Journal Entries, Bank Reconciliations, and Annual Form 1099 reporting. The Director of Business Operations in Winnemucca (BGCWIN) is responsible for the same records in Winnemucca, reporting to the Winnemucca Executive Director. The Winnemucca Executive Director reports to the BGCTM Chief Executive Officer.

The Form 990 and Form 5500 are prepared by outside auditors and pension administrators, respectively, and are reviewed by the Finance Chair, Board President, Chief Executive Officer, and the Controller prior to filing with the Internal Revenue Service.

IV. Confidentiality and Record Security

Financial records are restricted material with limited access. Only the Chief Executive Officer and assigned employees (or others so authorized) shall have access to financial records (financial software, vendor files, checks, journals, payroll, etc.).

All payments, transactions, and invoices shall be filed with supporting documentation after execution by the assigned employees. All such files are kept as confidential.

V. Conflict of Interest/Ethics Policies

The Board of Directors and employees should act in the best interest of the organization, rather than the furtherance of personal interests or the interests of third parties. BGCTM has policies
in place, and routinely and systematically implements these policies, to prevent actual, potential, or perceived conflicts of interest.

**Conflict of Interest Policy**

BGCTM has a written Conflict of Interest policy. The policy is applicable to the Board of Directors, employees, and volunteers who have significant independent decision-making authority regarding the resources and programs of the organization. The policy identifies the types of conduct or transactions that raise conflict of interest concerns, sets forth procedures for disclosure of actual or potential conflicts, and provides for review of individual transactions by the uninvolved members of the board of directors.

**Conflict of Interest Statement**

BGCTM provides the Board of Directors, employees, and volunteers with a conflict of interest statement summarizing the key elements of the organization’s Conflict of Interest policy. The conflict of interest statement provides space for the Board of Directors, employee, or volunteer to disclose any known interest that the individual, or a member of the individual’s immediate family, has in an entity that transacts business with the organization. The statement is provided to and signed by board members, employees, and volunteers, both at the time of the individual’s initial affiliation with the organization and at least annually thereafter.

**VI. Gift Acceptance Policies**

The BGCTM Board of Directors, through its Executive Committee, has adopted the following policy concerning the acceptance of gifts on behalf of BGCTM.

BGCTM, a not-for-profit organization organized under the laws of the State of Nevada, encourages the solicitation and acceptance of gifts for purposes that will help the BGCTM to further and fulfill its mission. The following policies and guidelines govern acceptance of gifts made to the BGCTM, or for the benefit of any of its programs.

The mission of BGCTM is to enhance the quality of life for children, ages 0 to 18, in the Truckee Meadows. We are committed to creating healthy children, in body and mind, with a sense of competence, usefulness, responsibility, belonging, and influence through diverse programs and community involvement.

**Purpose of Policies and Guidelines**

The BGCTM Board of Directors and its staff solicit current and deferred gifts from individuals, corporations, and foundations to secure the future growth and missions of BGCTM. These
policies and guidelines govern the acceptance of gifts by the BGCTM, and provide guidance to prospective donors and their advisors when making gifts to the BGCTM. While these guidelines establish best practices, they are designed to provide flexibility, as directed by the Chief Executive Officer.

**Use of Legal Counsel**

BGCTM shall seek the advice of legal counsel in matters relating to acceptance of gifts when appropriate or necessary.

**Communications with Donors**

BGCTM holds all communications with donors, and information concerning donors and prospective donors, in strict confidence subject to legally authorized and enforceable requests for information by government agencies and courts. All other requests for or releases of information concerning a donor or a prospective donor will be granted only if permission is first obtained from the donor.

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BGCTM does not provide personal legal, financial, or other professional advice to donors or prospective donors. BGCTM will urge all prospective donors to seek the assistance of personal legal and financial advisors in matters relating to their gifts, and resulting tax and estate planning consequences.

**Restrictions on Gifts**

The BGCTM accepts unrestricted gifts, and gifts for specific programs and purposes, provided such gifts are not inconsistent with BGCTM’s stated mission, purposes, and priorities. BGCTM officers are authorized to accept gifts on behalf of the organization. BGCTM does not accept gifts that are too restrictive in purpose. Gifts that are too restrictive are those that violate the terms of the charter, gifts that are too difficult to administer, or gifts that are for purposes outside the mission of the BGCTM. All final decisions on the restrictive nature of a gift, and its acceptance or refusal, shall be made by the Chief Executive Officer.

**Types of Gifts**

The following gifts are acceptable:
● Cash
● Securities
● Real Estate
● Life Insurance
● Charitable Lead Trusts
● Retirement Plan Beneficiary Designations
● Bequests
● Life Insurance Beneficiary Designations
● Automobiles, Boats and Other Vehicles

Criteria Governing Acceptance of Each Type of Gift:

● **Cash.** Acceptable in any form. Checks shall be made payable to BGCTM and shall be delivered to 2680 East Ninth Street, Reno, Nevada 89512, to the attention of BGCTM’s administrative offices.

● **Securities.** BGCTM can accept both publicly traded securities and closely held securities.

● **Publicly Traded Securities.** Marketable securities may be transferred to an account maintained at one or more brokerage firms, or delivered physically with the transferor’s signature or stock power attached. As a general rule, all marketable securities shall be sold upon receipt, unless otherwise directed by the Investment Committee. In some cases, marketable securities may be restricted by applicable securities laws. In such an instance, the final determination on the acceptance of the restricted securities shall be made by the BGCTM Board of Directors.

● **Closely Held Securities.** Include not only debt and equity positions in non-publicly traded companies, but also interests in limited partnerships and limited liability companies, or other ownership forms. These can be accepted, subject to the approval of the BGCTM Board of Directors. However, gifts must be reviewed prior to acceptance to determine:
  ○ There are no restrictions on the security that would prevent BGCTM from ultimately converting those assets to cash;
○ the security is marketable; and

○ the security will not generate any undesirable tax consequences for the BGCTM.

If potential problems arise on initial review of the security, further review and recommendation by an outside professional may be sought before making a final decision on acceptance of the gift. The BGCTM Board of Directors and legal counsel shall make the final determination on the acceptance of closely held securities, when necessary. Every effort will be made to sell non-marketable securities as quickly as possible.

• **Real Estate.** Gifts of real estate may include developed property, undeveloped property, or gifts subject to a prior life interest. Prior to acceptance of real estate, BGCTM shall require an initial environmental review of the property to ensure the property has no environmental damage. In the event the initial inspection reveals a potential problem, BGCTM shall retain a qualified inspection firm to conduct an environmental audit. The cost of the environmental audit shall generally be an expense of the donor.

When appropriate, a title binder shall be obtained by BGCTM prior to the acceptance of the real property gift. The cost of this title binder shall generally be an expense of the donor. Prior to acceptance of real property, the gift shall be approved by the Board of Directors and BGCTM’s legal counsel. Criteria for acceptance of the property shall include:

- Is the property useful for the purposes of the BGCTM?
- Is the property marketable?
- Are there any restrictions, reservations, easements, or other limitations associated with the property?
- Are there carrying costs, which may include insurance, property taxes, mortgages, or notes, etc. associated with the property?
- Does the environmental audit reflect that the property is not damaged?

• **Life Insurance.** BGCTM must be named as both beneficiary and irrevocable owner of an insurance policy before a life insurance policy can be recorded as a gift. The gift is valued at its interpolated terminal reserve value, or cash surrender value, upon receipt. If the donor contributes future premium payments, the BGCTM will include the entire
amount of the additional premium payment as a gift in the year that it is made. If the donor does not elect to continue to make gifts to cover premium payments on the life insurance policy, the BGCTM may:

- Continue to pay the premiums;
- convert the policy to paid up insurance; or
- surrender the policy for its current cash value.

- **Charitable Lead Trusts.** BGCTM may accept a designation as income beneficiary of a charitable lead trust. The BGCTM Board of Directors will not accept an appointment as Trustee of a charitable lead trust.

- **Retirement Plan Beneficiary Designations.** Donors and supporters of BGCTM are encouraged to name BGCTM as a beneficiary of their retirement plans. Such designations will not be recorded as gifts to the BGCTM until such time as the gift is irrevocable. When the gift is irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time the gift becomes irrevocable.

- **Bequests.** Donors and supporters of BGCTM are encouraged to make bequests to the BGCTM under their wills and trusts. Such bequests will not be recorded as gifts to the BGCTM until such time as the gift is irrevocable. When the gift is irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time the gift becomes irrevocable. Unrestricted bequest (memorials/property sales) will be used for Endowment, not current annual budgetary needs.

- **Life Insurance Beneficiary Designations.** Donors and supporters of BGCTM are encouraged to name the BGCTM as beneficiary or contingent beneficiary of their life insurance policies. Such designations shall not be recorded as gifts to the BGCTM until such time as the gift is irrevocable. Where the gift is irrevocable, but is not due until a future date, the present value of that gift may be recorded at the time the gift becomes irrevocable.

- **Automobiles, Boats, and other Vehicles.** BGCTM is authorized to accept automobiles, boats, and other vehicles. If a motor vehicle is worth more than $5,000, it will be appraised by a qualified professional appraiser at the expense of the donor. Motor vehicles will only be accepted if the donor can provide a good and marketable title that can be verified by BGCTM. All donors should be aware that tax deductions for used automobiles, boats, or other vehicles are available only to those individuals who itemize deductions on their tax returns, and subject to all IRS rules.
Miscellaneous Provisions

Securing appraisals and legal fees for gifts to the BGCTM is the responsibility of the donor (when required), including independent legal counsel.

The valuation of gifts for development purposes is recorded on the date received by the BGCTM.

BGCTM is responsible for filing IRS Form 8282 upon the sale or disposition of any asset sold within two years of receipt by the BGCTM when the charitable deduction value of the item is more than $5,000. BGCTM must file this form within 125 days of the date of sale or disposition of the asset.

Acknowledgement of all gifts made to the BGCTM and compliance with the current IRS requirements in acknowledgement of such gifts shall be the responsibility of the Chief Executive Officer, with assistance by the Donor Relations Director and/or the Director of Resource Development. A written acknowledgement is sent to the donor for all cash or in-kind gifts exceeding $250 in value. All pledges and deferred gift commitments should be formally acknowledged, either by a pledge form signed and dated by the donor, or a written acknowledgement given by BGCTM to the donor. The value of any gift will be recorded on the BGCTM books and records, as required by standard accounting practices, which may not necessarily be the same value attributed to the gift for tax purposes.

Questions concerning the appropriateness of any gift should be referred to and decided by the BGCTM Chief Executive Officer.

No BGCTM employee should give individualized legal, tax, or estate planning advice to any donor. Donors should be referred to a qualified legal or tax advisor for such advice.

VII. Bank Reconciliations

Bank reconciliations shall be completed monthly by the Controller, or assigned accounting staff, and cross-referenced with the cash and receipt reports and the monthly Financial Statements. Financial Statements shall be compiled by the Controller and submitted monthly to the Chief Executive Officer for review, comment, and corrections prior to the Executive Board of Directors meeting. The statements shall then be reviewed by the Chief Executive Officer and presented to the Finance Committee at its quarterly meeting.

All bank statements, credit card statements, and Endowment Fund Reports are reconciled every month by the Controller, records of which are kept in the Controller’s office.
A check outstanding for more than six (6) months will be voided, with a possible stop payment request to the bank upon the approval of the Controller. All voided checks are kept on file whenever possible.

See Winnemucca Policies and Procedures

VIII. Signature Policy

The Chief Executive Officer and a member from the Board of Directors (usually from the Executive Committee who has signed the bank signature card) signs all checks, drafts, or orders for payment of money issued in the name of BGCTM.

All contracts, commitments for services in the name of BGCTM, and other legal obligations shall be signed by the Chief Executive Officer, unless otherwise decided by the Board of Directors.

See Winnemucca Policies and Procedures

IX. Cash Receipts Internal Controls

Site Locations

All customers have the ability to pay at any site directly via cash, check, or credit card. Enrollments are accompanied by a completed session form signed by the parent indicating the program offering, as well as the method of payment. Session forms and payments are accepted by the authorized front counter personnel and date stamped. Session form is stapled to the cash, check, or credit card receipt for verification purposes, and provided to the Site Coordinator or Membership Coordinator for posting to the enrollment/payment processing software, Comet.

All site locations have designated employees who are trained and authorized to enroll members and accept and process all payments into Comet. The Early Learning Centers have their own comparable software system, Procare.

All computers, membership software, and money management software are password protected. Security levels and rights are assigned to each employee, based on job requirements.

Cash and Check Deposits
All sites must deposit cash and checks daily within 24 hours of collection, unless previously approved by the Controller. Deposits must reconcile to the enrollment/payment software reports. Any discrepancies must be reported immediately to the Controller or Staff Accountant. A copy of the “Payment by Offering” report and the deposit slip are kept onsite and filed with the session enrollment forms in date order as back-up for the deposits. A copy of the membership software reports and deposit slips are delivered to accounting on a weekly basis, which are reconciled to the bank statements.

**Credit Card Deposits**

Several methods of merchant bank processing are used, depending on site revenue size. Large volume sites use a swipe terminal, clubhouses have virtual terminals, and small sites use Clover Go Mobile bank terminals. All mobile bank sites are supplied with an iPad tablet and card reader to process credit cards. A printed credit card receipt or daily transaction summary must be attached to the daily payment report and returned to accounting on a weekly basis.

*See Winnemucca Policies and Procedures*

**Concession Programs and Sports Leagues**

Keystone and Torch Club are cash or mobile merchant bank deposits only. Monies will be deposited weekly and recorded in the general ledger. All undeposited monies are held in a secure cash box by the Site Coordinator.

When applicable, registrations for sports leagues are handled by Membership staff using the same procedures above. When not feasible, sports league monies are collected by the league at the time of registration with an authorized BGCTM employee present, and accompanied by all enrollment forms and waivers. Parent volunteers may not accept payments unless an authorized BGCTM employee is present.

**Donor Relations, Grant, and Foundation Support Fundraising Activities:**

**Mail processing**

The Donor Relations Director opens and sorts mail with the Chief Executive Officer. In the event the Donor Relations Director is unavailable to open the mail, the backup person for this process is the Human Resources Director. Each check is date stamped at the time of opening and review.
The Donor Relations Director writes all non-grant fund “thank you” letters within five business days of the receipt of a donation, then provides to the Chief Executive Officer to review and sign.

**Donor Perfect**

Checks and Cash: The Donor Relations Director gives checks to accounting for deposit within 24 hours of receipt of the check. The Donor Relations Director enters the deposit into the *Donor Perfect*.

Credit Cards: The Donor Relations Director uses a virtual terminal with a secured Merchant Bank for credit card processing.

The Donor Relations Director generates general ledger reports and returns them to accounting on a weekly basis for posting to the general ledger. Each report is reconciled to a daily cash and check deposit, credit card deposit, or EFT deposit report. Deposits are reconciled to the bank statement by the accounting department.

**Greater Giving**

The Special Events Manager reviews each Greater Giving Statement and codes the statement to the proper event. The Donor Relations Director enters information from each Greater Giving statement received into *Donor Perfect*. The Donor Relations Director generates general ledger reports that tie to the statements, and returns those to accounting on a weekly basis for posting to the general ledger.

**Grants and Other Miscellaneous Cash Receipts**

Copies of grant checks, letters, and any other related correspondence are given to the Grant Director. The Donor Relations Director, prior to submitting the weekly general ledger detail reports, asks the Grants Director to review and signoff on payments received related to Grant activity to verify proper general ledger coding. The Grant Director provides “thank you” letters to the foundation or donor, as required for any grant funding.

All other miscellaneous receipts are given to accounting, who deposits the checks and cash within 24 hours.

*See Winnemucca Policies and Procedures*
X. Purchasing/Cash Disbursements/Expenditures

Internal Controls

BGCTM has adopted a general procurement policy for compliance with the purchasing requirements based on the Uniform Guidance for Federal Grants.

Purchasing in the EREQ System

Purchase orders are initiated by authorized staff in the financial software, with approvals by immediate supervisors and final approval by the Chief Executive Officer. All purchase orders should be approved within one week of initiation.

All approved EREQs are converted to purchase orders by the qualified assigned staff, and then ordered from the approved vendor list.

Invoices

All invoices not approved through the EREQ purchasing system or accompanied by a signed contract must have final approval by the Chief Executive Officer. The exception is for the purchase of food, which is approved by the Director of Business Operations, who also approves invoices in the event the Chief Executive Officer is unavailable. The Chief Executive Officer provides written instructions for each occurrence to the Director of Business Operations.

The Donor Relations Director opens and sorts the invoices received by mail with the Chief Executive Officer, who then date stamps and initials them. The Donor Relations Director distributes the mail.

Purchase orders are matched to invoices and packing slips prior to input into Accounts Payable.

Committee Approval for Accounts Payable Aging and Check Run

Check runs are scheduled every other week, or as needed. Prior to the check run, an accounts payable aging report is approved by the Chief Executive Officer and distributed to select members of the Board and Financial Committee. Committee members email their questions and approval. The Controller or Staff Accountant generates and prints the checks, which are then signed by two people per Financial Policy 8: Signature Policy.

In an emergency, the Chief Executive Officer has blank checks in a secure location, which require two signatures per Financial Policy 8: Signature Policy. Blank checks requested over $5,000 must have prior approval from the Finance Committee Chair before they can be produced.
**Corporate Credit Cards:**

With Chief Executive Officer approval, certain employees maintain credit cards in their possession. These cards are used for purchases such as pre-approved entertainment, travel to conferences, and other miscellaneous or fund raising expenses.

Additional employees have credit cards that are maintained in the office of the Controller and distributed on an as-needed basis. These cards are then returned to the Controller for safekeeping after use. All credit card expenses should be accompanied by a purchase order when possible, or have prior approval by the Chief Executive Officer.

All receipts and purchase orders are attached by the individual cardholder to their monthly statement, with a description of the purchase and general ledger coding. All missing receipts must be noted on the statement. All company credit cards are reconciled to the monthly statements, with receipts provided to accounting for coding to the general ledger.

**XI. Payroll Internal Controls**

BGCTM uses a third party payroll provider. Hourly employees are required to log in and out of the web-based time system on a daily basis. All hourly staff are entered into the web-based time system. Designated supervisors are also able to view log clock in and out reports. Supervisors are responsible for ensuring all staff log in and out times are correct, all records are accurate, and approve employee timesheets before the last date of the pay period. The Staff Accountant is responsible for processing the payroll on a semi-monthly basis in accordance with the established pay schedule. The payroll reports are then provided to the Controller for review and input into the general ledger. Reports and databases are maintained by the outside payroll company, with an electronic record held by the Controller in a password protected file.

The Human Resources Director or the Executive Director for the Early Learning Centers is responsible for updating all employee changes including, but not limited to, address changes, W-4, marital status, department transfer, wage adjustments, promotions, and personal time-off.

The Human Resources Director or Early Learning Center Executive Director is responsible for preparing the Personnel Action Form (PAF) for each transaction performed in the payroll systems (new hires, hourly rate changes, termination, department transfers, etc.). The PAF form is approved by the Chief Executive Officer through the payroll system.

The Chief Executive Officer, with input from the Human Resources Director and Senior Directors, establishes pay rates based on local hiring trends and, in some instances, pay scales from the Boys & Girls Club of America. Employees are provided annual reviews.
Once the payroll cycle has been submitted and approved, the payroll company prepares and delivers the “live” checks via FedEx to the East 9th Street location.

Live checks are mailed to the employee’s address on file, unless the employee has made prior arrangements with Human Resources to pick-up his/her paycheck. Additionally, a written note, or text of a phone conversation with Human Resources, is required if, for any reason, the employee is unable to pick-up their paycheck, and has requested that another person pick it up on his/her behalf.

Payroll taxes liabilities are funded to the payroll company each payroll cycle, and submitted to the IRS by the payroll company. All tax forms, including the 941’s, are prepared and filed quarterly by the payroll company. The payroll company prepares the annual W-2’s and 1095’s for employees, and related annual tax filings in a timely manner for submission in January for the prior year.

XII. Financial Accountability

Financial Statements

BGCTMs financial statements shall be prepared on the accrual basis in accordance with the Generally Accepted Accounting Principles (GAAP); more specifically, in accordance with the standards of accounting and reporting established for non-profit organizations.

Presentation of Financial Statements


Under these presentations, net assets and revenues, expenses, gains, and losses are classified based on the existence or absence of permanent restrictions. Accordingly, the net assets of the BGCTM and changes shall be classified as unrestricted and permanently restricted.

Unrestricted net assets include amounts that are not subject to donor-imposed stipulations, which are used to account for resources available to carry out the purposes of the BGCTM in accordance with the limitations of its charter and bylaws. The principal sources of unrestricted funds are grants, contributions, and investment income.

Permanently restricted net assets are those resources required to be maintained permanently, but which BGCTM is allowed to use up, or to expend all or part of the income derived from donated assets.
Audit

The BGCTM Audit Committee meets twice annually with regards to the annual audit or pension audit. The committee meets after the audit completion to review the audit, as well as audit findings and make a formal presentation to the Executive Board.

BGCTM has an audit of its financial statements performed annually by a firm of independent Certified Public Accountants. For Clubs spending more than $750,000 in federal funding, an A-133 audit must be filed nine months after fiscal year-end.

The Chief Executive Officer, with assistance from the Controller, shall recommend to the Audit Committee for approval, the selection of a firm to perform the annual audit. A representative of the audit firm shall be invited to attend the annual presentation to the Audit Committee, or Executive Board of Directors, and shall be required to make a presentation to the Board of Directors if the audit report is other than unqualified, or if the auditor’s report identifies material weaknesses in internal controls or reportable conditions.

The Chief Executive Officer, with assistance from the Controller, shall have direct responsibility in overseeing the implementation of the Annual Financial Audit.

XII. Financial Stability

Revenue Goals and Reports

The responsibility for reaching the BGCTMs’ budgeted revenue goals on an annual basis is shared by the Chief Executive Officer and the Board of Directors. The Chief Executive Officer, with assistance from the Controller, develops and proposes revenue goals and objectives, and submits those to the appropriate Committees prior to Board of Directors discussion and approval. An assigned employee prepares a monthly report on the status of the fund raising activities and presents that information to the Chief Executive Officer and to the Resource Development Committee. The Finance Committee reviews monthly revenues and expenditures and, if necessary, makes recommendations to the Board of Directors and to the Chief Executive Officer.

The Finance Committee and the Chief Executive Officer shall continuously plan for the long-term financial stability of the organization in accordance with the agency’s long-term plans, which are reviewed periodically, and adjusted when necessary.

The Investment Committee shall use due diligence in overseeing BGCTM investment funds, by establishing and monitoring an investment strategy that gives proper recognition to risk and return.
Contingencies

Grants often require the fulfillment of certain conditions, as set forth in the related instrument. Failure to fulfill the conditions could result in the return of funds to the grantors. It is the responsibility of the Chief Executive Officer, with assistance from the Grants Director, to oversee the fulfillment of grant conditions. All grants shall be properly acknowledged in accordance to IRS regulations, and all grantors shall be properly recognized.

Event Budgets

All BGCTM special events shall require the preparation of a budget. An event budget shall be prepared by the Special Events Director and submitted to the Chief Executive Officer prior to the implementation of the event. Event expenditure advances are provided upon the approval of the event budget.

Income Procedures

All contributions shall be recorded in accordance with GAAP, with specific attention to standards FASB 116 and 117. Contributions are recorded as pledged or received in accordance with FASB 116, and must be credited to the appropriate revenue lines, as presented in the annual budget, and coded with the appropriate account number designated in the BGCTM Chart of Accounts.

All Checks received by BGCTM shall be deposited by the Staff Accountant or authorized designated staff, and recorded in the appropriate general ledger accounts by the Staff Accountant.

Donor-Imposed Restrictions

Contributions may be received with donor-imposed restrictions. Some restrictions permanently limit the organization’s use of contributed assets.

Restrictions may (a) be stipulated explicitly by the donor in a written or oral communication accompanying the contribution, or (b) result implicitly from the circumstances surrounding receipt of the contributed asset—i.e., making a gift to a capital campaign whose stated objective is to raise funds for a new building.

Donor-imposed Conditions

Transfers of assets and promises to give with donor-imposed conditions should be recognized as contribution revenue when the conditions have been substantially met, or when the conditions have been explicitly waived by the donor; i.e., a contribution of cash or a promise to give cash in support of a proposed program should be recognized when the program is undertaken. Transfers
of assets with donor-imposed conditions should be reported as refundable advances until the conditions have been substantially met. Transfers of assets on which resource providers have imposed conditions should be recognized as contributions if the likelihood of not meeting the condition is remote.

Unconditional contributions received without donor-imposed restrictions should be reported as unrestricted support that increases unrestricted net assets. Unconditional contributions received with donor-imposed restrictions should be reported as restricted support that increases permanently restricted, depending on the nature of the restriction.

**Receipts To Donors**

All donors and contributors shall be properly acknowledged for their contributions in accordance with IRS Guidelines. The Director of Resource Development, with assistance from the Donor Relations Director and Chief Executive Officer, shall ensure proper recognition of contributors and grantors.

**Donated Materials And Services**

Donated materials and equipment shall be reflected in the donor tracking system on the date of receipt. A substantial number of volunteers donate significant amounts of time to the Program services of BGCTM on an ongoing basis. Other volunteers contribute time and services for administrative or fund raising activities. Such contributed services are generally not reflected in BGCTM financial statements, since there is no objective way of assessing their value. Contributions of services shall be recognized if the services received (a) create or enhance non-financial assets, or (b) require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation. Services requiring specialized skills are provided by bookkeepers, architects, carpenters, doctors, electricians, lawyers, nurses, plumbers, teachers, and other professionals and craftsmen. Contributed services and promises to give services that do not meet the above criteria shall not be recognized. SFAS 116, paragraph 9.

**XIII. Budget Process**

**Annual Budget, Development and Approval**

The Chief Executive Officer, with assistance of the Controller and the Board Treasurer, shall be responsible for presenting to the Finance Committee and the other Board Committees an annual operating budget draft at least ninety (90) days prior to the end of the fiscal year, and a proposed budget at least thirty (30) days prior to its submission to the Board of Directors.
The budgeting process shall relate in a timely manner. The Chief Executive Officer, with assistance from the Controller and assigned employees, will coordinate the internal preparation of the budget draft, which is then presented to the appropriate committees for review. The Finance Committee shall review and approve the recommended budget revenues and expenditures for the fiscal year budget, and submit the final budget for approval to the Board of Directors.

**Strategic Plan**

The same process to create the annual budget applies to a three to five-year budget in conjunction with the Strategic Plan.

**XIV. Expenditures**

**Retirement Plan**

BGCTM has established a 401 (a) defined contribution pension plan for the benefit of the employees. The plan is administered by the Boys & Girls Club of America Pension Trust. The plan requires a contribution of 7% of the compensation from the club. An employee must be at least 21 years old and have one year and 1,000 hours of service to be eligible to participate. The Boys & Girls Club of America currently employs Milliman Inc. as the Third Party Administrator. Funding for the contributions is made quarterly.

**Leases and other Contractual Agreements**

BGCTM conducts a major part of its operations in leased facilities. Leases and other contractual agreements are negotiated by the Chief Executive Officer, with assistance from the Director of Business Operations, and executed with appropriate legal review and approval of the Board President.

The Chief Executive Officer shall review leases when due for renewal and shall seek bids for best proposals before entering into new agreements, and prior to submission to the Board President for approval. New leases in excess of Five Thousand Dollars ($5,000) per year require the approval of the Finance Committee. The following rules also apply:

- Leases will correspond to the fiscal year, whenever possible.
- Copies of all leases are maintained in the Controller’s office.
• The Chief Executive Officer and assigned employees are authorized to develop and enter into contractual agreements with vendors, bankers, and third parties for the purpose of ensuring BGCTM general operations.

• The Finance Committee shall review such agreements and make recommendations, when necessary.

Notes, Loans, etc.

All notes, loans, and other indebtedness to be contracted in the name of BGCTM (except open accounts and all other routing banking transactions), shall require the signatures of the Board President or the Treasurer of the Board of Directors, and the signature of the Chief Executive Officer, unless otherwise specified by the Board of Directors, or as established in the present management policies and procedures. All indebtedness over $5,000.00 (Five Thousand) must be approved by a majority vote of the Finance Committee and the Board of Directors.

Deeds, Conveyances, etc.

The Chief Executive Officer shall execute all deeds, conveyances, mortgages, leases, contracts, and other instruments in the name of the BGCTM. However, if in any case the Finance Committee shall direct a different method of execution or signature, it may do so notwithstanding the provisions of this section.

Functional Allocation of Expenses

Allocating expenses to functional classifications is a very important process. It permits the Chief Executive Officer to tell readers of the financial statements not only the nature of the expenses, but also the purpose for which they were made. Accordingly, the functional allocation of expenses should never be considered solely a bookkeeping matter. Rather, the Chief Executive Officer, with assistance from the Controller, must ensure the techniques used in allocating expenses are adequate and the results, as reflected in the financial statements, fairly present the actual operations for the year.

Expenditure Procedures

See, “Financial Controls and Recordkeeping” section

Expenditures Reimbursements

Expenses pre-approved and directly related to BGCTM business activities (mileage, meals, hotel, supplies, etc.) are reimbursed to employees and Board Members upon submission of a
disbursement request, and the completion of the steps denoted under, “Expenditures: Out of Town Expenses.”

**Credit Card Expenditures**

The use of business credit cards issued by BGCTM to assigned employees is authorized only when the use of check or regular accounts payable processes are not possible. Single credit card expenditure shall not exceed Five Thousand Dollars ($5,000) without the pre-approval of the Chief Executive Officer. Monthly credit card expenditure statements shall be monitored by the Controller and submitted for reconciliation.

**Compensation and Payroll**

Payroll is executed semi-monthly through a professional payroll services company. Paychecks or direct deposits are provided to each employee by the Human Resources Director.

Monthly payroll expenses shall be verified by the Controller against payroll and direct deposit reports provided by the payroll service company and reconciled with checking account reports. It is imperative payroll taxes be paid on time, and quarterly payroll reports are filed on time, to avoid any possible penalties. It is the primary role of the Chief Executive Officer, with assistance from the Controller, to ensure this standard is adhered to and met.

The compensation of the Chief Executive Officer shall be determined by the Executive Committee of the Board of Directors. Compensation ranges for all employee positions shall be developed in accordance with B&GCA’s Job Classification and Compensations Program (JCCMP), subject to the approval of the Executive Committee and the Board of Directors. No BGCTM employee may be compensated outside of the approved range.

**Employees Termination, Resignation or Retirement**

It shall be the responsibility of each supervisor to ensure existing employees under their supervision who resign, are terminated, or who are retiring pay any amounts due to the agency, and return all agency property before a final paycheck is issued, in accordance with presiding labor laws. Appropriate documentation must be forwarded to the Human Resource Director to ensure accurate payroll processes.

**Purchasing**

BGCTM has adopted a general procurement policy for compliance with the requirements for Uniform Guidance for Federal Grants (see “Financial Controls and Recordkeeping”).

**Local Travel Reimbursements**
Mileage to and from the employee’s residence to the place of work will not be paid by BGCTM. Reimbursements for travel on behalf of the Club is based on the Business Related and Travel Reimbursement Policy, as directed in the Employee Handbook and based on IRS mileage reimbursement rates. All reimbursement requests are presented on an approved Mileage Reimbursement form, and approved by the Directors of Business or Program Operations.

All pre-approved parking and other expenditure receipts must be attached to the disbursement request as a condition for payment.

**Out of Town Expenses**

BGCTM shall provide employees traveling out of town on official business per diem for meals and incidental expenses (M&IE). Federally accepted guidelines are followed. Exceptions to M&IE policy are made on a case-by-case basis and approved by the Chief Executive Officer. However, lodging and transportation expenses will only be reimbursed upon presentation of valid receipts. All other expenses to be incurred shall be pre-approved by the Chief Executive Officer, and will be reimbursed upon the presentation of the appropriate receipts. Where appropriate, the employee may use a company credit card issued in their name. Prior to travel, the card will be provided by the Chief Executive Officer to the employee, and card travel expense limits set by the Chief Executive Officer are implemented by the Controller. Upon completion of travel, the credit card must be returned to the Controller for safekeeping, and the receipts turned in to the Controller for input into the payable system.

**Property and Equipment**

Property and equipment shall be stated at historical cost. Items with historical costs greater than $2500 are treated as capital expenditure and recorded in the month of acquisition, or the month placed in service. Depreciation is computed over the estimated useful lives of the assets using the straight-line method and recorded monthly. A depreciation schedule is prepared by the Controller, and updated monthly. Gain or loss on any items sold during the year is recorded, and an annual review is done for any other items taken out of service.

**Equipment Installation**

Purchase, installation, and maintenance of telephone equipment, telephone lines, office equipment, computer equipment, etc. shall be approved by assigned employees after discussion and approval by the Chief Executive Officer. Assigned employees, Directors, and Site Coordinators shall be responsible for receiving and supervising the installation of equipment scheduled for their facility’s working area, and for maintaining and protecting the equipment installed in their offices.
Income Taxes

BGCTM is exempt from federal income taxes under Section 501 (c) (3) of the Internal Revenue Code, as amended. Accordingly, no provisions for income taxes shall be reflected in the financial statements.

XV. Financial Data Tracking

Financial Data Security

Credit Cards

Credit card processing is completed through a secured merchant bank processor. No credit card information is stored in written form or on an unsecured company server.

Document Retention Policy

All documents are kept according to the document retention policy based on legal compliance, at a minimum, and managed by the Donor Relations Director. All expired documents are shredded annually by a professional record management service company. All records are kept in a secured, locked area accessible only by authorized employees.

A spreadsheet created by the Donor Relations Director lists the various documents, timelines for retention, and the BGCTM responsible employee. Required documents for retention must be stored in banker boxes and marked accordingly, including the retention schedule date for destruction.

Accounting Software

Internally, the enrollment/payment software is used for the collection of program fees. Each site has its own login and username. When program fees are collected for payment, the Membership Coordinator or Site Coordinator accesses the member’s information and chooses the appropriate activity to be charged. Once the charge has been made, payment is applied and all specific information is entered; i.e., check number, credit card number, cash amount, etc. Upon request, a receipt is generated for the person making the payment. Revenue is recorded in the general ledger based on the enrollment/payment software daily reports. The financial software is also used to process purchase orders, invoices, payments, and generate financial statements.

Monthly Financial Statements

The Controller shall prepare Monthly Financial Statements in a format approved by the Finance Committee. The statements shall be presented to the Chief Executive Officer for presentation to
the Finance Chair. Financial Statements shall include information about all BGCTM funds and cash position as of the end of each month.

Financial Statement Reporting Requirements

After review by the Chief Executive Officer and the Finance Chair, Financial Statements are submitted to the Executive Committee and/or the Board of Directors for final review and approval on a monthly basis.

Donor Management Software

BGCTM uses a third party donor software system to track all incoming donations, including in kind and monetary gifts. After a donation is received, the Donor Relations Director securely records the donor’s information in the password protected database. Name, address, phone number, date of donation, and amount of donation are all recorded. The database is used as a donor tracking mechanism, but does not store any donor financial data or credit card information. The database is used to track incoming donations, historical donations by donor, and maintain a mailing list for Club publications. The only staff with access to the database are members of the Resource Development Team (Director of Resource Development, Donor Relations Director, Grants Director, and the Special Events Director), and the Chief Executive Officer.

XVI. Insurance and Risk Management

Insurances

Reasonable and adequate coverage will be maintained to protect BGCTM interests, as well as the Board of Directors, BGCTM employees, and to meet membership requirements of the Boys & Girls Club of America. The following insurance policies shall be kept on a yearly basis:

- Commercial Property Contents and Computer Policy
- Automobile Insurance
- General and Professional Liability Insurance
- Child Sexual Abuse and Child Molestation Liability Insurance
- Directors and Officers Liability Insurance
- Employee’s Dishonesty Bond Insurance
● Employee’s Life Insurance

● Workers Compensation Insurance

● Long-Term Disability Insurance

● Employees Health Insurance

All BGCTM Insurance policies shall be maintained with the insurance files on an annual basis. Insurance policies shall correspond to the fiscal year, whenever possible.

Insurance Policies shall be carefully reviewed by the Chief Executive Officer before renewal each year.

XVII. Investment Management

Cash and Cash Equivalents

Cash and cash equivalents include all cash balances and highly liquid investments with a maturity of six months or less. The agency places its temporary cash investments with highly rated financial institutions. The Chief Executive Officer, with assistance from the Controller, shall closely monitor the balances of the checking account, Money Market, and Certificates of Deposit accounts. At times, such investments may be outside of the FDIC insurance.

Petty Cash

A petty cash “rolling” fund provides a systematic method for paying and recording out-of-pocket cash payments too small to be made by check. The Controller shall maintain a Three Hundred Dollar ($300.00) petty cash fund, in which the total at any one time is $300 in combination of cash and receipts.

The Controller shall maintain control of, and responsibility for, payments disbursed from the Petty Cash fund at all times; however, amounts should not exceed One Hundred Dollars ($100.00) for each transaction, and the total Fund should not exceed Three Hundred Dollars ($300.00). The petty cash box shall remain locked and under the control of the Controller.

Funds and Banking

BGCTM funds shall be deposited in the Boys & Girls Club of Truckee Meadows’ bank accounts as may be designated by the Board of Directors, or as designated by the donor in the case of restricted contributions.
Bank Accounts and Investment Accounts

The Chief Executive Officer, with assistance from the Controller, shall maintain and oversee bank and investment accounts, and ensure BGCTM day-to-day financial operations. Several accounts are maintained by BGCTM:

- Checking Account
- Money Market Account
- Certificates of Deposit
- Brokerage Account
- Credit Card Account

These accounts may be changed as BGCTM financial conditions and requirements change.

Checking Account

All checks, cash, credit cards, and money orders are reviewed by the Chief Executive Officer and deposited in the appropriate accounts. All checks received from fund raising events, foundations and corporate donations, and miscellaneous contributions shall be deposited into the proper account. Monies from credit card deposit accounts shall be transferred into the Checking Account by the Chief Executive Officer, as needed. Monies shall be transferred from the Checking account into the Money Market Account or the investment account, when necessary, by the Chief Executive Officer. Checks are written every other week to meet obligations or ongoing operational expenditures. Monthly checking account statements are reconciled on a monthly basis by the Controller, and submitted for review to the Chief Executive Officer.

Investments Reports and Policy

Endowment Fund Investments shall be reported with the monthly financial statements at market value. The Investment Committee shall review and determine the general investment strategy for all BGCTM funds.

The BGCTM investment strategy creates a framework for a well-diversified asset mix that can be expected to generate acceptable long-term returns at a level of risk suitable to the Club.

The Endowment Fund investment strategy shall be reviewed and evaluated annually by the Investment Committee to ensure the portfolio’s proper diversification, security, and return on investments.
All financial institutions shall be selected and approved by the Finance or Investment Committees, and must have long-term investment rating of “A” or higher by the Standard and Poor’s, or a compatible rating.

D- BGC Winnemucca Financial Policies & Procedures

I. Financial Controls and Recordkeeping

Bank Reconciliations (item 7)

Boys & Girls Club of Winnemucca (BGCWIN) bank reconciliations shall be completed monthly by the BGCWIN Director of Business Operations and cross-referenced with the cash and receipt reports and the monthly Financial Statements. The Financial Statements shall be compiled by the BGCWIN Director of Business Operations and submitted monthly to the BGCWIN Executive Director and Chief Financial Officer for review and corrections prior to the BGCTM Executive Board meeting.

Signature Policy (Item 8)

Two signatures are required on all checks, drafts, or orders for payment of money issued under the DBA Boys and Girls Club of Winnemucca. The BGCWIN Executive Director is the primary signer, followed by the BGCWIN Director of Business Operations, and BGCWIN Finance Committee member, as approved by the BGCTM Chief Executive Officer.

All contracts, commitment for services, and any other legal obligations using the DBA Boys & Girls Club of Winnemucca, or Boys & Girls Club of Truckee Meadows must be signed by the BGCTM Chief Executive Officer.

Cash Receipts Internal Controls (Item 9)

Program and Fitness Center membership dues, and sports league payments may be paid online through the Max Galaxy software portal via credit card. In-person payment by credit card, cash, or check are also accepted. All cash and check payments are password protected by designated employee login. Deposits are prepared by the BGCWIN Director of Business Operations. All
deposits are reconciled to a revenue report generated by Max Galaxy, and reconciled to the bank statement.

Deposits for cash and checks are done weekly.

Pool revenue is cash or check only. Lifeguards close their login at the end of each shift. Deposits are reconciled and posted by the BGCWIN Director of Business Operations and done weekly.

Rental revenue is paid either by cash, check, or credit card.

Fundraising is recorded in Greater Giving credit cards, cash, and checks, and reconciled to DonorPerfect and the bank statement.

Donations are recorded in DonorPerfect and reconciled to the bank statements.

**Purchasing/Cash Disbursements/Expenditures Internal Controls (Item 10)**

**Purchasing in the EREQ system**

Purchase orders are initiated by authorized staff by using a generic ‘Requestor’ login user. Approvals are then sent to the immediate supervisor of the requesting user for review and approval.

BGCWIN has five immediate supervisors:

- Program Director
- Executive Chef
- Facilities Director
- Director of Business Operations
- Executive Director

Final approval for all EREQS is the BGCWIN Director of Business Operations. All purchase orders are approved with one week of initiation. All approved EREQS are converted to purchase orders by an Accounting Assistant or other authorized personnel prior to ordering from the approved vendor list.

**Invoices**

All invoices not approved through the EREQ system or accompanied by a signed contract must have final site approval by the BGCWIN Executive Director. Such purchases should be limited to supplies and services necessary for the completion of repairs, maintenance, special events, or other unspecified occasions when not enough time is available to process through the EREQ
system. This also applies to the purchase of food, for both catering and food programs; however the BGCWIN Director of Business Operations has final approval for those purchases. The BGCWIN Director of Business Operations also approves invoices in the event the BGCWIN Executive Director is unavailable.

The BGCWIN Director of Business Operations or an Accounting Assistant collects, opens, and sorts the invoices received by mail with the BGCWIN Executive Director, who then stamps and initials those invoices for payment. The Director of Business Operations or an Accounting Assistant distributes the mail. Purchase orders are matched to invoices and packing slips by an Accounting Assistant.

**Check runs**

Check runs are scheduled for every other week, or as needed. Prior to the check run the BGCWIN Director of Business Operations decides which outstanding payable items shall be paid. Any payments other than for routine expenses shall be approved for payment by the BGCWIN Executive Director. The Director of Business Operations or Accounting Assistant generates and prints the checks, which are then signed by two people, as per the Signature Policy. For the Winnemucca site, this will be the Executive Director and one member of the local Finance Committee. In the absence of the Executive Director, the Director of Business Operations may also sign.

**Corporate Credit Cards**

With the approval of the BGCTM Chief Executive Officer and the BGCWIN Executive Director, certain employees maintain company credit cards in their possession. These cards are used for purchases such as pre-approved entertainment, travel, and other miscellaneous expenses. All credit card purchases should be accompanied by a purchase order, when possible, or have prior approval by the Executive Director. Receipts for all expenditures are submitted at the end of the statement period and reconciled by the BGCWIN Director of Business Operations.
E - Human Resources

I. Employee Handbooks
Employee handbooks for both Youth Centers and Early Learning Centers (ELCs) are accessible to each new hire via the new Hire Employee Checklist located on the Paycom site (https://paycomonline.com). Employee Handbooks are maintained by the Human Resources Director. They are also available in “read only” format on the Shared (S) drive in the Standard Operating Procedures folder.

II. Early Learning Center Handbooks

III. Volunteer Handbook
The Volunteer Handbook is maintained by the Volunteer Coordinator and provided to volunteers and interns at their orientation. It is also available in “read only” format on the Shared (S) drive in the Standard Operating Procedures folder.

IV. Mandatory Annual Staff Training
Staff are required to receive annual training on the following policies:

- Safety Skills Training: https://safetyskills.com/

Bullying prevention, passenger van safety, identifying and preventing child abuse and neglect, ALICE K-12, general safety, food safety, bloodborne pathogens, hazard communication, and cleaning and sanitizing in food manufacturing.

NOTE: ELC staff are not required to complete this training as it is included in other training they must complete.

- Technology Protocols/Data Security
- Critical Incident Report
- Conflict of Interest
- Food Service Training
- Crisis Training and Communication
F - Fraud

The BGCTM Fraud Policy is established to facilitate the development of controls that will aid in the detection and prevention of fraud against BGCTM. It is the intent of BGCTM to promote consistent organizational behavior by providing guidelines and by assigning responsibility for the development of controls and conduct of investigations.

The BGCTM Fraud Policy applies to any irregularity, or suspected irregularity, involving employees as well as shareholders, consultants, vendors, contractors, outside agencies doing business with employees of such agencies, and/or any other parties with a business relationship with BGCTM.

Any investigative activity required will be conducted without regard to the suspected wrongdoer’s length of service, position/title, or relationship to BGCTM.

I. Policy

Administrative management--Chief Executive Officer, Director of Business Operations, Director of Program Operations, Controller--are responsible for the detection and prevention of fraud, misappropriations, and other irregularities. Fraud is defined as “the intentional, false representation or concealment of material fact for the purpose of inducing another to act upon it to his or her injury.” Each member of the administrative management team must be familiar with the types of improprieties that might occur within his or her area of responsibility, and be alert for any indication of irregularity.

Any detected or suspected irregularity must be reported immediately to the Chief Executive Officer or to the President of the BGCTM Board of Directors, who in turn coordinates all investigations with the Board of Directors Audit Committee. The Audit Committee acts as the Investigative Unit, working with the Chief Executive Officer and any other internal or external expert to determine the validity and scope of the alleged irregularities.

Action Constituting Fraud

The terms defalcation, misappropriation, and other fiscal irregularities refer to, but are not limited to:

- Any dishonest or fraudulent act.
- Misappropriation of funds, securities, supplies, or other assets.
● Impropriety in the handling or reporting of money or financial transactions.
● Profiteering as a result of insider knowledge of company activities.
● Disclosing confidential and proprietary information to outside parties.
● Accepting or seeking anything of material value from contractors, vendors, or persons providing services/materials to BGCTM. **Exception:** Gifts less than $50 in value.
● Destruction, removal, or inappropriate use of records, furniture, fixtures, and equipment.
● Any similar or related irregularity.

**Reporting Procedures**

Great care must be taken in the investigation of suspected improprieties or irregularities so as to avoid mistaken accusations, or alerting suspected individuals that an investigation is underway.

An employee who discovers or suspects fraudulent activity shall **contact the Investigative Unit immediately.** The employee or other complainant may remain anonymous. All inquiries concerning the activity under investigation from the suspected individual, his or her attorney or representative, or any other inquirer should be directed to the Investigative Unit. No information concerning the status of an investigation will be provided. The proper response to any inquiries is, “I am not at liberty to discuss this matter.” **Under no circumstances** should any reference be made to “the allegation,” “the crime,” “the fraud,” “the forgery,” “the misappropriation,” or any other specific reference.

The reporting individual shall be informed of the following:

- Do not contact the suspected individual in an effort to determine facts or demand restitution.
- Do not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by legal counsel or the Investigative Unit.

**Investigation Process**

The Investigative Unit has the primary responsibility for the investigation of all suspected fraudulent acts. If the investigation substantiates that fraudulent activities have occurred, the Investigative Unit issues a report to the Chief Executive Officer and, if appropriate, to the full Board of Directors.
Members of the Investigative Unit have:

- Free and unrestricted access to all company records and premises; and
- The authority to examine, copy and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who might use or have custody of any such items or facilities when it is within the scope of their investigation.

Decisions to prosecute or refer the examination results to the appropriate law enforcement agency and/or regulatory agencies for independent investigation are made in conjunction with the Chief Executive Officer and the Board of Directors, as are final decisions on disposition of the case.

**Confidentiality**

The Investigative Unit treats all information received confidentially. Any employee who suspects dishonest or fraudulent activity shall notify the Chief Executive Officer or the President of the Board of Directors immediately, and *should not attempt to personally conduct investigations or interviews/interrogations* related to any suspected fraudulent act (see “Reporting Procedures” below).

Investigation results *will not be disclosed or discussed* with anyone other than those who have a legitimate need to know. This is important in order to avoid damaging the reputations of persons suspected, but subsequently found innocent of wrongful conduct, and to protect BGCTM from potential civil liability.

**Termination**

If an investigation results in a recommendation to terminate an individual, the recommendation is reviewed for approval by the Chief Executive Officer and the Board of Directors before any such action is taken. The Investigative Unit does not have the authority to terminate an employee.

**G. Public Communications**

**Policy Statement**
Under normal circumstances, the Chief Executive Officer and the Director of Marketing shall be notified regarding media visits; well in advance, when possible. Under normal circumstances, the Chief Executive Officer is the primary spokesperson for the Club. Others may be given the opportunity when selected by the Chief Executive Officer or the Director of Marketing, as the most appropriate person to serve as the BGCTM voice on a specific issue or program.

Most media interview requests will go through the Director of Marketing. Other BGCTM employees who receive such a media request should forward those to the Director of Marketing for response.

**Media Response Procedures**

There may be cases when due to a police report, accident, or some other issue-related news story where the media shows up at a site unannounced. The following procedures apply in those cases.

BGCTM is a private business. As such, it is under no obligation to allow access to one of its buildings to anyone without the approval of BGCTM, with the exception of law enforcement and other such agencies. Therefore, if a member of the media arrives unannounced, please adhere to the following:

- As soon as possible, report the media’s presence to the Chief Executive Officer and/or the Director of Marketing. Your Site Director/Coordinator should also be alerted.
- Inform the media representative that BGCTM protocol dictates the Chief Executive Officer and/or the Director of Marketing are required to be notified before any interview can take place.
- Attempt to keep the media outside the door of the Club. The public’s right to know does NOT override the Club’s privacy policies.
- Remain as polite and composed as possible.
- If the Club is closed, do not under any circumstances open the doors.
- Determine why the media are there, the story being covered, and with whom the media person wants to speak.
- If the media representative wants comments from youth on a news issue, let the person know he/she is welcome to do that outside the building, that “Our media release for minors only covers promotion of the Club.”
● Do not under any circumstances make comments or provide any staff or member information. Keep in mind there is no such thing as “off the record.” Everything and anything said to a reporter is fair game for news quotes.

● Also, never mistake friendliness for someone who is a friend. Just because the reporter may be acting in a friendly manner does not mean they are your or the Club’s friend.

● When the situation calls for an immediate response to an accident, police report, or an emergency, never say anything that accepts responsibility or blame for the situation. A safe way to respond to these situations would be: “Our ultimate concern is for the welfare of our member(s) and we are investigating the incident. We have no further information at this time.”

● If the incident involves law enforcement, respond that, “We cooperate fully with any law enforcement investigation to the best of our ability.”

● Immediately after the report leaves, document the visit in as much detail as possible and deliver it to the Director of Marketing.

H – Club Procedures

I. Club Norms

● BGCTM members must use their own card to check-in.
● All members must scan in when they arrive, scan out when they leave the Club. The only exception is when a member is going on a BGCTM field trip.
● Club members, staff, parents, visitors, and volunteers must primarily enter and exit the building through the main entrance. The westside entrance is primarily for athletic competition, rental groups, Mater Academy, and other identified individuals and groups.
● Guests entering the building through the main entrance and wanting access to a secured program area must check-in at the front counter. Guests entering secured program areas must have a visitor badge or be escorted by a club staff.
● Members may not go behind the front counter. The only exception is if the member is a Leader in Training (LIT) or a member volunteer who is working.
● Members are only allowed in areas in which staff members are present.
Always lock doors in any area not staffed.

Members must have a permission slip with emergency number for outside Club activities.

Horseplay is not permitted in any area of the Club, in club vehicles, or at outside Club functions.

Drugs, alcohol, or any other illegal activity in Club or on Club grounds, including in any club vehicle or at any outside Club function, are not permitted and may be reported to law enforcement.

Smoking or tobacco use on Club premises, in Club vehicles, or at outside Club functions are prohibited.

Food is only allowed in the kitchen or cafeteria area.

Any act of vandalism on Club property--vehicles, buildings, or any club equipment-- will result in consequences leading up to and including law enforcement being contacted.

Phone Norms

Use of a Club phone by members must be limited to calling home for a ride or emergency situations. Phone time is limited so the Club phone is open to outside calls. Parents are informed in orientation of the phone use policy. Messages can be taken for members on an as-needed basis. It is a priority to keep phones open.

Personal cell phones are to be used sparingly, and should never interfere with program activities, meetings, or training. Staff should not use cell phones for personal use during work time at the Club. Personal calls may be taken for emergency situations only.

Sports Fitness & Recreation Norms

Tackle football is not permitted at BGCTM.

Bikes, skateboards, scooters, heelies, or any other wheeled toys/shoes may not be used in Club facilities.

Membership cards must be used in order to check out Rec Room equipment.

Rec equipment, tabletops, and counters should not be used to sit at any time by anyone.

Only age group appropriate games are allowed.

II. Guidelines for Supervising

Supervising Children and Club Supervision
Safety, positivity, and fun are the Club’s top priorities.

When supervising members outside, be aware of outside elements, such as weather, condition of the equipment, and people not associated with the club. Ensure protection from sun, wind, and cold.

Pay attention. Most situations with children, both positive and negative, can be controlled or influenced if supervision is in place and enacted. Staff should be positioned to know where and what the kids are doing. Staff should intervene before situations get out of hand.

Staff must know their role in the Club. As a BGCTM staff member, you are responsible for the actions of our members. Staff are leaders, mentors, and role models, not a “peer/buddy.”

As staff we use the Be GREAT Values to create the environment of the Club. It is the job of Club staff to make sure members follow instructions and norms or receive the appropriate consequences.

Staff must engage themselves and the kids. Be prepared to “intentionally” program with lesson plans and proper supplies. Have backup activities ready in case changes need to be made.

Club staff have influence over the amount of noise, energy, enthusiasm, and fun (or chaos!). Be creative and make activities fun. Get kids excited, elevate energy, and change it up. If staff are having fun, kids are having fun.

If you’re not sure what to do in a situation, seek guidance from your direct supervisor or another staff member that may be able to help.

Staff have influence over members. Realize that everything you do and say is watched and scrutinized by members.

Consistent guidance is key with our members. Kids will often push boundaries or disappoint. It’s your job to maintain a consistent message, which can have the most profound impact.

III. Discipline and Guidance Procedures for Members

BGCTM believes discipline is not about punishment, but rather about staff efforts in guiding young people to understand the value and benefits of positive behavior. Discipline is the proactive process of limiting the time for negative behavior through positive alternatives.
● Staff must provide structured, consistent boundaries that don’t waiver or change, and members must understand the rules, norms and limits of this structure.

● Reinforcement for positive behavior is equally important as consequences for negative behavior. There is a much greater chance that positive behavior will be repeated and developed into a lifetime pattern if staff recognize and appreciate it. If our focus is only on consequences of negative behavior, young people will misbehave just to secure the attention they desire.

● When negative behavior is not followed by immediate correction, a young person will often feel that adults do not care, and a guidance opportunity is missed.

● In building a supportive relationship between a member and a staff, staff must be fair, consistent, preventative, and take immediate action to correct negative behavior or recognize positive behavior.

Be GREAT Values Statement

Member recognition programs and character education are a vital part of BGCTM’s overall guidance plan and policy. BGCTM staff should continually teach, review, and reinforce our Club’s ‘Be GREAT Values’ program. The acronym ‘GREAT’ stands for the following behaviors and expectations: ‘G’ is for Generous, ‘R’ is for Respectful, ‘E’ is for Encouraging, ‘A’ is for Accountable, and ‘T’ is for Trustworthy. The ‘Be GREAT Values’ matrix identifies clearly the expectations that we have for all members at each clubhouse and school site. By using these evidence-based practices, we increase members enrichment and decrease club disruptions.

Behavior Guidelines

● ‘Be GREAT Values’ Matrices of Expectations: The Club has developed matrices that explain the particular behaviors used within specified areas. Matrices must be posted in all areas of all sites.

● Positive Reinforcement: Recognition of positive behavior through intrinsic or extrinsic rewards.

● Guidance vs. Punishment: Focus on guiding members to develop positive behaviors. Instead of trying to control our members, we teach them to control themselves.

● Positive language: Staff should avoid the negatives--don’t, no, stop, quit, etc.--and re-word in a positive context using our Power Words--please, thank you, excuse me, etc.

Guidance vs. Punishment

Punishment is an easy reaction and doesn’t require much thought. The problem is punishment hurts and does little to instill positive behaviors. Youth often see little or no connection between
their action and an adult’s negative reaction. Instead, we need to focus on guiding members to develop positive behaviors. This takes work, requires effort, time, and being present to guide a member to learn from his/her mistakes; not simply be punished for them. When the focus is on punishment as a reaction to negative behavior, we are only teaching the member not to “get caught being bad.” When we choose guidance, we teach moral decision-making. Instead of trying to control our members, we teach them to control themselves. When we react out in anger—yelling at them, putting them on the wall, etc.—the teachable moment for creating positive behaviors is lost.

**Possible Consequences:**

Consequences for negative member behavior may vary based on the severity of the incident. The following are possible consequences deemed appropriate.

- Verbal warning for action, including positive guidance to correct unwanted behavior.
- Written Incident Report and parent notification.
- When two or more members are engaged in inappropriate behavior, each is subject to an Incident Report. Depending on the actions by both members, each may receive separate counseling and consequences.
- Suspension: length determined by Site Director/Coordinator.
- Plan for Better Choices: form to be completed with Staff and the member.
- Parent Meeting to discuss ways to correct behavior.
- Community Service.

**Suspension Warning**

Based on the judgment of the Site Director/Coordinator when a member is not meeting behavioral standards:

- A warning may be issued that the member will be suspended for continued inappropriate behavior.
- Youth is informed that future negative behavior could result in the loss of his/her BGCTM membership.
- Staff completes an Incident Report to document warning for future reference.

**Suspensions**

When a Site Director/Coordinator determines that a member’s behavior does not meet standards, the Site Director/Coordinator:

- Notifies his/her Director of intention to suspend to obtain approval.
● Issues a suspension (length determined by Site Director/Coordinator and appropriate Director.
● Contacts the member’s parents by phone to inform them their child has been dismissed from BGCTM for the length determined, including the negative behavior exhibited.
● Parents are also provided written notification, including outlining the negative behavior for their child, the suspension, and future consequences if this type of behavior continues.
● Program staff and Site Director/Coordinator complete an Incident Report to document the suspension.

Membership Revoked

Continued negative behavior that creates an unsafe environment for fellow BGCTM members and/or staff may result in membership being revoked.

The Site Director/Coordinator must present findings to the Director of Program Operations to document this type of action prior to any membership being revoked. During this process, the BGCTM member is placed on leave from the Club until a parent meeting occurs and a decision has been made final.

The Director of Program Operations decision is final, but the member or parents may appeal this decision up to thirty-days after the date of the incident. The appeal must be made in writing to the Director of Program Operations outlining the parent’s plan to help their child change their behavior while attending BGCTM.

Staff will:

● Document their findings for the Director of Program Operations to review.
● Staff completes an Incident Report to attach to their findings.

Zero Tolerance for the Following Negative Behaviors

The negative behaviors outlined below are an automatic suspension for a member based on the approved guidelines and Director of Program Operations approval. Minimum of one day suspension is required; however more than one day suspension is possible for the following:

● Fighting.
● Weapons.
● Stealing.
● Obscene gestures, including flashing gang signs.
● Bully or threaten the safety of a member or staff member.
- Any other illegal actions, including but not limited to drugs and alcohol.
- Damage to a Club facility or equipment. The member is expected to reimburse the Club for any damages billed. If the member cannot pay, he/she will work off the damages through community service hours. Suspension continues until a payment plan is approved by the Chief Executive Officer or Director of Program Operations.

IV. Procedure for Closing a Club

Closing a Club is considered a last resort and should only be done in extreme cases when the staff and/or members’ safety is at risk. Prior approval is needed to close a Club for any reason. Only the Director of Program Operations, Director of Business Operations, or the Chief Executive Officer may close a Club.

The decision to close a Club is based on the following conditions:

- There is a threat to individual lives.
- Operating conditions are unsafe and unhealthy.
- Resources are not adequate for serving anticipated clientele.

These are the guidelines and steps that must be followed in the event of a Club closure:

1. The Site Director/Coordinator must contact the Director of Program Operations for approval, unless the safety of the staff and Club members requires immediate action. If the Club must close immediately, the Site Director/Coordinator notifies the Director of Program Operations as soon as possible. The Chief Executive Officer must also be notified as soon as possible.
2. The Site Director/Coordinator must make the best effort to notify individuals as soon as possible for events that must be canceled due to the Club closure.
3. A prominent sign must be posted on the front door stating the Club is closed, date and time to be closed, and when the Club will reopen (if known).
4. If salaried staff members leave early, a plan must be developed to ensure staff completion of a 40-hour per week schedule.
5. Full documentation of the incident must be recorded and provided to the Director of Program Operations within 24 hours of the incident.
6. The Site Director/Coordinator and the Director of Program Operations (and possibly Marketing Director) will make every effort to contact Washoe County School District, Transportation Coordinator, parents, school administration, at all schools where we provide transportation to and from to inform them of our closure.
V. Field Trip Procedure

Field trips are events or activities outside of the Club. All field trips require parental in writing approval prior to member participation (verbally approval should be used at a minimum). A Permission Slip or Session Form is required for any field trip, and must be signed by a parent or guardian with a current emergency contact number included. Permission Slips should be taken on the trip in the care of the staff person in charge. A list of members on the trip, with time of departure and expected return time, should be left at the front counter of the Club. For routine games or outings related to ongoing programs, one Permission Slip is required with a corresponding schedule of games, activities, or events, signed by the parent or guardian and kept on file.

Safety Requirements:

- When supervising five or more members, a Club T-shirts must be worn, or another easy identification system to identify members in a park, crowd, etc. can be used.
- Never leave members unsupervised.
- Staff-to-member ratio should be a minimum of one staff to 20 members. LIT’s or volunteers can be utilized at a 1 to 10 ratio. Some venues may have additional ratio requirements.
- Always have a first aid kit readily available.
- Minimum of one staff member must be certified in CPR/First Aid and trained in emergency procedures.
- If a staff member is leaving with a field trip, he/she should have the emergency contact information for each member, as well as the emergency procedures and club phone numbers available.
- Members may not leave during a field trip with anyone other than Club staff in a Club vehicle without prior authorization, unless the situation is determined to be an emergency. Members may also not be picked up during a field trip. In other words, if a member goes on a field trip with the Club, he/she must return with the Club.
- Members cannot be transported by anyone other than approved Club staff/volunteers who are on BGCTM vehicle insurance and in Club vehicles.
- Overnight stays:
● A staff member or approved volunteer must be present at all overnight field trips.
● Must obtain the permission of the Director of Program Operations. A roster, including parent contact information for all those attending, must be left at the front counter of the Club, as well as with the Site Director/Coordinator.
● For hotel stays, staff may not stay in the same room with a member without the expressed permission of the Chief Executive Officer. Same sex staff may share a room, as long as there are separate beds.

Daily procedures for leaving a BGCTM Facility on a Day Field Trip or Other Activity

After the above steps are followed and the group is ready to leave the building, the following must occur:

● Each youth member will have a BGCTM T-shirt matching their designated Site color.
● Staff gathers all members on the list in the designated area.
● Staff in charge calls roll, checking off each individual member as he/she enters the designated transportation vehicle, marking off with a highlighter the first name of each member.
● Prior to departure, the staff in charge of the field trip ensures that a list of those being transported is provided to the bus driver and the site of departure. One copy remains with the staff in charge of the field trip.
● While on the field trip, staff should be constantly engaged, including walking the premises of field trip locations, monitoring high profile areas, checking in with members and additional staff, reminding members to apply sunscreen when outside, and reminding members when it is lunch or other meal times.
● If staff or members are scheduled to move from one location to another (ie- Wild Island when moving from play time to meal time), it is the responsibility of staff to do another attendance check. Head counts are not reliable, so it is necessary to use the field trip attendance roster.
● When getting ready to leave the field trip location, if paging is possible, ask the venue to page for BGCTM members.
● Highlight each member's last name as each child steps onto the transportation vehicle. Before the vehicle leaves, make sure each member's name is highlighted.
● If a member is missing, staff must go back into the venue to locate the member, leaving other staff on the vehicle for supervision.
● Once all members are accounted for, staff returns to the designated site.
● After returning to the site and members unloading, the driver checks the bus to make sure all members have exited the vehicle.
● Staff supervising the field trip ensures all members enter the building and return to their designated program area.

VI. Honorariums

BGCTM recognizes the professional growth and development staff members receive by providing training outside the organization. It is the responsibility of the employee to get approval from his/her supervisor prior to accepting any training offered.

Staff members attending training outside of BGCTM may choose to use their personal time to take part in the training. If an employee chooses not to use personal time, any honorarium/payment for the training will be written to BGCTM. If the staff member chooses to use his/her personal time to conduct the training, the staff member will receive the full amount of the honorarium.

VII. Membership/COMET

Membership requirements

BGCTM accepts children ages 6 to 18 years of age whose parents have attended orientation, submitted the necessary proper paperwork, and have paid the annual membership fee or been awarded a scholarship. A child who is five years old may attend BGCTM, if the child attends one of the school sites. Membership Coordinators make this determination. Site Directors/Coordinators may also accept a five year old on a case-by-case basis on a trial run period to determine if the child can comprehend the programming requirements and handle large gatherings. Further, if a five year old has already completed kindergarten, the Site Directors/Coordinators can take this into consideration.

Confidential Information

BGCTM will only release information on a member application to the member’s listed parent/guardian. All records are to remain securely locked when not in use. If any request is made to release records to anyone other than the listed parent/guardian, the request must be reviewed by the Chief Executive Officer.

Orientation
BGCTM’s annual membership is June 1st – May 31st. To become a BGCTM member, a parent or guardian must first attend an orientation or view the online video orientation. The orientation must be attended annually until the member reaches 13 years of age.

**Membership Forms**

To become a BGCTM member, a Membership Form must be completed and signed by a parent or guardian. Membership forms are available at time of orientation, or online. Membership expires on the member’s 19th birthday. A member would like to continue his/her relationship with BGCTM after reaching the age of 19 would need to seek employment or volunteer opportunities with the Club.

In addition to the Membership Form, youth also receive:

- Safe Passage Policy*
- Summer, Fall, Winter and Spring Break Consent Form*
- Before/After School Consent Form*
- Bussing/Shuttle Consent Form*
- Email and Technology Acceptable Use Policy*

*Initial and signature of member’s parent/guardian required.

**Membership fees**

BGCTM’s annual membership fee of $20. Annual membership runs from June 1st – May 31st. The fee is non-refundable. The membership fee provides eligibility to register for our Summer Program, School Break Program, After School Program (August-May) and Sports Leagues.

Transportation from select school sites to a Boys & Girls Club facility during the traditional (Aug.-May) before or after school program also requires a current membership.

**School Breaks (Summer, Fall, Winter, and Spring)**

BGCTM normally operates several sites during school breaks. Fees for the break periods are $40 a week/per child. Hours during break periods are 7:00am-6:00pm, Monday-Friday. There are additional fees for field trips. Field trip costs must be paid the week prior to the scheduled trip.

**Program Fees**
There are fees associated with all BGCTM before and after school sites: $15 a week/per child for before school; $25 a week/per child for after school attendance.

Non-members

BGCTM does not allow youth to participate in the Club without a Membership Form signed by a parent or guardian on file at the Club.

Cards

Every member is expected to have a Membership Card. In the event that a member loses his/her card and needs another, replacement cards may be purchased from Membership staff or the Site Coordinator for $1. A temporary card will be issued until the card is printed. Members are required to have their Membership Card to go on field trips or check out equipment.

Scanning

Members are required to scan in and out each time they enter or leave the building, respectively. If a member leaves the Club, even to go across the street, the MEMBER MUST SCAN OUT.

Financial Assistance

It is the philosophy of the BGCTM not to turn away children due to an inability to pay. In the event that a parent/guardian is unable to pay, we require a financial assistance packet to be completed, including all required supporting documents. BGCTM will then work with the family to see if accommodations are needed.

Children’s Cabinet

BGCTM receives financial assistance through The Children’s Cabinet. Financial assistance is based on the family’s gross income and the total number in the household. For this program, all adults in the household must be working or enrolled in six or more credits at an approved educational institution. If adults are not working, please refer to BGCTM Scholarship requirements.

BGCTM Scholarships

In the instance that adults in the household are not working, or do not qualify for The Children’s Cabinet program, parents may qualify for a BGCTM Scholarship.
Give and Receive Program

In an instance where a parent cannot pay, BGCTM offers a program for parents/guardians to volunteer their time in lieu of weekly fees. The program requires parents/guardians to volunteer during the weeks their member attends the Club. Every hour volunteering is equal to $10 off their weekly fee. However, parents/guardians may not register their child for field trips without paying the fees associated with those trips. Prior to a volunteer arrangement being arranged, approval must be secured from the Site Coordinator/Membership Coordinator, who is responsible for assigning tasks and ensuring the volunteer does not begin working with members unless cleared by the Volunteer Coordinator.

Staff Children and Grandchildren

BGCTM staff are valued for all you do! In acknowledgment of your contributions to the Club, membership and weekly fees for staff children and grandchildren are waived. If the child/grandchild attends a school break program, there are no fees as well. Parents-grandparents are responsible for field trip fees and sports league fees. Discounted rates apply at ELCs.

Procedures for COMET Data Entry

COMET data entry should be consistent across Clubs. To help provide that consistency, Standard Training for Site Coordinators, Directors, and Membership staff for use of COMET software has been implemented. Ongoing training is also provided at all staff and pre-summer training. The training includes information provided on the comet4children.com website for specific items.

VIII. Confidentiality Statement: Employees, Volunteers, Board Members

Respecting the privacy of our clients, donors, members, staff, volunteers and of the Boys & Girls Club of Truckee Meadows itself is a basic value of Boys & Girls Club of Truckee Meadows. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Chief Executive Officer. Care shall also be taken to ensure unauthorized individuals do not overhear any discussion of confidential information and documents containing confidential information are not left in the open or inadvertently shared. Employees, volunteers and board members of Boys & Girls Club of Truckee Meadows may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of the Boys & Girls Club of Truckee Meadows that such information must be kept
confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

IX.   Medications

Staff members cannot provide any medication (over-the-counter or prescription) to members. Staff are prohibited from taking responsibility for diagnosing medical problems, handing out medication, or dispensing prescriptions, even if directed by a parent. However, with the proper paperwork, staff retain inhalers, EpiPens, and a one-day supply of prescription medications for youth in a safe locked place, and provide that medication to that youth upon request/need. Log must be filled out upon receiving the medication and returning the medication to the approved person.

X.   Lost or Stolen Items

Policy for Lost or Stolen Items (General)

All moveable equipment and supplies of value or Club money should be stored in a safe, locked area. In the case that an item or money is lost or stolen due to the negligence of a staff person, it is the responsibility of that staff person to replace the item or pay for it to be replaced. Negligence in the handling of money by a staff member will result in disciplinary actions up to and including termination.

Policy for Lost or Stolen Items (Members)

Members are encouraged not to bring valuable items to the Club. Members are responsible for keeping any valuable items safe at the Club. Staff are prohibited from holding or storing items for members. BGCTM is not responsible for any lost or stolen items.

Unclaimed items lost or left behind by members are donated to thrift shops on the first and third Monday of each month.

XI.   Complaint Procedure

Definition of Complaint
A complaint is a written or verbal statement alleging violation of BGCTM policy or procedure.

**Responsibilities of BGCTM in the presence of a Complaint**

If an employee receives a customer complaint, it should be dealt with quickly and sympathetically. If dealt with quickly, most complaints can be resolved with a conversation. Listen carefully, apologize if appropriate to do so, and find an acceptable solution when possible.

It is the responsibility of every employee to report written complaints to their supervisor. All written complaints must be investigated and a response provided.

Written complaints must be investigated by a designated Director at BGCTM. Complaints must be investigated by a Director who is not named in the complaint. Complainants must be protected from retaliation.

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**I – Safety & Security in Clubs**

**I. Maintaining a Safe and Positive Environment**

A primary concern of the BGCTM is the safety and protection of Club members and staff on property grounds, both in and outside the building, going to and from sites on field trips. The Club concentrates on violence prevention efforts in these areas:

**Environment**

The environment of the Club is created by staff and should be positive, constructive, and controlled. While the environment of a particular Club may be full of energy, it must be manageable at any time by staff.

Techniques:

- Do your best to demonstrate energy up front by being excited and positive.
- Make sure members know staff are the authority figures.
- Have plenty of pictures on the wall and artwork offered by members.
- Have updated schedules posted with upcoming events and activities.
- Have clear expectations and/or rules visible.
- Manage visitors at the front counter.
Ideal Features in a Club

- Safe place
- Line of sight windows
- One main entry/exit
- 6’ fence surround facility
- Lights/cameras throughout facility and parking lots
- Youth/Teen separated into sides of the building
- FUN!

Special attention is paid to developing an atmosphere of non-violence, especially in materials that are displayed on walls, movies that are shown to children, acceptable video games, and field trips, etc.

II. Staffing

When possible, staff will have previous experience working with children, or will have suitable experience to perform the duties required of the position. All staff receive orientation and ongoing training in the area of positive youth development.

The Club provides staff shirts or name tags for staff, Jr. staff, and volunteers to help identify them and show staff presence in the Clubs. Name badges and staff shirts must be worn during Club hours.

Site Coordinators review emergency procedures with all new hires as part of their Club orientation.

Creating or maintaining a positive relationship with families, schools, and businesses is critical to the success of the Club. Managers and staff should be deliberate in their attempts to build these ongoing relationships.

III. Supervision

There should be a minimum of two staff in the building at all times during normal operating hours. All program areas must be under the supervision of an adult, 18 or older for youth, 21 or older for teens, who has been trained on BGCTM Standard Operating Procedures and Emergency Preparation and Planning. In addition, Technology Labs must be supervised by adults who have been trained in technology procedures.
All part-time staff must receive training on BGCTM Standard Operating Procedures and Emergency Preparation and Planning, either through the Volunteer Extensive Training or by the Site Coordinator.

IV. Club Stay Duration & Rule Enforcement

BGCTM Safe Passage Policy states that children may come and go at will at a Site with a parent. No unescorted member, regardless of age, is allowed to return to the Club once he/she leaves the premises for the day. See Safe Passage Policy.

Members are encouraged to remain in the Club when waiting for a ride home.

Special emphasis has been placed on orienting new members to Club rules and expectations for non-violent behavior. Regular gatherings are held to review those expectations.

A special effort is made to insist on proof of age of new members and not to renew memberships of teens who are past the membership age range. BGCTM does not allow youth to visit the Club without a Membership Form signed by a parent or guardian on file at the Club.

V. Child Abuse & Neglect

By definition, child abuse is an injury or pattern of injuries to a child that is not accidental. Child abuse includes non-accidental physical injury, physical neglect, sexual abuse, and emotional abuse. Sexual abuse, a form of child abuse, is the exploitation of a child for the sexual gratification of an adult or older youth. Child neglect is the act of inflicting injury or allowing injury to result.

As an organization entrusted with the care and well-being of youth, BGCTM condemns child abuse and neglect. In accordance with NRS 432B.20, which defines persons who are required to make reports if child abuse or neglect is suspected, BGCTM reports all allegations of child abuse to the appropriate authorities and cooperates fully in the prosecution of any staff or volunteer abusing children. All employees are required by law to report any allegations of abuse and/or neglect.

Social Services Contacts

- Child Protective Services: (775) 784 8090
- Non-emergency RPD: (775) 334 2121
- Non-emergency SPD: (775) 353 2231
- Washoe County Sheriff: (775) 328 3001
- Lyon County CDSD: (775) 577 5009
- Lyon County Sheriff: (775) 575 3350
VI. Reporting Suspected Child Abuse

Any BGCTM employee or volunteer who suspects that any current or prospective Club member has been subjected to child abuse or neglect is required by law to immediately report this suspicion to the proper law enforcement authority and to the appropriate Club authority:

- Report the suspected abuse to the Site Director/Coordinator or your immediate supervisor. The Director of Business Operations or the Chief Executive Officer determines whether the child's parent or guardian should be contacted concerning the suspected abuse. Whether such contact is to be made will depend, among other things, on whether the parent or guardian is the suspected abuser.
- Document all reports and conversations related to the suspected abuse. All such documentation must be kept confidential, except to the extent required by law or this policy, and shall be maintained as part of BGCTM's files.
- If instructed to do so by BGCTM's Director of Business Operations or Chief Executive Officer, immediately contact BOTH law enforcement and the Department of Social Services in the city/county in which the abuse may have occurred.
- Refer the child for counseling or other services as appropriate under the circumstances and approved in advance by BGCTM Director of Business Operations or Chief Executive Officer.

ONLY BGCTM Chief Executive Officer SHALL RELEASE INFORMATION RELATING TO THE SUSPECTED ABUSE TO ATTORNEYS, THE MEDIA, OR OTHERS OUTSIDE BGCTM (EXCEPT LAW ENFORCEMENT AGENCIES).

Any failure by a BGCTM employee to adhere to the foregoing policy may result in discipline up to and including termination, and may also result in personal civil and/or criminal liability.

Staff members who suspect that abuse has occurred shall not, except as directed by BGCTM's Chief Executive Officer, investigate the allegations or interview the child, any parent, guardian, volunteer, or any other witnesses.

If an informant is the suspected victim, do not alarm the child, but stop the child from talking about the alleged abuse as gently as possible and follow the reporting guidelines set forth above.

If the informant is a parent or guardian, explain that BGCTM is required by law to report the suspected abuse to law enforcement and the Department of Social Services. Advise the parent or guardian not to discuss the alleged abuse with the child. Such discussions should be conducted by properly trained personnel from law enforcement or Social Services. Suggest that the parent or guardian explain to the child that someone from law enforcement or Social Services will want the child to openly answer the interviewer's question. The parent or guardian should also be
advised to comfort the child and assure the child that he or she has done nothing wrong. Ask the parent or guardian not to discuss the suspected abuse with the alleged perpetrator and to keep the child away from the alleged perpetrator until law enforcement and/or Social Services has decided how to handle the situation. The parent should also be informed of his or her reporting obligations under Nevada law.

If the informant is a volunteer, employee, club member, or anyone else other than the alleged victim's parent or guardian, advise the informant to comply with the reporting requirements of the Nevada Revised Statutes. Also, advise the informant not to discuss the suspected abuse with anyone, including the parent or guardian or the alleged perpetrator, and not to investigate or otherwise become involved in the handling of the abuse allegations, except as requested by BGCTM, law enforcement, or Social Services. The informant, if a volunteer or employee, should also be encouraged to continue, as normally as possible, the relationship with the child. Refer to “Public Communications” section for information on communicating information under these circumstances.

**Restraining Orders**

Restraining orders are issued by a court, restraining the conduct of a person and protecting an alleged victim from the activities of an abusive person.

Before a restraining order can be enforced, it must be on file at the Club. The Site Director/Coordinator informs the entire staff of all restraining orders on file. Report any violation of the order to law enforcement.

**Social Services**

If a Social Services employee wants to pick up a child at the Club, against the parent’s or child’s will, they must have proper identification and a judge’s order or a law enforcement officer with them. Club staff should make copies of the paperwork. If there is a question about validity, staff may request the law enforcement officer be involved before releasing the child to Social Services.

**VII. Protection From Allegations**

The best way to avoid allegations is to follow BGCTM policies. Keep in mind that innocent actions or behaviors can be misconstrued by others and can lead to false accusations. It is also important to note that BGCTM cannot indemnify a staff or volunteer for his/her own acts. Once a person is accused and under investigation by law enforcement, they will receive no protection from BGCTM. For this reason, BGCTM has set forth the following policies for the protection of staff
and volunteers working with BGCTM members. Any staff member who violates the following policies will face disciplinary action, up to and including termination.

- Never take a member out of the Club without permission. Taking a child out of a BGCTM facility, except in connection with an official function or program, is prohibited and a serious violation of BGCTM policy. Any staff person taking a child out of a BGCTM facility without authorization and/or consent of parent or guardian will be subject to immediate termination.
- Never be alone in a closed area with a member. All interactions with youth should be in a group setting or at least with another staff member included. When traveling, arrange transportation such that staff is never left alone with a member in the van. If a member is left at the Club after operating hours, a minimum of two staff members should wait for the member to be picked up. As far as possible, stay within sight of others when working one-on-one with youth (tutoring, counseling, disciplining, etc.).
- Never hold hands with a member, tickle, hug, or kiss them, allow members to sit on staff’s lap, or engage in other behavior that may be perceived as inappropriate.
- Never allow members in personal vehicles.
- Involvement with members outside the Club and outside Club hours is strictly prohibited. This includes cell phone conversations, texting, and social networking sites.
- Never give members money or personal gifts.

**Allegations Against a Staff or Volunteer in a Club**

Because of the serious nature and implications, all allegations of child abuse against BGCTM staff or volunteers are to be dealt with immediately in accordance with the following:

- All allegations, no matter how trivial they may seem, are to be viewed as real incidents and immediately reported to the Site Director/Coordinator, as well as the Director of Program Operations, Director of Business Operations, and the Chief Executive Officer. Once reported, the incident must be documented immediately in writing. It is the responsibility of the Site Director/Coordinator to compile a report with written statements from the child(ren)/adult(s) making the allegation and/or a statement from the youth affected, as well as the alleged perpetrator. The staff or volunteer accused of the reported allegation must leave the premises immediately following notification, but remain available for offsite interview by law enforcement. Every precaution must be taken not to further traumatize the youth affected. Written statements outlining the allegation(s) must be forwarded to the Chief Executive Officer or his/her designated representatives within 24 hours, or as soon as possible after the incident.
● Once an allegation is made against a staff member or volunteer, that person is to be immediately suspended from all duties, asked to prepare a written statement regarding the incident, and placed on suspension with pay pending an investigation. For the person's own protection, as well as those affected, the individual is to be denied any contact whatsoever with the youth affected or any other youth in our care. The person should also be cautioned not to return to the facility until his/her immediate supervisor makes contact. Once this step is completed, the Chief Executive Officer or his/her designated representative is to be contacted immediately and briefed on the incident. In keeping with the law, we are obligated to report all allegations of abuse to the appropriate authorities and to the parent(s)/guardian(s).

● Within 24 hours of the incident, or as soon as possible after a written account of the incident has been submitted, a meeting between the alleged perpetrators, supervisor, and Chief Executive Officer (or designated representative) must be convened. A determination must be made by the administration as to the status of the employee at the conclusion of the meeting. The alleged perpetrator is permitted to have legal counsel at this session. The Chief Executive Officer may also choose to have legal counsel present.

● After the meeting with the alleged perpetrator has taken place, the Chief Executive Officer and the immediate supervisor or their designated representatives will schedule a meeting with the parent(s)/guardian(s) of the child(ren) affected.

● A full report of the incident is to be placed in the employee's personnel file. A copy is also forwarded to the appropriate authorities. If the youth affected is in our off site facilities, the appropriate state and local agencies are to receive full reports as required by their reporting procedures.

● Reports determined to be unfounded are to be expunged from all BGCTM record holding activities.

● The Chief Executive Officer is responsible for all official external communications and must approve in advance, all media releases, responses to media inquiries, and all interviews with the media. No BGCTM employee shall provide any information or documents to the media without the Chief Executive Officer's prior approval.

VIII.  Missing Child Policies & Emergency Procedures

Policy

A member shall be considered missing if he/she:

● Misses taking the bus to the Club.
• Leaves the Club without a parent or authorized pick-up person.
• Does not return to the group at the end of the field trip or outing.

**Preventive Action**

• Notify parents of their responsibility to inform their child to stay at the Club.
• Inform members of Club procedures during Member Orientation.
• Staff shall be trained in group supervision techniques.

**On Walking Trips:**

• If there are two staff members, they shall place themselves in front and in back of the group.
• If there is one staff member, he/she shall place himself/herself at the back of the group after instructing the group to stop at each intersection.
• Staff shall take roll before departing and before returning on field trips.

**On Bus Trips:**

• Staff shall take roll after members enter the bus-before departing and before returning.
• If members are allowed to leave the adult supervisor, they shall be given explicit instructions on when and where to meet.

**Response to an Emergency**

If a child is missing, staff shall:

• Search for the child. Remember –members who are not missing must continue to be adequately supervised.
• On a field trip or outing, if the child is not found within one hour after the designated time of departure, notify the Club and parent. If applicable, notify security.
• Notify the Club’s Administrative office.
• Notify the parent. Request the parents’ assistance.
• Suggest to the parent that they file a missing person report by calling the non-emergency number of local law enforcement.
• Ask the parent to inform us when the child is found.
J – Emergency Preparation and Planning

I. Pre-Emergency Action Plans

A Pre-emergency Action Plan is a basic element in a crisis management plan. The Club has developed basic emergency procedures covering a wide array of unanticipated events that would disrupt the delivery of services and the safety of members and staff. Each of the Club's facilities has a written "Pre-Emergency Action Plan" developed by the specific Site Directors/Coordinators based on a set of common guidelines listed below. Each specific site Pre-Emergency Action Plan must be approved by the BGCTM Safety Committee. Staff at each site becomes familiar with these procedures during their employee initial orientation, and these procedures are reviewed on a periodic basis and All Staff meetings.

Guidelines for Developing Pre-Emergency Action Plans:

- Written emergency plans are available for fire, severe weather, bomb scare, medical emergency, or a missing child emergency.
- All emergency plans are reviewed annually to update or make changes based on facility, program, or staff changes.
- Employees receive Emergency Plans training/orientation at least once each year by the Site Director/Coordinator.
- Emergency contact numbers for police, fire, paramedics, health department, and poison control are posted on or near all phones. Site location address is listed on or in a visible place near all phones so a person calling can accurately provide Club address to emergency personnel.
- An established Emergency Evacuation Plan Identifying emergency exits and evacuation routes is posted in all areas and throughout the building. Evacuation routes are shown on floor plans with arrows and simple directions.
- Safety areas specifically for severe weather emergencies are identified. Directions to these areas are posted.
- Site Director/Coordinator ensures fire alarms and fire detectors are available and in working order. At least two employees are designated with primary responsibility for contacting the appropriate agency in the event of an emergency.
- In the case of any building evacuations, a roster of members in the Club and emergency contact information is taken outside with a pre-designated staff person, if it is possible and safe to collect the necessary information. Use the roster to account for all members, and use the emergency numbers to contact families when youth cannot return to the Club.
● All other staff are responsible for evacuating the building. Designate one staff person to check the building for any members who may have been left behind.
● The organization code alerting staff that an emergency situation exists is “Mr. Green.” Staff is trained to be aware of their task(s) in the event of an emergency.
● Site Directors/Coordinators are responsible for establishing fire and evacuation drills on a quarterly basis, and for recording the dates and times those occur. Notify the alarm company in advance of all practice sessions and ask for their assistance. Make sure staff members treat all fire and evacuation drills as if they are real. Unless drills are treated in the same manner as a genuine crisis, they cannot serve as effective preparation.
● Ensure all exit doors are unlocked and unobstructed from the inside or outside.
● Outside assembly areas are designated for times when the building must be evacuated. These areas must be located away from lanes used by responding emergency personnel.
● In the event of an accident, a responsible adult staff member remains at the scene to ensure there is no disturbance to the injured person(s), and that the area is cleared for emergency personnel.
● The Site Director/Coordinator or Staff-in-Charge is notified immediately of all emergencies. This person follows established procedures directing staff to:
  ● Ensure the safety of all members, guests, and staff.
  ● Control existing injuries so they do not become worse.
  ● Notify the appropriate emergency authority.
  ● Limit damage to facility and equipment only after authorities have been notified and the safety of all individuals is insured.
● Site Director/Coordinator maintains a current roster of all Club staff to ensure communication in an emergency.
● For all emergencies, as soon as possible, the Site Director/Coordinator contacts his/her direct supervisor.
● In a case of serious misconduct that endangers the physical or psychological welfare of members, the Site Director/Coordinator is authorized to immediately suspend staff or volunteers engaging in the misconduct. A written report to the direct supervisor detailing the facts of the incident is provided.
● For those emergencies requiring communication with members and their families, contact should be made by phone, email, or the mass media, depending on the circumstances of the situation, Site Directors/Coordinators are responsible for contacting families. The Chief Executive Officer or the Director of Marketing is responsible for any necessary media communication.
● In the case of a traumatic event, workplace trauma assessment and group psychological debriefing is expected within 12 to 48 hours after the incident.
II. **Emergency Call Numbers**

- Emergency: 911
- Poison Control Emergency: (800) 222 1222
- NV Energy/Power Outage: (800) 962 0399

**Washoe County Contacts**
- Child Protective Services: (775) 784 8090
- Non-emergency Reno Police Dept: (775) 334 2121
- Non-emergency Sparks Police Dept: (775) 353 2231
- Washoe County Sheriff: (775) 328 3001
- Gas Emergency/Gas Odor: (775) 834 4100

**Lyon County Contacts**
- Lyon County CDSD: (775) 577 5009
- Lyon County Sheriff: (775) 575 3350
- North Lyon County Fire: (775) 575-3310
- Power Outage: (775) 463-6531
- Child Protective Services: (775) 463-3151

**Humboldt County Contacts**
- Sheriff: (775) 623-6429
- Fire: (775) 623-6329
- Power Outage: (775) 834-4444
- Child Protective Services: (775) 623-6362

**White Pine County Contacts**
- Sheriff: (775) 289-8808
- Fire: (775) 289-6509
- Power Outage: (775) 289-8981
- Child Protective Services: (775)289-1640

III. **Reporting Requirements for Critical Incidents**

Per BGCA requirements, in the event of a critical incident in the organization involving any of the following occurs, the Chief Executive Officer must report the incident immediately (no later than 24 hours) to BGCA.

- A major medical emergency with a child, staff, or volunteer at a Club site or Club-sponsored activity leading to extended hospitalization, permanent injury, death, or a mental health crisis with a child requiring outside care.
• A child who may be abducted or missing from a Club site or Club-sponsored activity.
• An instance or allegation of abuse, including child abuse, sexual abuse, exploitation, or misconduct against any child by a current employee or volunteer.
• An instance or allegation of child abuse, sexual misconduct, or exploitation by a youth toward another youth at a Club site or Club-sponsored activity.
• A known or suspected felony criminal act committed at a Club site or Club-sponsored activity.
• The misappropriation of organizational funds in the amount of $25,000 or greater, or any amount of federal funds.
• A felony criminal action or civil legal action that would be reportable to an insurance carrier involving the organization, its employees or volunteers. For an open organization-related court case, report within 24 hours any change in the status of the case.
• Negative media that could compromise the reputation of the organization or the Boys & Girls Club brand.
• Any other incident deemed critical by the organization.

IV. Panic Control

Panic is a sudden, unreasoning terror often spreading quickly and often accomplished by mass fright. Panic is caused by fear, although those involved may not know what they fear, members may be tempted to join a fleeing group. The fright of those in motion is enough to suggest the presence of something to fear. If this stage is reached, it may become difficult to control Club members. Corrective actions should be taken before the group gets to this stage, when possible.

Panic Deterrents

- **Provide assurance.** Exert positive leadership. Reassure the group by calmly giving information and instructions.
- **Eliminate interest.** Dispel rumors. Identify problem members and immediately prevent those members from spreading discontent and fear.
- **Demonstrate decisiveness.** Speak clearly and with authority. Leave no question as to what members are expected to do. Make sure staff is in control of themself and the situation.

V. Fire, Gas Leak, or Explosion

**Policy Statement**

In the event of a fire, the club’s main priority shall be the safety of its members.
Preventive Action

● Staff shall conduct fire drills on a quarterly basis. The Director of Business Operations shall record the dates and times that drills are conducted.
● Security and Fire Alarm companies must be notified of the date and time of the drill.
● Emergency Evacuation Plan, including the location of emergency exits and evacuation routes, must be posted in all rooms.
● Staff shall treat all fire alarms as if there was a real fire.

Response to an Emergency

To be prepared in the event of a fire or other hazard, Clubs should follow the posted Emergency Evacuation Plan procedures, which include the location of emergency exits and evacuation routes.

In case of a fire, gas leak, or explosion at a Club, the main priority should always be the safety of members, staff and volunteers. Follow these steps to best accomplish this vital role:

● Evacuate the building if a fire occurs. Leave the building by the safest possible exit, including through windows if necessary. In the case of a gas leak or fumes, immediately leave the building and go outdoors. Keep calm, do not panic. Walk rapidly, do not run to exit the building.
● Before opening any doors, feel the door. If the door is hot, do not open it. Proceed to another exit as quickly as possible.
● If possible and safe to do so, close all doors and windows, as this will slow the spread of fire.
● If the room fills with smoke, take short breaths, breath through the nose, and crawl along the floor (the air is cooler) to exit the building. If forced to make a dash through smoke or flame, hold your breath as much as possible.
● Designated staff members should call authorities as soon as it is safe to do so.
● If safe to do so, check the building for occupants before exiting.
● After exiting the building, complete roll call to ensure all individuals are accounted for. Compare the roll call of evacuated members to a complete and up-to-date roster of members currently at the Club.
● Remain in the designated evacuation area. Keep all Club staff and members in the designated evacuation area until law enforcement officials indicate it is safe to re-enter the building.
● If necessary, remain in the evacuation area until parents can retrieve their children. Do not leave the evacuation area until all members have been retrieved.
· Do not go back into the building for personal belongings until or unless law or fire officials have given the okay to do so.
· Do not attempt to fight the fire. Wait for the proper authorities to handle the fire. Club staff should focus on the safety of members and themselves.

VI. Bomb Threat Procedures

If a bomb threat is received, notify the Site Director/Coordinator immediately. Do not panic, remain calm. If the bomb threat is received directly by telephone, get the Site Director/Coordinator on the call, if possible, while staff evacuate all Club members from the building to the designated evacuation area.

Once evacuated, quickly ensure that all individuals are accounted for by comparing the roll call of evacuated members to a complete and up-to-date roster of members currently at the Club.

After doing your best to evacuate the building, call 911 or law enforcement and alert them to the threat. Next, call your supervisor and the Director of Business Operations and inform them of the situation.

Law enforcement will want to get information from you about the caller:

· Sex
· Nationality and race
· Age
· Mental and emotional stability
· Education
· Characteristics of voice
· Knowledge of building and personnel
· Background noise

Do not reenter the building until or unless the appropriate authorities provide an “all clear” message.

VII. Emergency Response Procedures

Policy Statement

Members or guests possessing a dangerous weapon shall not be permitted in any Club. A dangerous weapon is a gun, knife, razor, karate stick, metal knuckle, or any other object which by the manner it is used or intended to be used is capable of inflicting bodily harm. In cases that
clearly involve a gun, or which involve any other weapon used in a threatening manner, law enforcement should be called. The individual shall be subject to immediate disciplinary procedures, including expulsion from the Club.

Members or guests who are involved in violent behavior are subject to immediate disciplinary action. If necessary, law enforcement should be contacted for support and assistance. Such behavior includes assault with intent to do bodily harm, theft, 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 are required to complete an onboarding orientation regarding club rules and procedures. Members are taught how to manage their anger, solve problems through smart choices, and be sensitive to other people’s feelings.

Positive staff/member relationships and good communications help staff to be informed of potential problems, and to help resolve difficult situations.

Staff are alerted to conflicts between individuals and groups of individuals. Staff receive training on how 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 receive an immediate response.

**Response to Potentially Dangerous Conflicts**

The “code word (Mr. Green)” system is used to make staff aware that an emergency situation exists and to elicit staff support. Staff shall maintain visual contact and be prepared to report his/her observation to supervisory staff in charge or law enforcement (if contacted). Usually, the Site Director/Coordinator determines if law enforcement should be called. However, in an emergency, any staff may make the decision to contact law enforcement.

If possible, a supervisory staff person shall ask a disruptive individual to accompany him/her to an area away from other members. Do not persist if the individual is not cooperative. Other staff shall clear all Club members from the area if a disruptive individual is unwilling to accompany staff to another area.
Staff should 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.

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 themselves, if necessary. Getting free of the conflict should be the primary goal.

If staff determine it is necessary to forcibly remove an individual because that person refuses to leave voluntarily: Staff should seek back up immediately, including staff in charge, All members and others should be cleared from the area to isolate the individual, and the police should be notified.

Law enforcement, not staff, should remove a severely disruptive person who refuses to cooperate.

As soon as possible following resolution of the incident, the Chief Executive Officer must be notified via phone. An Incident Report must be submitted to the Chief Executive Officer.

**Physical Response Reaction**

Use of force as a response to violent behavior should be the last choice of action. Do NOT use force except to protect yourself or others, where serious bodily harm could occur without physical intervention, or to prevent harm, such as separating individuals who are fighting. Staff members 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 Site Director/Coordinator. All Club members and others should be cleared from the area to isolate the individual. Law enforcement should be notified immediately.

In cases where a physical response is used, the Site Director/Coordinator will meet with the staff involved to review what happened. The incident will be fully documented and a report submitted to the employee’s direct supervisor and the Director of Business Operations. Disciplinary action is taken only if staff did not follow Crisis Management procedures and protocols.
Early Warning Signs of Potentially Violent Individuals

It is not always possible to predict behavior that will lead to violence. However, staff members and sometimes Club members can recognize certain early warning signs. None of these signs alone are sufficient for predicting aggressive and violent behavior. A good rule of thumb is to assume these signs are present in combination:

- Social withdrawal.
- Excessive feelings of isolation and being alone.
- Excessive feelings of rejection.
- Being a victim of violence.
- Feelings of being picked on and persecuted.
- Low school interest and poor academic performance.
- Expression of violence in writings and drawing.
- Uncontrolled anger.
- Patterns of impulsive and chronic hitting, intimidating, and bullying behaviors.
- History of discipline problems.
- Past history of violent and aggressive behavior.
- Intolerance for differences and prejudicial attitudes.
- Drug and/or alcohol use.
- Affiliation with gangs.
- Inappropriate access to, possession or and use of firearm.s
- Serious threats of violence.


VIII. Earthquake Procedures

Policy Statement

In event of an earthquake, the Club’s main priority shall be the safety of its members and staff. Club facilities, equipment, food, water, and supplies shall be made available to members and staff.

Preventive Actions
Staff shall conduct internal and external hazard assessments of the facility, particularly the storage of heavy, breakable items. If items are not secured or pose a threat to safety, notify the Facilities Manager.

Staff receive first aid and CPR training. Earthquake preparedness training includes:
- Identifying the safest place in each room.
- Location of all exits.
- Location of utility shut-off valves.
- Storage site for emergency supplies and equipment.
- How, where, and when to evacuate.
- Staff and members shall be taught to “duck, cover, and hold” using sturdy tables or desks as protection, when possible.
- Staff shall conduct earthquake drills twice annually.
- Parents of members shall be advised of emergency procedures.

**Response to Earthquake Emergency**

Staff shall follow established procedures:
- Calm and reassure the children.
- Take children to a safe place. Check the building to be sure all children have evacuated.
- Take attendance and assess the medical condition of children.
- Provide first aid, as needed.
- Check for safety: gas, water, sewage, electrical, and building damage.
- Clean up spills.
- Wear shoes.
- Turn on the radio and listen for instructions from public safety agencies.
- Don’t use the telephone, except for emergency use.
- Record the name of each child and the adult who retrieved him/her.
- Do not leave until all children have been retrieved by their parent/guardian.

**IX. First Aid Instructions**

All BGCTM staff must successfully complete the certification process for First Aid/CPR. Training is provided at periodic intervals by LP Insurance through the Director of Human Resources. First aid training must be completed each year, CPR recertification every two years.

In case accident or injury, follow these procedures:
● If possible, immediately call or have someone call 911 in the case of a serious injury or if the victim is unconscious or not breathing.
● When available, use rubber gloves when administering first aid.
● Seek assistance from a trained staff member if first aid to stop bleeding or another serious injury has occurred.
● If the victim is not breathing, begin CPR as soon as possible. If you are not trained or uncomfortable with administering CPR, ask someone to find an appropriate staff member to assist.
● If the injury is not life threatening, (cut finger, broken arm, dislocated shoulder, etc.), notify your supervisor so he/she can notify the Site Director/Coordinator.
● Site Director/Coordinator shall attempt to notify the member’s parents/guardians. If these attempts fail, in the case of a serious injury, follow the directions of paramedics.
● If more help is needed, request that other staff members assist you.
● Ensure staff keep other members away from the incident.
● When emergency personnel arrive on the scene, provide all pertinent information requested.
● After the victim has been properly cared for or emergency personnel have removed the victim, interview witnesses to the injury as soon as possible.
● As soon as possible after the incident, complete and submit to your Site Director/Coordinator an Incident Report, who in turn will provide to the Director of Program Operations and the Director of Business Operations.

X. Blood-borne Pathogens Exposure Control Plan

Blood-borne pathogens are microorganisms in human blood that can cause disease in humans. They include the Hepatitis-B Virus (HBV) and the Human Immune-Deficiency Virus (HIV), the precursor to AIDS.

Each full time program staff should complete a Preventing Disease Transmission workshop through the BGCTM safety skills training within 90 day of hire and annually thereafter.

Exposure Control

Mandatory first aid/CPR training for all BGCTM employees includes Blood-borne Pathogens, including the potential of contamination. Employees are trained and educated in, but not limited to:

● Infectious materials
● Personal protective equipment
● Medical procedures/inoculations
● Waste Disposal/Clean-up
● Reporting procedures

**Disease Prevention**

If a member of staff has lost blood, staff must immediately take steps to ensure no one comes in contact with that blood, and that the area is cleaned as soon as possible with disinfectant, using rubber gloves and paper or cloth towels that must be disposed of following the clean-up procedure. All bandages and materials used and any clothing removed to treat the victim shall be enclosed in the disposal container bag located in the Biohazard Spill Kit and shall accompany the injured to the medical center for proper disposal.

Any members or staff exposed to blood should seek immediate intervention to forestall any possible blood-borne pathogen infection. Occupational transmission of HIV is rare; however, Personal Protective Equipment should be worn as a preventable measure.

Every work-related exposure to blood must be reported to the Site Director/Coordinator.

Hand washing is the best defense against blood-borne pathogen contamination. If fresh water is not available, disinfectant towelettes can be used. If necessary, eye flushing should occur as soon as possible.

**Medical Attention**

An employee exposed to blood or other potentially infectious materials while working shall be offered the three injection Hepatitis-B vaccination series at no cost to the employee.

**XI. Crisis Communication Management Plan**

In the event of a crisis, communication with staff, members, and the public is one of the most critical response components. Providing timely, clear and concise, and accurate information assists everyone in the process and depending upon us to provide the safest environment possible.

The following information will assist everyone involved with working toward the best outcomes possible. Again, preparation and communication and key elements.

**Spokesperson(s)**

In an emergency situation, news and updates need to be precise, accurate, and timely. It is imperative that one person and only one person speak for the organization. This creates a feeling
of honesty and consistency, and better ensures a consistent message. In most cases, the Chief Executive Officer serves as the spokesperson. The Chief Executive Officer may also ask the Director of Marketing or another BGCTM administration person to assist in this task.

All staff and volunteers receive training on Crisis Communications during an All Staff meeting, which includes that all media inquiries must be referred to the Chief Executive Officer or the Director of Marketing. Site Directors/Coordinators should make sure all staff and volunteers at their site, including those who answer phones, understand this rule.

Staff should not discuss a situation with anyone outside the Crisis Team or law enforcement (if a staff member is a witness). Anyone involved in the incident shall make no statement, orally or in writing, which could be interpreted either as an assumption or as rejection of responsibility for the incident until all facts are known.

When a crisis first hits, you will not have all the necessary information. However, make the spokesperson aware of all you do know, acknowledge what you don’t know, and offer additional information. This information will allow the spokesperson to create an image that the organization is being responsive and responsible with information. The more open the spokesperson can be, the less the media will push for information. By following these procedures, we will effectively save valuable time and reduce the tension and strain a crisis creates.

**Crisis Team Members and Roles**

Crisis Team for the BGCTM includes:

- Chief Executive Officer (Mike Wurm)
- Board President
- Director of Marketing (Colie Glenn)
- Director of Business Operations (Steve George)
- Director of Program Operations (Mark Jacoby)
- Site Coordinator at the Club where the incident occurred
- Media Agency Representative (Hey Frank)

**Crisis Team Response**

Everyone has a role to play in the event of a real crisis, and will need to know in advance what that role is.

The Crisis Team will be responsible for contacting the appropriate concerned individuals and communicating information. Those persons are as follows:
• Director of Program Operations: Appropriate staff members; Parent/Guardian of involved club member(s).
• Board President.
• Director of Marketing: News media, social media, and community partners.
• Chief Executive Officer: Insurance company, community leaders, government authorities (as necessary), and news media.

In addition, the following steps need to be completed:

• Keep a written record of all telephone conversations and communications for the incident.
• Complete and submit a written report to the appropriate insurance companies.
• Complete and submit a written report for the organization's files. Keep in mind that our primary objectives are to respond and contain the crisis to the best of our ability.

Through following the established guidelines, we will be able to respond to crisis situations effectively.

Steps to Follow in the Aftermath of Crisis Situation

1. Immediately alert the Crisis Response Team (CEO or Director of Marketing).
2. Contact BGCA regional office and brief them on the situation (CEO).
3. Consult Club's legal counsel and involve them in preparation of an official holding statement (CEO).
4. Ensure the spokesperson is aware of and comfortable with public statements.
5. Brief staff about the situation and reiterate the importance of one spokesperson (CEO or Director of Marketing).
6. Contact Board Members to make them aware of the situation and status of the incident (CEO).
7. Contact members’ parents (phone/email/letter) to reassure them and meet afterward with members to inform and counsel (Director of PO).
8. Inform major contributors/influencers of situation and Club’s response (CEO or Director of Marketing).
9. Issue statement to the media if/when appropriate (CEO or Director of Marketing).
10. Provide updates on website and social media platforms if/when appropriate (Director of Marketing).
11. Make every effort to return operations to normal as soon as possible (ALL).

Media Tips and Strategies

Never say "No Comment." This phrase suggests that you are trying to hide something or are afraid of the question. Always refer the person/question to the organization's Executive Director or Director of Marketing. Follow up by letting them know you have referred questions to him/her.
• Avoid using “no comment,” as this may be interpreted as trying to hide something or being unresponsive to the incident. Instead, you might use a statement such as: “I don’t presently have that information, but I will get it and provide to you as soon as possible.”
• Never speculate or guess. It’s better to tell the person you don’t have that information than to say something that is incorrect as your credibility will be eroded.
• If the information being requested pertains to a fire/police department, etc., direct the questioner to that organization for response.
• Never assume friendliness by a reporter means he/she is your friend! Reporters often use a friendly tactic to elicit a response while you are off your guard.
• Nothing is off the record during an interview, even if you state so and the reporter nods his/her head. Anything you say can serve as a quote for a story.

Communicating with Other Audiences

Board

The BGCTM Board members need to be well informed. This can be done in many ways, such as an emergency board meeting, meeting of the executive committee, email, or phone calls. The method will depend on the nature of the crisis. An email is something that lives forever. Be sure you do not put controversial information in an email that you are not ready for everyone to see.

Staff

BGCTM staff need to be informed about a critical incident or issue as soon as possible to dispel rumors and provide staff with the best information available. This can be accomplished most easily through an All Staff email.

Parents of Club Members

In the event of an emergency or critical issue, parents will have two basic concerns: (1) Are their children in any danger?; (2) Will the Club continue to operate? Communication with parents can best be made via email and our website. Those answering phones, especially Membership Staff, should be informed with the best information available so staff can be as responsive as possible. Parents and other caregivers may be upset or fearful, so be understanding and patient.
K- Employee Safety & Health Program

Every BGCTM employee should make every effort to integrate safety and health considerations into every part of their daily activities. The BGCTM Safety and Health Program effectiveness is a shared responsibility. Each employee must contribute their fair share in order for BGCTM to remain successful in this goal. We are committed to providing a safe workplace for all employees and encourage all employees to be involved.

The objective of our Safety and Health Program is to reduce injuries and illnesses. Management is charged with the responsibility for assuring that each employee is provided with the tools and resources necessary to accomplish their job tasks in a safe manner consistent with established procedures, safety, and health rules and criteria. Violations of Safety and Health Program policies and procedures are not tolerated and those not abiding to these policies and procedures are subject to progressive discipline.

Every employee is encouraged to identify unsafe conditions, and be assured that immediate action will follow to permanently solve safety concerns. Each employee can also feel confident that identifying unsafe conditions will not result in any type of reprisal. The prevention of accidents and mishaps is crucial to the success of the Safety and Health Program. If every employee does his/her part, we will all have a safe place to work.

I. Responsibilities

BGCTM Safety Committee

Comprising management employees from different sections and areas of the organization, the BGCTM Safety Committee meets on a monthly basis. Ultimately, the committee is responsible for establishing internal controls and protocols to meet the safety and health program goals as set forth in NRS 618.383, providing resources necessary to effectively implement the program, provide direction and leadership, ensuring programs are effectively implemented, measuring and reporting outcomes to the Board and the Chief Executive Officer, and for providing safety and health training to all BGCTM employees.

The Safety Committee includes:

- Director of Business Operations (Lead/Safety Director)
● Director of Program Operations
● Director of Program Quality
● Human Resources Director
● School Site Coordinator
● Facilities Director
● DWR Clubhouse Director
● PENNINGTON Clubhouse Director
● Transportation Coordinator

The Safety Committee conducts a periodic accident trend analysis to identify any accident potentials that need to be addressed. The analysis includes evaluating physical equipment, procedures, training, and supervision. Sources of information that can aid in hazard analysis include:

● Accident Reports
● Incident Reports
● Employee Input
● Personal Observations
● Inspection Reports

**Director of Business Operations/Safety Director Responsibilities**

The Chief Executive Officer has appointed the Director of Business Operations to serve as the Safety Director. As such, the Safety Director is responsible for development, implementation, and oversight of the Safety and Health Program, and is the lead for the Safety Committee. Duties include:

● Ensure compliance with all applicable federal, state, and local safety and health requirements.
● Ensure that all employees are provided with adequate and appropriate safety and health training.
● Conduct surveys/inspections to assess program effectiveness and compliance.
● Make recommendations to management for the correction of hazards.
● Provide assistance, advice, and guidance to managers, supervisors, and employees on safety and health matters.
● Ensure that accidents, injuries, and illnesses are promptly reported and investigated.
● Maintain required records and program documentation.
● Assess and analyze operations and data to determine trends and address problem areas.
● Review safety and health programs when changes in operations dictate; update as necessary (at least annually).

**Site Directors/Coordinators and Supervisors Responsibilities**

● Ensure effective execution of the programs within their areas of responsibilities.
● Ensure that employees comply with Safety and Health Program policies and procedures.
● Inspect work areas to ensure hazards are promptly identified and corrected.
● Ensure employees are provided with and use appropriate safety devices, safeguards, personal protective equipment (PPE), and tools needed to safely perform their tasks.
● Ensure employees receive safety training and are knowledgeable of the Safety and Health Program policies and procedures relevant to their jobs.
● Report and investigate injuries, illnesses, and property damage accidents.
● Ensure BGTCM discipline policy is fairly administered.

**Employees:**

● Be an active participant in the Safety and Health Program.
● Perform all tasks in accordance with established policies, procedures, and safe work practices.
● Perform a safety evaluation of his or her work space daily, or as conditions warrant.
● Inspect all equipment prior to use to identify any hazards.
● Promptly report any injury, illness, or incident to the appropriate person.

**II. Hazard Identification, Analysis, & Control**

BGCTM takes a proactive stance toward the identification, analysis, and control of any existing or potential hazards in the workplace. Our efforts begin with comprehensive pre-planning and hazard analysis, which is accomplished through inspections, trend analysis, and employee communication.

**Inspections:**

● Site Director/Coordinator is responsible for conducting informal daily inspections.
● The Safety Director or a Safety Committee member will conduct monthly inspections.
● Identified issues are noted and corrective action tracked by both the Site Director/Coordinator and the Safety Director.
● When a hazard is found to be an imminent threat to life, health, or property, the Safety Director/Committee member or the Site Director/Coordinator shall take action to
immediately stop work and remove personnel from the danger. Use of the area or equipment will not start without the abatement of the hazard.

**Reported Hazards**

Hazards reported by employees to the Safety Director or Committee are sent to the corresponding BGCTM personnel for immediate action.

**III. Safety & Health Training**

The Safety Committee is responsible for communicating the program to BGCTM employees. This is done through mandatory training during select All Staff meetings, as well as electronic communication to all employees. Employees must complete mandatory Safety Skills online training ([https://safetyskills.com/](https://safetyskills.com/)), and are encouraged to provide input and play an active role regarding safety issues.

**Training Objectives and Timing**

Every new employee shall receive safety and health orientation as part of the New Employee Orientation Training. All Staff meetings throughout the year will include various segments related to the Safety and Health Policies and Procedures. In addition, safety and health information is available on the Shared (S) Drive in the SOP folder, and in hard copy format with each supervisor.

**Mandatory Annual Training Include:**

- Employer and employee rights and responsibilities
- Workplace Safety Program
- Emergency Action Plan and/or Fire Prevention Plan
- Accident and incident reporting
- First aid/medical treatment
- Bloodborne pathogen awareness
- Hazard communication
- Personal Protective Equipment (PPE) use
- Fire extinguisher use

**Documentation/Recordkeeping:**

The Safety Committee shall keep a record of each training event for three years. A record of each employee’s safety orientation and training is maintained in the employee's personnel file.
IV. Accident Reporting & Investigation

Accidents and near misses must be reported immediately to the employee’s supervisor. Employees who are injured on the job are encouraged to seek professional medical attention, as needed. Limited first aid supplies (band-aids, antiseptic, aspirins, etc) are available at each site location. BGCTM employees are not required to provide first aid services, except on a Good Samaritan basis.

As required by law, when a serious accident involving an employee injury requiring medical care occurs, the Site Director/Coordinator or a co-worker shall call 911 and request immediate assistance. Serious accidents involving the hospitalization of three or more employees, or a fatality, must be reported to the Nevada Occupational Safety and Health Administration (OSHA) within eight hours of receiving notification of the accident. The Safety Director is responsible for gathering pertinent information and making this notification.

If immediate medical attention is not required, the employee will complete the Notice of Injury/Occupational Disease (C-1) and give the completed form to his/her Site Director/Coordinator. The Safety Director is responsible for conducting an investigation to determine the cause of the accident, and for recommending corrective actions.

Accident investigation

The Safety Director is responsible for assuring adequate investigations are conducted of near miss, injury, and property damage accidents. Normally, the Site Director/Coordinator is responsible for conducting the investigation of a minor injury and/or property damage mishaps. The prescribed Accident Investigation Report Form is used to document the results of the investigation. This form is sent to the Safety Director as soon as practical after the accident.

If a serious accident occurs, the Safety Director may assume full responsibility for the investigation. For very serious accidents, the Safety Director may form an accident investigation team to assist in the investigation.

All Accident/Injury investigations should include enough information to determine the root cause of the incident. In serious accidents, the scene should be secured so that evidence is not destroyed. Photographs may help in reconstruction. The investigation must include facts about the injured employee: name, age, employment status, whether employee was performing regular job duties, etc. Next, information about the type of injury sustained should be collected: body part, severity, medical attention rendered at the scene, etc. Take statements from any witnesses to the accident.
Recommendations resulting from an accident investigation are tracked until completion. The Safety Director assigns responsibility for implementation of the recommendation and monitors the status of the recommendation. Documentation of corrective action is maintained in the accident report folder.

**Recordkeeping:**

The Human Resources Director maintains injury accident records (Workers Compensation records) and is responsible for maintaining the OSHA 300 Log and Summary of Occupational Injuries and Illness. A copy of the Log and any applicable forms is maintained for at least five years. The Safety Director maintains records of the Accident Investigation forms and a copy of the appropriate OSHA 301 (or equivalent) in the folder with the Investigation reports.

**V. General Safety Rules**

All BGCTM employees are required to abide by the safety protocols and policies established by the BGCTM Safety Committee, including:

- Keeping work areas clean and orderly.
- Cleaning up spills or other hazards immediately.
- Not eating or drinking outside of designated areas.
- Returning toys and equipment to their proper location or storage area at the conclusion of use.
- Keeping floors clean and dry whenever possible.
- Alerting supervisor of Facilities team to any identified hazard immediately.

**NOTE:** Site Directors/Coordinators may develop and publish more specific safety rules applicable to their site. These rules must be coordinated with the Safety Committee prior to publication.
VI. Safety Inspection Log Form

SAFETY INSPECTION LOG

Copies of Safety Inspections are kept by the Safety Director.

Date: __________ Site Director/Coordinator: ____________________________

Site: ____________________

Violation/Issue: __________________________________________________________________

Corrective Action Needed: __________________________________________________________

____________________________________________________________________________

Corrective Action Taken:: _________________________________________________________

____________________________________________________________________________

Violation/Issue: __________________________________________________________________

Corrective Action Needed: __________________________________________________________

____________________________________________________________________________

Corrective Action Taken:: _________________________________________________________

____________________________________________________________________________

Violation/Issue: __________________________________________________________________

Corrective Action Needed: __________________________________________________________

____________________________________________________________________________

Corrective Action Taken:: _________________________________________________________

____________________________________________________________________________

Violation/Issue: __________________________________________________________________

Corrective Action Needed: __________________________________________________________

____________________________________________________________________________

Corrective Action Taken:: _________________________________________________________

____________________________________________________________________________

NOTES:
VII. Accident Investigation Report Form

ACCIDENT INVESTIGATION REPORT

To be filled out by the Site Director/Coordinator immediately after injury. Once completed, send a copy to the BGCTM Safety Director.

Name of Injured Person(s):________________________________________________

Date and Time of Injury: _________________________

Site:_________________________________________

Location at Site:_________________________________________________________

Witnesses:_____________________________________________________________

Employee Supervisor:______________________________________

Medical Treatment at Site:_________________________________________________

How and What Occurred:___________________________________________________

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________
L – Facilities

I. Management Structure, Policies, and Standards

Building Operation Manuals

All five buildings that are owned and operated by the BGCTM have Building Operation Manuals that outline how maintenance systems work, contact information for vendors and contractors, and other pertinent information.

Building Operation Manuals for Donald W. Reynolds, William N. Pennington, Donald L. Carano, Neil Road, and the Lemmon Valley youth centers are located on the Shared (S) Drive in the Building Operation Manuals folder in pdf format.

Management Structure

Facilities Policy

All sites operated by BGCTM shall convey a safe, clean, and attractive environment conducive to youth development. Sites shall be functional, efficient, and accessible to the physically disabled. Each site provides, at a minimum, space for accommodating the five core programs: sports, fitness and recreation; character and leadership development; health and life skills development; education and career development; the arts.

Facilities Standards

BGCTM adheres to the following facilities standards:

- Conduct an annual assessment of the operation and maintenance of facilities consistent with the long range plans.
- Compile a written maintenance and cleaning schedule used to direct and verify ongoing planned maintenance and cleaning tasks.
- Annual inspections conducted by the Facilities Committee and staff to assess and modify maintenance and safety needs; implement a plan of action to resolve problem areas.
- Display or improve signage and posters to be attractive and properly located.
- Complete daily inspections of grounds, buildings, and all program areas to eliminate graffiti and litter, and provide safe, neat, clean, sanitary, well-lit, and attractive conditions.
Complete monthly inspections of all frequently used equipment for safety and physical condition. Post safety precautions conspicuously. (where needed) Instruct members in their proper and safe use.

Complete daily inspections of restrooms, locker rooms, and kitchen areas for proper cleanliness.

Provide proper and secure storage for all supplies, equipment, and members' personal belongings.

Review facilities for compliance with all local codes relating to health, safety, and fire prevention. Schedule inspections and post certificates, as required.

Annually review a written board-approved Risk Management Plan to assure the healthful and safe operator of the Club, and train staff in its implementation.

Conduct an annual Energy Assessment and refine/modify energy use program accordingly.

Review and refine facility use policy annually.

Post an evacuation plan in appropriate areas. Designate emergency exits, as per local building codes. Train staff to implement emergency procedures, and drill on a regular basis.

Organizational Structure

BGCTM facilities program requires a full team effort. It is a gross misconception that Facilities staff and/or contracted vendors are solely responsible for keeping a building clean and maintained. Everyone—from administration staff to line staff and members—is responsible for the condition of the Club.

**Structure/Reporting:**

Chief Executive Officer

BGCTM Board of Directors

BGCTM Facilities Committee

Director of Business Operations    Director of Program Operations
Facilities Manager
Transportation Coordinator
Facilities Coordinator(s)
Athletics Staff
Kitchen Managers/Staff

Site Directors/Coordinators
Program Coordinators
Site Supervisors
Site Program Aides
RESPONSIBILITIES

Chief Executive Officer
- Keep centralized files regarding key areas of maintenance concerns and resolutions.
- Provide centralized authority to direct and oversee facilities management program to ensure consistent appearance and maintenance of all Clubs.
- When feasible, broker umbrella contracts for planned maintenance tasks; i.e. HVAC, roof, carpet cleaning, floor stripping, bulk purchase of cleaning supplies, etc.

Board of Directors
- Establish Facilities Policy and Standards.
- Raise operating/maintenance dollars.
- Establish a Facilities Committee.
- Develop organizational Long Range Plan.

Facilities Committee
- Provide technical expertise.
- Develop facilities management action plans consistent with long-range plan directives.
- See that standards are maintained.
- Assist in developing a localized pool of qualified contractors.
- Participate in and review annual inspections.

Director of Business Operations
- Keep centralized files regarding key areas of maintenance concerns and resolutions.
- Oversee the process and verify completion of significant repairs; i.e. new roof, HVAC problem, electrical problems, fire/safety systems, etc.
- Assist sites to address ongoing maintenance problems.
- Provide appropriate staff training, as required.
- Prioritize maintenance repair items.

Facilities Director
- Responsible for overall appearance of the sites. Provides supervision to all other key components.
- Oversee training and quality of work of cleaning staff.
- Assure that staff monitors the housekeeping of their respective areas.
- Inform administration of specific maintenance/cleaning needs.
- Ensure that in-house repairs are done in a timely fashion.
- Ensure staff and kids are held accountable for any damages; i.e. graffiti, broken toilet, etc.
• Set a standard for the Club; i.e. clean, organized office.
• Order necessary cleaning supplies.
• Keep maintenance files current.

**Custodial Staff**
• Perform checklist of cleaning items at scheduled intervals.
• Make certain proper cleaning supplies are maintained and orderly.
• Report repairs/maintenance concerns to the Facilities Director as soon as possible.

**Facilities Coordinator**
• Perform assigned maintenance tasks at scheduled intervals.
• Make certain proper maintenance supplies and equipment are maintained and orderly.
• Report repairs/malfunctions to the Facilities Director as soon as possible.

**Contractors**
• Perform regular maintenance per detailed maintenance agreement.
• Correct deficiencies in products covered by guarantee/warranty.
• Provide advice, estimates, and corrective work when solicited.

**Club Staff**
• Each staff person is responsible for the orderliness of their own area. At the end of each activity, everything is back in its place. *CLEAN UP IS PART OF EVERY PROGRAM!*
• Work with Site Coordinator to ensure all supplies and equipment in their area have a place to be stored.
• Report any repairs or additional cleaning required to the Site Coordinator ASAP.
• Provide appropriate staff, volunteer and member training.

**Club Members**
• Members are responsible for assisting in keeping the Club clean and well maintained by not littering, eating outside designated areas, or being destructive to Club property and/or equipment.
• Help put items away at the end of activities.
• Report any breach of rules and damages to staff members.
Facilities Committee

The Facilities Committee acts as an agent of the Board in overseeing all facilities policies and standards, in cooperation with the staff. Committee meets regularly to ensure the program is being successfully carried out, and when necessary, apprise the Board of critical property needs.

Facilities Committee Responsibilities

Below is an outline of Committee responsibilities:

- Conduct a yearly inspection of all facilities, grounds, and vehicles.
- Develop facilities management action plans consistent with the organization's long-range directives.
- Develop annual maintenance budget, including determining the priority for spending maintenance dollars.
- Keep facilities in compliance with all building, health, and safety codes.
- Develop a safety management or loss prevention program.
- Providing assistance or overseeing property trouble-shooting problems.
- Help estimate repair and/or replacement work.
- Establish and nurture favorable relationships with qualified contractors and design professionals.
- Represent property management needs of the organization at Board planning meetings and during the budgetary process.
- Develop energy management plan. Conduct energy audits.
- Develop crisis management or emergency plans.
- Develop maintenance procedures and cleaning schedules per site, including grounds and vehicles, if applicable.
- Review changing space needs and develop a strategy for the most effective utilization of available space.

Facility Inspection

Perhaps no single responsibility is more important for the Facilities Committee than conducting an annual inspection of all BGCTM properties. These inspections provide the focus and direction for the Committee’s work plans, as well as reinforce the organization's priorities and commitment to its facilities standards.

The inspection team consists of two members of the Facilities Committee, Chief Executive Officer, Director of Business Operations, and the Facilities Director. Trade specialists familiar with
mechanical equipment, roofs, etc. will be considered members of the team or consulted on separate occasions.

The Facilities Committee conducts a room-by-room inspection of each site using the Annual Facility Inspection Form, noting all needed repairs and improvements. The inspection includes the exterior of the building and all outdoor areas; i.e. playfields, storage buildings, etc., as well as vehicles.

**Prioritizing Work**

Upon completion of the facilities inspection, the Facilities Committee prioritizes needed work according to:

- **SAFETY/HEALTH** - items that may adversely affect members’ health or present a safety hazard.
- **FUNCTION** - items requiring repair.
- **APPEARANCE** - unattractive areas which can be improved.
- **IMPROVEMENT** - work that can enhance efficiency and effectiveness of operation.

**Develop Plan of Action**

After prioritizing the needed work, the Facilities Committee develops a plan of action to carry out the work and, when necessary, meets with the Board to develop a funding strategy. Decisions concerning critical repairs are not deferred any longer than necessary. The plan of action is forwarded by the Facilities Committee to the Board for approval as soon as reasonable, and oversees the successful completion of the work.

**Estimating Cost of Critical Repairs**

Once facility repairs are identified and prioritized, an estimate of cost for each repair is obtained. If the expertise for estimating certain costs is too difficult for the Facilities Committee, the Club enlists the services of a construction estimator, general contractor, or architect. The Facilities Committee must be diligent in obtaining accurate and objective costs to ensure proper budgeting and thorough repair.

**Facility Impression**

The facilities management program contributes to our image on a daily basis to its various occupants - members, staff, visitors, funders, neighbors, etc. We know, for instance, that typically the majority of community members never set foot inside the Club. Rather, they collect their impressions by what they "hear" about the organization and by what they see as they drive
For those that do actually enter the Club, it is critical that whatever limited contact they may have at a check-in counter, front entrance, restroom, game room, etc., strikes a favorable and positive impression. BGCTM understands the importance to continuously review this overall impression and make certain we are maintaining our overall standards.

**Facilities Management Budget**

The Board and Chief Executive Officer develop an annual budget to be incorporated into the organizations' total budget. Areas to be addressed in a comprehensive budget include:

- Scheduled maintenance and housekeeping.
- Anticipated repairs.
- Contingency for emergency and unexpected repairs.
- Planned maintenance.
- Energy management.
- Risk management.

The Facilities Committee, in determining any significant capital improvements, should review the impact of these changes relative to the facilities management budget.

BGCTM establishes a maintenance reserve fund to be used specifically for replacement of major equipment and repairs.

**Maintenance Records**

Careful record keeping is essential. Architectural drawings, operations manuals, material specifications, as-built drawings, maintenance guarantees, material ordering and cost data, servicing dates, who performed work, and all other pertinent data associated with the facilities is filed where it can be readily accessed and updated.

Maintenance records should include, at a minimum:

- Product information - manufacturer's information regarding repair, manual of operation, and identifying information (serial/model#).
- Installer information - including name and address of contractor involved in installation and/or repair.
- Maintenance instructions and history - chronology of service and repairs made to equipment.
- Guarantee/warranty information - note the requirements, including maintenance required by the owner who is allowed to do repairs, how to report defects, and the date the warranty ends.
Light facilities maintenance can be completed by BGCTM facilities staff, while all others should be reported to the entity to which the building belongs.

II. Maintenance

Maintenance is the ongoing upkeep of property or equipment, to include servicing, repairs, and/or replacement of equipment. The physical property of the Club constantly deteriorates from the effects of weather and wear and tear. To offset this deterioration and keep the Club in serviceable condition, it is necessary to make repairs and replacements as the need arises. The Club facilities must be well maintained for reasons of safety, service, economy, and psychology.

Planned maintenance is the proactive servicing of equipment and systems so as to minimize break downs, extend equipment life, and maintain performance efficiency.

Maintenance for school, city, or county buildings is done by those agencies responsible for the property; however, facility inspections should periodically be performed by the Site Coordinator to identify any safety hazards, repairs, or maintenance needed. The Facilities Manager should be made aware of any such concerns or needs.

Maintenance Standards

As with housekeeping responsibilities, it is important the Facilities Committee develops a clear set of standards for its maintenance program, including, but not be limited to:

- **Dangerous conditions eliminated as soon as they appear.** A defective machine in a workshop, a broken piece of equipment, a piece of loose coping or brickwork, a defective boiler, or a poorly insulated electrical device are hazards that endanger the health and lives of members and staff.
- **Damaged equipment repaired as soon as possible.** Unnecessary large cost expenditures can be avoided. A small roof leak, a leaky water pipe, or a loose screw in a piece of equipment will eventually result in more costly expenditures if not promptly repaired.
- **Replacement of products that prove expensive to maintain are carefully evaluated.** Although it may result in cost savings initially, a lesser product can result in far greater costs for maintaining and repairing. Lifecycle costing is an important tool for evaluating products over their expected life, including initial costs and expected maintenance costs.
- **Maintain an attractive and inviting appearance.** A poorly maintained building does not receive respect. A broken windowpane that has been left unrepaired suggests to
members and the public that management has no pride in the appearance of the building.

Maintenance Program

The maintenance program at BGCTM is a year-round program. Maintenance tasks outlined for each item are incorporated on a master calendar listing all of the maintenance work required, as well as the frequency of tasks to be performed (quarterly, semi-annual, etc.). The Club attempts to confine repair work to a few weeks in the summer or fall when the Club is closed, with the idea this will not interfere with activities and programs. In some cases, club services may have to be postponed until repairs are finished. Work will be scheduled so that most repairs are done before and after normal Club hours. In addition, all personnel involved in the Club’s day-to-day operation are encouraged to contact the Facilities Director as they come across items that are broken by submitting an email to facilities@bgctm.org.

Once the basic standards have been addressed, the Facilities Committee identifies the various items to be included in a maintenance program including, but not limited to:

- HVAC
- Roofs
- Walls & Ceiling
- Windows & Doors
- Exterior & Landscaping
- Carpet & Flooring
- Lighting
- Fire & Burglary System

### HVAC

<table>
<thead>
<tr>
<th>Scheduled Maintenance</th>
<th>Person/Vendor Responsible</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Annually</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Inspection Of Thermostats</td>
<td>Facilities Director</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Verify Temperature Settings</td>
<td>Facilities Director</td>
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<td>X</td>
<td></td>
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<tr>
<td>Visual Inspection Of Rooftop</td>
<td>Facilities Director</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change Rooftop Unit Filters</td>
<td>Fleet Heating &amp; Air</td>
<td></td>
<td></td>
<td></td>
<td>Tri-Annual</td>
<td></td>
</tr>
</tbody>
</table>
## Rooftop Unit Routine Maintenance

### Fleet Heating & Air

<table>
<thead>
<tr>
<th>Scheduled Maintenance</th>
<th>Person/Vendor Responsible</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Annually</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rotational Maintenance</td>
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<tr>
<td>Annual Maintenance</td>
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<tr>
<td>Other</td>
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</table>

### Tri-Annual

## Roofs

### Visual Inspection Of Rooftops
- **Facilities Director**
  - **Annual**

### Cleaning Of Rooftop Drains
- **Facilities Director**
  - **Annual**

### Certified Inspection Of Rooftops
- **Kodiac Roofing**
  - **Annual**

## Walls & Ceiling

### Visual Inspection Of Interior Walls
- **Facilities Director**
  - **Annual**

### Visual Inspection Of Exterior Walls
- **Facilities Director**
  - **Annual**

### Visual Inspection Of Ceiling Tiles
- **Facilities Director**
  - **Annual**

## Windows and Doors

### Visual Inspection Of Windows
- **Facilities Director**
  - **Annual**
## Visual Inspection Of Doors

| Facilities Director | X |

## Exterior and Landscaping

<table>
<thead>
<tr>
<th>Scheduled Maintenance</th>
<th>Person/Vendor Responsible</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Annually</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Inspection Sidewalks</td>
<td>Facilities Director</td>
<td></td>
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<tr>
<td>Visual Inspection Parking Lots</td>
<td>Facilities Director</td>
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<tr>
<td>Visual Inspection Of Landscaping</td>
<td>Facilities Director</td>
<td></td>
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<tr>
<td>Sprinkler System Summerizing &amp; Winterizing</td>
<td>Reno Green</td>
<td></td>
<td></td>
<td></td>
<td>Bi-Annual</td>
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</table>

## Carpet & Flooring

<table>
<thead>
<tr>
<th>Scheduled Maintenance</th>
<th>Person/Vendor Responsible</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Annually</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Inspection Of Flooring</td>
<td>Facilities Director</td>
<td></td>
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</tr>
<tr>
<td>Steam Cleaning Of Carpets</td>
<td>Carpet Craft</td>
<td></td>
<td></td>
<td></td>
<td>Bi-Annual</td>
<td></td>
</tr>
<tr>
<td>Buffing Of Tile Flooring</td>
<td>Facilities Director</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Stripping &amp; Resealing Of Tile Flooring</td>
<td>Facilities Director</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Deep Cleaning &amp; Gym &amp; Cafeteria Floors</td>
<td>Facilities Director</td>
<td></td>
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<td></td>
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</table>

## Lighting
## Scheduled Maintenance

<table>
<thead>
<tr>
<th>Scheduled Maintenance</th>
<th>Person/Vendor Responsible</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Annually</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Inspection Of Lighting</td>
<td>Facilities Director</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning Of Light Covers</td>
<td>Facilities Director</td>
<td></td>
<td>X</td>
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</tbody>
</table>

### Fire & Burglary System

<table>
<thead>
<tr>
<th>Scheduled Maintenance</th>
<th>Person/Vendor Responsible</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Annually</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Inspection Of Fire Extinguishers</td>
<td>Facilities Director</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Fire Alarm Audible Test</td>
<td>Summit Fire &amp; Security</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Bi-Annual</td>
</tr>
<tr>
<td>Sprinkler System &amp; Backflow Inspection</td>
<td>Summit Fire &amp; Security</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Certified Inspection Of Fire Extinguishers</td>
<td>Summit Fire &amp; Security</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Certified Inspection Of Ansul System</td>
<td>Summit Fire &amp; Security</td>
<td></td>
<td></td>
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<td></td>
<td>Bi-Annual</td>
</tr>
<tr>
<td>Audible Test Of Burglar Alarm System</td>
<td>Facilities Director</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Certified Inspection Of Burglar Alarm System</td>
<td>PDI</td>
<td></td>
<td></td>
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<td>X</td>
</tr>
</tbody>
</table>

### Maintenance Staffing

The Facilities Director & Facilities Coordinators perform maintenance tasks they are qualified to complete. The Director of Business Operations may contract out many of the items requiring specialized skills--mechanical systems or those that require large amounts of heavy or specialized equipment--to an approved vendor upon approval of the Chief Executive Officer. The Facilities Director carefully researches and determines the pros/cons of the various options with the Director of Business Operations before selecting any one solution. BGCTM does use some combination of in-house and contracted services, such as Cabrera Cleaning Services and Spruce,
to perform functions above and beyond planned maintenance programs. All decisions as to the distinct blend of contracted and in-house services depend largely on the resources and labor pool available to the organization, and should be discussed thoroughly with the Chief Executive Officer. Regardless of who is designated to be directly responsible, all staff are trained to be observant for any adverse building conditions, which should be brought to the attention of the Facilities Director by sending an email to facilities@bgctm.org.

**Selecting a Contractor**

After determining that work should be completed by a contractor, the Facilities Director utilizes the vendor list to select the appropriate contractor. The Facilities Director obtains a quote for the work to be completed, and forwards the quote to the Director of Business Operations. Upon receiving the quote, the Director of Business Operations meets with the Chief Executive Officer for final approval. If it is determined that a second quote is beneficial, the Facilities Director seeks another contractor for a quote for the work to be completed. Upon approval of the quote by the Chief Executive Officer, the Facilities Director contacts the selected contractor to schedule completion of the job.

**Monitoring the Work**

As with housekeeping, regardless of how well the program is staffed, in order to be successful, it requires ongoing monitoring. Service contract work utilizing contractors should be watched carefully—more closely at first while the contractor learns the specific system and the organization’s particular standards. The Director of Business Operations accompanies the contractor on their first service visits to become accustomed to the routine. The Director of Business Operations should utilize a Board member or "friend" knowledgeable in the specific task or system to verify, at least initially, that the work is being performed satisfactorily. Make certain the contractor leaves a work order after each visit detailing time/date of visit, work performed, and items that might require future attention. Insert this information into the appropriate building file and review periodically to verify that the work is being accomplished. Monitoring of in-house maintenance personnel is no less important. The Director of Business Operations monitors the work ongoing for both quality and thoroughness, using the master schedule as a checklist to direct these inspections. Inspections to be completed by the Facilities Director are verified by using Inspection Forms.

**Vendors**

The following areas are overseen by the below listed outside agencies:

<table>
<thead>
<tr>
<th>Systems</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
### Service Contracts

Service contracts vary in the amount of work the contractor is required to perform, and in the parts that will be repaired or replaced as part of the contract. In addition, the contract should specify defined inspection content and a schedule of maintenance intervals. It is the responsibility of the Director of Business Operations to ensure service contracts are being met, and to recommend any changes to current contracts, or obtaining additional service contracts. All copies of current service contracts are kept in the Facilities Directors office, and in the Director of Business Operations office. When it is determined a change in a current service contract is needed, or a new service contract is recommended, the Facilities Director and Director of

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.A. System</td>
<td>Cabling 295</td>
</tr>
<tr>
<td>Heating &amp; Air Conditioning</td>
<td>Fleet Heating &amp; Air</td>
</tr>
<tr>
<td>Landscaping &amp; Sprinkler System</td>
<td>Signature Landscaping</td>
</tr>
<tr>
<td>Inside Phone System</td>
<td>NPCE</td>
</tr>
<tr>
<td>Outside Phone System</td>
<td>Charter</td>
</tr>
<tr>
<td>Burglary &amp; Fire Alarm Monitoring</td>
<td>PDI and Summit Fire &amp; Security</td>
</tr>
<tr>
<td>Plumbing &amp; Boilers</td>
<td>Savage and Son &amp; Fleet Heating &amp; Air</td>
</tr>
<tr>
<td>Electrical</td>
<td>Jensen Electric</td>
</tr>
<tr>
<td>Elevator</td>
<td>Koch Elevator</td>
</tr>
<tr>
<td>Baskets &amp; Curtain Control Panel</td>
<td>Performance Sports Systems</td>
</tr>
<tr>
<td>Door Repair</td>
<td>Thompson Garage Doors</td>
</tr>
<tr>
<td>Window Repair</td>
<td>Custom Glass</td>
</tr>
<tr>
<td>Carpeting &amp; Tile</td>
<td>Quality Carpets</td>
</tr>
<tr>
<td>Painting</td>
<td>Sierra Nevada Job Corp</td>
</tr>
<tr>
<td>Fire Extinguisher, Risers &amp; Ansul Systems</td>
<td>Summit Fire &amp; Security</td>
</tr>
<tr>
<td>Locks &amp; Keys</td>
<td>Rick Favre</td>
</tr>
</tbody>
</table>
Business Operations meet and discuss the proposed changes or additions. If it is determined a change or addition of a service contract is needed, the Director of Business Operations meets with the Chief Executive Officer for discussion and final approval or denial of the service contract.

**Staff Responsibilities**

*In case of emergency, call the Facilities Director.*

Maintenance and repair requests may be initiated by emailing a description of the service needed to the Facilities Director at facilities@bgctm.org. The schedule for the maintenance department is based on priority and available resources, while considering routine operations.

**Snow Schedule**

Snow removal is performed in the following order:

- Sidewalks: Facilities Coordinator/Director
- Parking lots: Signature Landscaping
- ELC sidewalks: Facilities Team

A deicer and shovels are kept at each Club. During hours of operations, sidewalks, steps, and entryways are to be cleared of snow with the application of a deicer.

**NOTE:** All vans and shuttles must be kept in designated parking areas overnight to facilitate snow removal. The Facility Director will advise staff where each van should be parked.

**Vehicle Maintenance: General Responsibilities**

All Club vehicles are serviced based on mileage. Vans are delivered to designated service provider at scheduled intervals established by the Transportation Coordinator. Routine maintenance consists of oil change and a safety inspection. Other maintenance needs are addressed as reported or found during inspections.

Transportation Coordinator is responsible for monthly inspection of vehicles. If an inspection indicates a correction that can be made by the Club staff, this should be completed. If an item requires professional repair, alert the Transportation Coordinator.

If a vehicle requires repair from an accident or malfunction, this must be communicated to the facilities director within 24 hours. A work order will be generated with a timeline for completion by the facilities director.
See “Transportation” section for further details.

III. Housekeeping

Housekeeping Strategy

Housekeeping must be a team effort. It is a misconception that only facilities staff is responsible for keeping the building "looking great." The Facility staff is responsible for supplying necessary cleaning equipment, supplies, and guidance; however, everyone in the organization is responsible for neatness and order. It is, after all, everyone's Club!

Housekeeping involves the routine tasks necessary for cleaning and organizing a facility. To clean in this context means "free from dirt,"; to organize means to keep furnishings and equipment in good order. Good housekeeping is essential to providing an environment free from conditions which might endanger our members or staff. Housekeeping also has an important effect on the members' attitude. A clean and orderly atmosphere stimulates good behavior. Not only should the building be hospitable and well cared for, it should also instill a sense of pride in our youth. A clean, attractive building adds greatly to the pride and interest of the staff, and positively affects the public's opinion of the Club.

For BGCTM to adequately commit proper time, energy, and money to an encompassing housekeeping strategy, the following four components must be used:

● Create standards
● Define cleaning routine
● Allocate staff
● Monitor performance

Housekeeping Standards

Facilities standards have already shown guidance for housekeeping standards. Though BGCTM has professional cleaning services, it is important that all BGCTM staff take part in these standards and also lead by example. If staff members are concerned with maintaining a clean building, members will be, too. For example, if marks are immediately removed from walls, if trash is put where it belongs, if furniture is carefully put back in place, and if rubbish and dirt are not permitted to accumulate, cleanliness becomes a habit. Members become accustomed to a clean building and will help to maintain that standard. If the Club is dirty and shabby, the general
attitude will be one of indifference, carelessness, and sloppiness. Good appearance will help in every way, from developing proper attitudes among youth, to fundraising and public relations.

**Quality Control**

BGCTM conducts weekly inspections in the effort to maintain high standards. Inspections are conducted by the Youth Services Director, Teen Services Director, Tween Services Director, Athletic Director, and Education Director, as well as all other management staff. At school sites and stand-alone teen sites, the Site Coordinator is responsible for inspecting the premises.

**Fire and Burglar Alarm System Basics**

BGCTM buildings have separate alarm systems for fire and security. The following information may be helpful in understanding and operating our alarm systems:

**Fire Alarm Systems**

Two types of alarms can be generated by our fire alarm panels:

- **Trouble alarm** – indicates a communication failure, sprinkler system tamper, dirty smoke detector, or other system problem. **The alarm will be audible only at the fire alarm panel.**

  The Facilities Director is the first on the call list for trouble alarms. He or his designee may diagnose the problem and restore the system or call for repair, as appropriate.

- **Fire alarm** – a smoke or heat detector is in alarm, or water is flowing through the fire sprinkler system. **Horns and strobes will alarm throughout the facility.**

  The fire department is automatically notified and responds. It is our responsibility to evacuate the facility. After a fire alarm, we are not to reset the alarm panel without fire department direction.

**Burglar Alarm System**

- Theburglar alarm system relies on door switches, motion detectors, and glass break detectors for burglary prevention.

- All buildings are programmed to provide a 90-second delay for entry or exit through any door.
● The burglar alarm system is armed or disarmed (turned on or off) by entering the assigned passcode on the keypad.
● To arm the building, all exit doors must be closed and locked (make sure you have an exit door prior to arming the system). Enter your 4-digit passcode, then push “2” (Away). The keypad display reads “Alarm All?” Press “1” to set the alarm. If a door is open or there is a problem, the display reads **AREA “X” Not Ready.**
● When entering the building, a 90-second delay allows you to get to the keypad and enter your designated 4-digit passcode, then press “1” (Off) to disarm the alarm. The keypad next asks “Disarm All.” Hit “1” to do so.
● At DWR, Pennington, Carano, Hug High School branch, and ELC -1, the monitoring company for fire and burglar alarms is PDI: (775) 826-1346.
● At Neil Road and Lemmon Valley, the monitoring company for fire and burglar alarms is A1 National Fire Company (ABC Fire): (775) 856-1553.
● At ELC-3 and 4, the monitoring company is A-1 National Fire Co (ABC Fire): (775) 856-1553.
● If you set-off an alarm, the monitoring company calls the front desk and asks for your name, code, and designated password. If no one answers, the monitoring company has a designated list of BGCTM staff for each site that is contacted.

For questions or assistance, contact the Facilities Director or the Director of Business Operations.

IV. Facility Use By Outside Groups

Procedure

BGCTM accommodates groups for meetings, educational and cultural programs, instruction, special-interest sessions, and physical or recreational activities that use the Club’s indoor and outdoor facilities. Primary consideration is given to groups affiliated with the Club, such as parent, auxiliary, and alumni groups. Other organizations or groups presenting programs and providing services for the betterment of the community also are given high priority.

Outside groups interested in using one of the facilities should contact the Director of Business Operations, who will email the requestor a copy of the Rental Agreement Information, which includes the available locations, costs, and requirements that must be met. After reviewing the information, the requestor is required to complete a BGCTM Rental Agreement form. Submitted forms are reviewed by the Director of Business Operations for final approval or denial.

In considering the request of any group to use its facilities, BGCTM takes into account the nature of the proposed use of the facilities, the compatibility of the request with the Club’s operation,
the nature of the organization making the inquiry and the conditions under which the facilities are to be used, and the availability of locations. Allowing groups of questionable reputation to use Club facilities could endanger financial and other support for the Club. Such groups could disrupt the Club and bring unwanted publicity. Any group with objectives largely inconsistent with those of the Club to promote the health, social, educational, vocational, and character development of youth should be investigated carefully before being allowed use of Club equipment and facilities. Such groups include organizations whose avowed purpose is to overthrow the U.S. Government, a political faction which represents a small segment of the total community, a group whose program area of interest is controversial so that its presence could bring discredit to the Club, a group that conducts activities in violation of law and order, activities which reflect a sectarian basis, and groups with membership believed to be morally questionable.

**Maintenance & Cleaning**

The maintenance & cleaning of the Club during and after an event by an outside group is a joint-effort. BGCTM provides a qualified staff person(s) onsite during all events by an outside group. Groups using the club are responsible for leaving the areas used in the same condition as it was prior to their use. Upon completion of the event, The club staff assigned to the event and group representative inspect the equipment and area used by the outside group to verify the condition of each area used. All reportable conditions are documented on the Post Event Inspection form. Responsibility for breakage or damage lies with the outside group, and repairs are to be completed to the satisfaction of the Club. The orderly replacement of borrowed equipment and supplies shall be expected of the outside group. Major maintenance, such as mopping and waxing the floor, are done by the Club.

**Staffing**

The BGCTM Facilities Manager assigns a staff person to monitor and assist staff outside groups. The number of staff for events is based on the size of the event, type of event, and the needs by the outside group.

**Available Sites**

**Donald W. Reynolds (DWR)**

2680 E. Ninth Street

Reno

- Large Gym with three full basketball courts. Can accommodate up to 1,000 people.
- Small Gym (one full basketball court). Can accommodate up to 500 people.
- Multi-purpose Room (MPR). Can accommodate up to 200 people.
*This site is primarily restricted to large sporting events and nonprofit groups. Available primarily on weekends and on some Friday evenings.

William N. Pennington (Pennington)
1300 Foster Drive
Reno
- Two full basketball courts, or four smaller courts. Can accommodate up to 800 people.
- Multi-purpose Room (MPR). Can accommodate up to 100 people. MPR includes a stage for performances.

*This site is primarily restricted to large sporting events and nonprofit groups. Available primarily on weekends and on some Friday evenings.

Donald J. Carano (Carano)
1090 Bresson Avenue
Reno
- Gym that can accommodate up to 400 people. Gym includes stage for performances.
- Multi-purpose Room (MPR). Can accommodate up to 60 people.
- Includes a kitchen that can be used for warming pre-prepared foods.

*Used primarily for private parties: birthdays, anniversaries, quinceanera, and other such celebrations.

*All three facilities feature free Wi-Fi.
*All three clubs are primarily used for our after-school program and sports leagues, which take precedence over any outside request.
*Rentals may NOT take place during time periods where after-school programming is in session.

Equipment

Outside groups may borrow available chairs and tables for events at no cost as long as renter set-up and returns borrowed equipment to its rightful place at the conclusion of the event. Failure to do so will cause an additional charge of $30 an hour for each hour BGCTM staff must set-up or return borrowed equipment.

Any equipment being used by an outside group that is not issued by the Club must be pre-approved by the Director of Business Operations prior to use. If an outside group uses its own equipment, it is responsible for the care for that equipment, as well as for any equipment
borrowed from the Club. Renter must remove all non-BGCTM equipment at the conclusion of its event.

Safety

Club staff assigned to the event must provide renter awareness of fire regulations, exits, and the procedures for the protection of patrons. Although the Club is covered by liability insurance, the group making application may be asked to obtain a one-day certificate of insurance coverage. In the event of accident or loss, the Club will not suffer loss, jeopardize its benefits, or risk incurring higher premium charges. The group representative must sign a written form stating he/she has read and will comply with all stated policy items.

Costs

Costs are outlined in the Rental Agreement Information and on the Rental Agreement form.

Kitchen Rental

The use of any BGCTM kitchen to prepare, heat/cool, or store food items may only occur with the expressed permission of the BGCTM Director of Operations, and must be included in the language of the approved contract. A certified BGCTM kitchen employee must be involved, at a cost of $17 per hour.

The cost for renting a kitchen is $100. If the entire kitchen area is not cleaned satisfactorily and/or food is left on the premises that must be disposed of, any or all of the Security Deposit may be used to pay for BGCTM to adequately return the kitchen to its proper cleanliness.

Catering by BGCTM Chefs is also available. An extensive menu with pricing is available upon request.

Use of Alcohol

If renter wishes to serve alcohol, an additional $250 ($750 total) is required as part of the Security Deposit. BGCTM will accept only a Money Order or Cashier’s Check, made payable to “BGCTM.” The amount is refundable based on Renter abiding by the terms of the Agreement, including leaving the facility in the same way it was provided, replacing loaned equipment (tables, chairs, etc.) back in its rightful place, leaving the facility clean, and not exceeding the hours included in the Agreement. Security Deposit will be returned in full or in part, based on the above parameters, within 15 working days of the event.

If alcoholic beverages will be served at a private party function, Renter’s insurance policy must include liquor liability insurance by a coverage form equivalent to and at least as broad as an unmodified ISO CG 00 33 04 13 “Liquor Liability Coverage Form.” Valid Liquor Liability Insurance (also known as “Dram Shop Insurance”) is required at time of reservation.
If alcoholic beverages will be sold by Renter, a valid liquor license is required and must be displayed on the premises during the function. Proof of such must be provided at time of Agreement.

The following rules must be strictly enforced:

- All alcohol consumption must occur within the building.
- Absolutely no consumption by any person under the age of 21 may occur under any circumstances while on the premises of the Boys & Girls Club of Truckee Meadows. Premises include building interior, exterior, parking lots, grounds, and entrances.

Renters who consume alcohol on the premises without the expressed and in writing permission of the BGCTM will be barred from using a BGCTM property again, and may face a civil lawsuit.

M – Transportation

To provide an efficient and safe means of transporting children to various BGCTM programs, activities, and special events; to ensure efficient means of usage, safety, maintenance, scheduling, and driver responsibility related to BGCTM vehicles.

I. Transportation Coordinator

The Transportation Coordinator is responsible for the following:

- Management of all aspects relating to fleet vehicles, including maintenance, fueling, cleaning, registrations, etc.
- Provide training, both written and actual, for BGCTM employees seeking to obtain their Commercial Driver’s License (CDL).
- Provide ongoing refresher training to all previously CDL licensed employees.
- Schedule available vehicles and licensed CDL drivers to comply with established transportation needs and schedules.
- Provide training on established transportation duties, responsibilities, and requirements.
- Schedule food service program to offsite locations.
- Approve driver timesheets; manage leave requests.
- Within the parameters established in the Transportation section of the Standard Operating Procedures, schedule and provide available vehicles and drivers for use by external groups; i.e., Mater Academy, encompass, Redfield, etc.
- Assist in the recruitment and hiring of new drivers.
- Maintain transportation logs and other necessary information.
- Maintain Field Street parking lot.

II. Transportation Procedures

Vehicles registered to the BGCTM or under its control can only be operated for authorized business of the Club. Authorized business includes:

- Transportation of members to/from school Club sites.
- Transportation of members to and from special events.
- Transportation of members to and from Club programs.
- Transportation of staff to out of town training or meetings.
- Contracted transportation for community events or school field trips as approved by the Transportation Coordinator and the Director of Business Operations.

No vehicle shall be operated by anyone who is not on the list of currently approved BGCTM operators.

Out of town trips for any reason require approval of the Director of Business Operations.

Under no circumstances shall a staff member drive a Club member in their own personal vehicle without prior approval from Chief Executive Officer, Director of Program Operations, or Director of Business Operations. Any staff member failing to follow this policy will be subjected to disciplinary action, up to and including termination.

Personal vehicles may not be used on BGCTM business unless the driver and the vehicle are properly licensed, the vehicle carries adequate liability insurance, and is in safe driving condition. When using a personal vehicle on company business, record all mileage on BGCTM automobile mileage logs. All mileage logs are provided to the employee’s supervisor for review and approval.

Permission slips (with emergency contact information) must be used for all events requiring transportation of members. Drivers are required to take these forms with them on trips. No person under the age of 21 years of age is authorized to drive a BGCTM vehicle.
Transportation from School to Club

BGCTM may provide a courtesy shuttle from local schools to a Club site. The process for providing a shuttle includes the following:

- Club members must have an active Club Membership Card prior to riding in a BGCTM vehicle.
- Parents must sign a permission slip for their child before the member can ride on a Club vehicle.
- One approved BGCTM Driver will pick up members at a specific school.
- BGCTM staff will have a list of youth who are approved to board Club vehicles with them to verify the listing of all youth who board the vehicle.
- Staff is not responsible for ensuring that youth board Club vehicles. It is the responsibility of youth members to arrive on time. It is the members parents’ responsibility to ensure youth have an alternative plan if they do not get on Club bus/shuttles timely.
- If the BGCTM vehicle will not be available to pick up youth, the school should be notified a minimum of two hours before the end of the school day. Parents should also be notified by phone if the cancellation is on the same day.
- If more youth than the vehicle has capacity to hold arrive to take the bus, the bus will leave with the first 32 youth that arrive. Additional youth will wait in designated areas until an alternate vehicle arrives, or the vehicle returns to pick them up.
- If a young person does not have permission to board the BGCTM vehicle and he/she is not in the care of another adult, the staff person or club member will walk that young person to the school office, call the school office, or signal the duty teacher.
- BGCTM only provides transportation from school to the Club. It is the parent/guardian’s responsibility to ensure the youth has a safe way to get home at the end of Club activities.

Vehicle Usage

Vehicles are for BGCTM-related purposes; i.e., transportation from school, to scheduled activities, events, sports, attending meetings, and other BGCTM-related use. Daily school transportation schedule is our priority. Vehicle(s) may not be reserved during this timeframe without the approval of the Transportation Coordinator. Other BGCTM vehicle use requires approval 24 hours in advance. Unexpected use will be determined based on availability. Not all unexpected use will be accommodated or approved. Out of state trips and trips over eight hours require two approved drivers.
Non Boys & Girls Club (staff) Usage

Drivers requesting to use a BGCTM vehicle(s) must be at least 21 years of age and pre-approved with the Boys & Girls Club Auto Insurance carrier. This requires submission of a copy of a current Nevada driver’s license with the required endorsements & medical card, completed Volunteer application, and successfully passing a drug screen test. Approved drivers must abide by Boys & Girls Club Vehicle Policy, and all federal, state and local vehicle laws. Failure to do so will result in suspension of future BGCTM vehicle use. Requested use must be related to BGCTM sports, youth activities, or events. The driver who signs the Vehicle Use Form is liable for problems found at the time of check-in, with the exception of the vehicle being in an accident found not to be the fault of the driver.

- Usage must be pre-approved in advance of date of use.
- Usage may not interfere with BGCTM schedule.
- Approval depends on availability.
- Required check-in procedure completed upon return of vehicle.
- Out of state trips and trips over eight hours require two approved drivers or 16 hours of rest between legs. Both names must appear on check out form as drivers.

III. Driver Duties, Responsibilities, and Requirements

Approved Drivers

Staff or Volunteers must complete approved training and have met the proper licensing requirements.
New staff must be cleared to drive vans as a condition of employment (must be 21 and older to drive vans).
Current staff must report any and all moving violations in a staff member’s personal vehicle to the Human Resources Director.

Driver Training

When a vehicle and/or new driver is assigned to a Club or Camp, it is the responsibility of the Transportation Coordinator to see that initial training is provided to each driver of a BGCTM owned vehicle. Formal defensive driving training must take place within 90 days of the date of the employee’s hire. Transportation Coordinator is responsible for taking new staff out to practice driving vans/buses without kids.

Driver training includes:
● On the road training and critique.
● Operation/Inspection of vehicle.
● Procedure(s) in case of accident/breakdown.
● Vehicle paperwork completion.
● Safety and care of passengers.
● Safety equipment.
● Procedure to earn Commercial Driver’s License (CDL).

State & Federal Laws

Drivers of BGCTM vehicles must abide by all federal, state, and local laws while using a BGCTM vehicle. Failure to do so will result in suspension or termination of vehicle use, and reprimanding up to and including termination of employment or volunteer privileges.

BGCTM Driver Responsibilities

To ensure safety for all passengers and driver(s), BGCTM requires all drivers using a BGCTM vehicle to follow these steps:

● Obtaining and maintaining proper license and endorsements required by federal, state, and local laws relating to passenger vehicles.
● Ensuring vehicle insurance and registration forms are in the vehicle.
● Ensuring the number of passengers and driver(s) does not exceed the allowed limit per vehicle without exceptions: Van-11 total, Shuttle-32 total, School Bus-57 total.
  **NOTE:** Alternative arrangements must be made for additional passengers; i.e., a second pick up by the same driver or alternate driver.
● Conduct required pre- and post trip inspections.
● Ensure all required safety equipment is in place.
● Carry a form of mobile communication to be used in the case of an emergency or urgent need.
● Ensure cargo (backpacks, books, etc.) is placed under the seat of the passenger or other designated area and properly secured.
● Acquire an attendance sheet listing passengers being transported. Sheets are provided to Membership Desk upon completion of each week.
● Ensure passengers follow your instructions at all times. A passenger(s) who does not follow your directions may have transportation privileges revoked. Driver/BGCTM staff must submit an Incident Report.
  ● 1st offense: Incident Report and parent meeting. Member may lose transportation and club privileges for up to three days.
● 2nd offense: Incident Report and parent meeting. Member may lose transportation and club privileges for 5-10 days.
● 3rd offense: results in a parent meeting and action taken at the discretion of the Director of Program Operations.

**NOTE:** Certain situations may result in an automatic suspension from using transportation services and/or Club privileges.

- Do not drop off passengers on the opposite side of the street from a Club. All drop off locations must be adjacent to the Club building.
- Confirm seat belts are in place and being used by all passengers.
- Notify the Transportation Coordinator of any problems found with the vehicle upon return, or if you note any vandalism, mechanical noises, etc.
- Clean the interior of the vehicle at the end of day or between stops, as necessary.

### Forms and Equipment

All vehicles should have the following forms and equipment available:

- Accident Report Form
- "In Case of Accident Information" Form
- Breakdown Procedure Card
- Cell Phone
- Fire Extinguisher
- First Aid Kit
- Warning Triangles
- Flashlight
- Jumper Cables
- Ice Scraper

BGCTM vehicles are subject to "on the spot" inspections of these safety items.

### Vehicle Safety Procedures

- Do not overload vehicles. No more than 11 passengers are allowed in the vans and no more than 32 passengers in shuttles. Members under 12 should not be allowed to sit in the front seat of vans or shuttles.
- Remember: the safety of members, staff, and the public is the most important concern while driving vehicles.
- All drivers must complete defensive driving before transporting Club members.
• Absolutely NO smoking, drinking, or eating in Club vehicles.
• Conduct a full safety inspection of the vehicle, including all tires, pre- and post-trip. Report any abnormalities to the Transportation Coordinator or the Facilities Director.
• Take roll call before departing in vehicle.
• The driver is responsible for keeping the vehicle clean at all times.
• If street parking is required, always unload and load vehicles with passenger doors facing the destination facility so members will not have to cross streets.
• Do not leave members unsupervised in vehicles.
• Absolutely NO cell phone use in BGCTM vehicles while in motion, including “Hands free” communication.
• Never leave keys in the vehicle unless prearranged with the Transportation Coordinator. Return keys to the designated location.
• Keep control of passengers while driving (absolutely no standing, piling, yelling out windows, etc.). Do not allow horseplay. Pull off the road to restore order. Do not correct behavior by using the rear-view mirror. No hands, arms, or heads allowed out of windows.
• All vans must carry safety equipment. Do not allow members to handle equipment.
• Leave a list of members at the front counter with the expected time to return.
• Report and damage, malfunctions, or other issues to the Transportation Coordinator or the Facilities Director immediately.
• Check all vehicles after use to ensure no child is left in the vehicle (walk the bus/van checking on and under seats). Always close windows and lock vehicles after each use.
• Keep the gas tank above 1/4 capacity.
• Driver is responsible for any fines due to traffic or parking violations.
• Never remove a youth from a vehicle until his/her destination has been reached. Report behavior problems on the shuttle/van to the Site Director/Coordinator.
• No driver may drive more than six hours in one day.
• Caravan style travel must be used with two or more vehicles going to the same destination.

IV. Accident and Breakdown Procedures

The steps to take for both minor and major accidents are the same; in case of a major accident, however, the driver of the vehicle may have to ask a passerby for help in evacuating the vehicle, contacting police, etc. The appropriate steps to follow are:

• Determine if there are injuries, and prioritize the need for treatment. Have someone call the police and ambulance/rescue squad if needed.
• Calm Club members as much as possible by remaining composed. Keep emotions and voice under control.
• Begin emergency first aid as needed. Check for injuries and begin emergency treatment as needed; place another adult or older member in charge of the uninjured passengers. If any passenger is not breathing, begin CPR immediately. Apply pressure as needed slow bleeding from any major traumas. Do not move injured individuals unless they are in danger
• Evacuate the van or bus safely. Keep everyone in their seats until the injured passengers can be removed, then evacuate the vehicle when it is safe to do so. Seek assistance from passerby, if needed. Keep Club members in a safe place.
• Obtain information on the other driver, if another vehicle is involved.
• Arrange transportation back to the Club. Drive back to the Club after the police investigation is complete (if the vehicle is operable) or call the Club to arrange for another vehicle to pick up passengers (if vehicle is not operable)
• Have someone contact the Facilities Director or Director of Business Operations and report immediately to your supervisor.
• Always call the police and have an accident report filed, regardless of how minor the accident.
• Make detailed notes of the accident using the BGCTM accident report form.
• Do not admit fault. Report all facts accurately.
• Make no statements regarding liability for damages.
• Do not talk to the insurance company, hospital, or other parties concerning liability for damages of injuries. Refer inquiries to the Director of Business Operations.
• Do not talk to the media. Refer them to the BGCTM Chief Executive Officer (see Crisis Communications Plan).
• Driver will be escorted by his/her supervisor to complete a drug test.

Reporting Accidents or Citations

To ensure the safety of BGCTM members and volunteers transported in BGCTM vehicles, it is imperative that drivers and passengers use precaution at all times for the safety of all passengers and pedestrians.

• Driver(s) are responsible for following state and local laws in reporting all accidents to local police, and for submitting a copy of the report to the BGCTM.
• Driver(s) must notify the Transportation Coordinator and/or Director of Business Operations, as well as the appropriate local law enforcement agency, after any accident and before leaving the scene.
• Driver(s) is responsible for obtaining a copy of the Police Report. If a Police Report is not available at the time of the accident, the driver must obtain a case number from the officer in charge with a contact number.
• Written documentation of any medical treatment received must be documented and reported to BGCTM Director of Business Operations with a list of all passengers involved and a seating chart. This can be provided by medical staff, police, or obtained by the driver to the best of his/her ability.
• Driver must get written information for other involved vehicles, drivers, and passengers. The information should include names, addresses, contact numbers, and insurance information. Driver must take photos of damage and injuries. This information is provided to BGCTM Director of Business Operations upon return or sooner, if possible.
• Upon return of the vehicle, the driver will be taken by the BGCTM staff checking in the vehicle to the BGCTM Director of Business Operations or Chief Executive Officer along with accident or citation information.
• Driver must complete a mandatory drug and alcohol screen.

Breakdown Procedures

In case of a breakdown or mechanical failure, drivers should follow these procedures or seek assistance:

• Driver should use his/her cell phone to contact the Transportation Coordinator or the Facilities Director.
• If the vehicle is not blocking traffic and is pulled over in an area safe from traffic, contact the Transportation Coordinator or the Facilities Director immediately. If the vehicle is blocking traffic and/or is not close to a phone, turn on flashers and wait for law enforcement assistance.
• If traveling with kids and the driver does not have a cell phone, stay with the group and wait for law enforcement assistance.
• Contact the Transportation Coordinator to pick up the kids with a replacement vehicle.
• Milne Towing (775-359-0106) is used to move vehicles to the selected auto mechanic shop. Different Auto Shops are used for various issues. Contact the Transportation Coordinator or the Facilities Director to direction as to which business would be most appropriate.

V. Vehicle Maintenance Procedures and Responsibilities
All Club vehicles are first and foremost the responsibility of the Transportation Coordinator and the Facility Director. Vehicle check lists are to be performed by Club staff as a way to document that routine and basic vehicle inspections are performed. Any repairs or service that cannot be completed during routine servicing, or is a result of an accident, will be coordinated by the Transportation Coordinator or the Facilities Director.

**Vehicle Checklist**

At least once a month, the Transportation Coordinator or the Facility Director will complete a vehicle checklist and note items that may need to be required or corrected. Any items that can be corrected by staff, such as stocking proper forms, filling fluids, or replacing wiper blades, must be corrected before the vehicle is placed in service. Items that require specialized repair must be coordinated through the Transportation Coordinator or Facilities Director. Any item of question or concern must be addressed before the vehicle is placed back in service. Forms are to be turned in with monthly reports. If repairs or corrections have been made before the forms are turned in, please indicate corrections with time, date, and who made the correction.

**N - Technology**

I. Protocols and Policies

BGCTM makes an effort to stay current with its technology infrastructure. As a minimum requirement for membership in the Boys & Girls Clubs of America (BGCA), BGCTM maintains at least one computer capable of communication with BGCA. The Technology Department is managed by NPCE Technology Solutions, which administers all Club and administration technological equipment. Responsibilities include support, maintenance, design, and security, as well as access and database backup and other special projects needed by management. The Director of Business Operations, as assigned by the Chief Executive Officer, oversees the NPCE-IT team and all technology-related matters for the organization.

*It is recommended that each computer be shut down and powered off correctly each night.*

**Support**

NPCE supports the technological needs at each site. These needs include analysis of current systems, design for performance and replacement, management of software programs, and staff training. NPCE follows a schedule as assigned by the Director of Business Operations for visits
between sites and administration to assess technology performance. Once every month is advised for site visits.

**Submitting Service Requests**

Staff must submit a technology repair request utilizing the i-support web-based application for requested repairs: [help@npce.com](mailto:help@npce.com). All requests are placed in queues and served based on severity and importance of the problem. All repairs are logged and documented through isupport.

**Design**

NPCE is responsible for the overall design of BGCTM’s technological requirements. A schedule of current equipment is tracked to understand the performance of the system, age of each component, and an estimated useful life of each component. The schedule details expected dates of replacement for each component. The schedule is regularly updated, and often is required at board and executive meetings.

**Security**

NPCE controls all administrative level passwords and user IDs at the network level. These passwords and IDs have access to all computer servers and drives. A sealed envelope with current passwords is located in a safe inside the office of the Director of Business Operations. The envelope is updated after any changes. The passwords and IDs are changed if the envelope is opened. Each individual user has a distinct password and user-ID. Keep these confidential.

**Policy for Staff**

Access to the internet and electronic mail is primarily for BGCTM business use. Personal use of the internet and electronic mail should be kept to a minimum, and must not interfere with your duties or performance. Employees are required to be responsible users and maintain the highest level of professionalism when using the Internet and electronic mail. BGCTM considers Internet and electronic mail access to be a privilege, not a right.

Accessing, communicating, displaying, downloading or sending messages, pictures, or any other material that is offensive, objectionable, inappropriate, or unlawful is strictly prohibited. Use of another person’s user-ID and/or password without permission is prohibited. To maintain system integrity and to ensure that all employees are using the internet responsibly, BGCTM may monitor electronic data. Employee data or communications may be monitored without notification. Employees should not expect that files and/or other information communicated or stored on the file servers, computers, networks, external drives, or storage devices are private.
NPCE-IT support staff has permission to access IDs and passwords to perform troubleshooting tasks, and has the authority to take ownership of programs, files, and individual workstations on the network.

Some employees may be issued a portable device to assist with job duties. In these instances, employees are required to sign a form stating they understand that if they lose or damage the device, he/she is financially responsible for the cost of repair or for replacing it with a comparable new device, and that the device is to be used for the sole purpose of conducting BGCTM business.

**Technology Usage Agreement**

All employees are required to read and sign the BGCTM Technology Usage Agreement, which clearly states the terms and conditions of using BGCTM technology equipment. Signed copies are kept in the employee’s personnel folder.

**Individual Employee Email Signature Block**

Below is the template for all BGCTM employee email signature blocks. *No alteration is authorized.*

Your Name
Official Title
Boys & Girls Club of Truckee Meadows
Site Name
Address
Address
Phone: (775) 331-3605 ext. (enter extension)
Email: yourusername@bgctm.org
Please visit our website: www.bgctm.org

**NOTE:** This should also be placed at the end of your email signature block.

Legal Notice: Unless expressly stated otherwise, this message is confidential and may be privileged. It is intended for the addressee(s) only. Access to this email by anyone else is unauthorized. If you are not an addressee any disclosure or copying of the contents of this e-mail or any action taken (or not taken) in reliance on it is unauthorized and may be unlawful. If you are not the addressee, please inform the sender immediately.
When setting up email, if you are provided the option to include a recovery number, it should be your BGCTM or site phone number. Do Not use your personal phone number or email address for recovery options.

School Sites

For a school site, your name should not be used as the school site signature. Rather, it should be the name of the site.

EXAMPLE:
Site Name (i.e., Lois Allen Youth Center)
Site Coordinator
Boys & Girls Club of Truckee Meadows
Site Address
Phone: (775) 673-4188
Email: yourusername@bgctm.org

Please visit our website: www.bgctm.org

Legal Notice: Unless expressly stated otherwise, this message is confidential and may be privileged. It is intended for the addressee(s) only. Access to this email by anyone else is unauthorized. If you are not the addressee any disclosure or copying of the contents of this e-mail or any action taken (or not taken) in reliance on it is unauthorized and may be unlawful. If you are not the addressee, please inform the sender immediately.

Policy for Members on the Internet

The internet can provide our members with exciting and enriching opportunities for educational, cultural, and recreational experiences. Offering our members exposure to the internet and teaching them safe and responsible ways of using it are important components of BGCTM’s technology mission to prepare our youth for competency in an information-driven, global society. However, in an unsupervised and irresponsible environment, the internet can expose our members to unsafe situations. Any member wishing to access the internet at BGCTM must abide by the following set of rules:

- Each member and parent must sign a Code of Conduct to be kept on file.
- A copy of the code must be prominently displayed in all areas housing computers providing internet access.
- Each computer providing internet access is equipped with censoring software that will deny access to non-approved sites.
● Computers with internet access must be located in rooms that are constantly supervised by adult staff or volunteers.
● While using BGCTM hardware, members are restricted from entering chat rooms, social media, or personal email, unless participating in a planned, supervised activity or school work.
● Personal software, or any software brought in from outside the Club by members, is not allowed to be installed or used on Club computers.

Policy for Members use of Hardware

Members are not allowed to move or remove any hardware or device connections to hardware; i.e., removing wired mouse to use on a different computer, undoing TV connection to plug in devices, and/or troubleshooting by unplugging components from computers or walls.

Software and Hardware Policy

Statement about downloads

Technology centers contain software that is specifically designed for Boys & Girls Clubs computing needs, allowing BGCTM the ability to provide software for programs and activities. In the event additional software is needed, the following procedure must be followed:

● Software requests or recommendations must be submitted to your Supervisor.
● Supervisor approves or rejects requests.
● NPCE-IT support staff ensures software network compatibility.

BGCTM has licensed copies of computer software from a variety of publishers. Licensed and registered copies of software programs have been placed on computers within the organization. By law, no other copies of this software or its documentation can be made without the express written consent of the software publisher.

BGCTM maintains information of legally acquired software. The use of software obtained from any other source could present security and legal threats to the organization. Such use is strictly prohibited.

*The unauthorized duplication of copyrighted software or documentation is a violation of the law and is contrary to established standards of conduct for BGCTM employees. Employees who*
make, acquire, or use unauthorized copies of computer software or documentation, or of media such as music and video files, are subject to immediate discipline, up to and including immediate termination of employment.

BGCTM reserves the right to protect its reputation and its investment in computer software by enforcing strong internal controls to prevent the making or use of unauthorized copies of software. These controls may include frequent and periodic assessments of software use, announced and unannounced audits of company computers to assure compliance, and the removal of any software found on BGCTM property for which a valid license or proof of license cannot be determined.

Personally Owned Software or Programs

Personally owned software or programs may not be downloaded to any BGCTM owned device without the expressed and written approval of the Director of Business Operations or the NPCE-IT support staff representative, including apps, personal or other business email addresses, and personal social media sites. Software that would allow a remote connection to any BGCTM device is prohibited.

Security Access and Proper Use (for Coordinators)

If you have the app to view video surveillance cameras for your site, you must remove the app from your phone if you are no longer a BGCTM employee, or if you move to a position within BGCTM that does not require you to view cameras.

Staff should not have access to video surveillance systems or the server rooms without the expressed permission of the Director of Business Operations or the Director of Program Operations.

Hardware

All hardware purchases are made according to need, schedule, and available funding. The following procedure has been established for hardware purchases:

- Hardware requests or recommendations must be submitted to the employee's Supervisor.
- Supervisor approves or rejects the request.
- NPCE-I.T. support staff will research the software for network compatibility and cost. All hardware is purchased under warranty. In order to maintain our warranty status, all equipment maintenance must be handled according to warranty guidelines. Therefore, all maintenance must be approved by the NPCE-I.T. support staff and should
not be handled by individual Clubs, staff members, or volunteers without expressed approval.

Outsourced maintenance is extremely expensive. Any requests for outsourced maintenance must be approved by the Director of Business Operations.

Maintenance requests must be submitted to support@NPCE.com. The NPCE- I.T. support staff will investigate the problem and develop a solution that fits within warranty guidelines and budgets.

Staff should not make adjustments to computers, AVs, or TVs beyond basic use. AV systems should only be used by trained staff. Troubleshooting and repairs should only be completed by NPCE-I.T. support staff. Employees are forbidden from using personal hardware devices for BGCTM business, unless approved by the Director of Business Operations.

Technical Support

Any problems, either hardware or software related, should be reported to the NPCE-IT support staff using support@NPCE.com, or at (866) 699-6723, Option 2.

Inventory

NPCE performs a computer hardware inventory and software audit on an annual basis. BGCTM inventory labels are placed on each piece of computer-related equipment (printers, scanners, monitors & PC’s). Technology equipment may only be removed or transferred from a site location by NPCE- IT support staff or facilities staff.

Policy for Accessing Network from Remote Location

Employees can access their email and calendars from any internet-enabled computer by connecting to their gmail account.

If staff wish to use the company laptop for working from a remote location, they will need approval from their supervisor. Staff will also need to reserve/schedule the use of the laptop through the NPCE-IT support staff person.

Club Technology Centers

Club technology centers open only when an adult who has been trained by the Education and S.T.E.M. Director is available for supervision. Trained staff members, volunteers, interns, and
work-study students provide supervised instruction with curriculum that has been developed or approved by the Education and S.T.E.M. Director. Unstructured curriculum (game time, members checking email, etc.) will be held to a minimum and not interfere with the structured curriculum time.

Privileges

NPCE-IT support staff has full administrative control over all computers, including the server in each club and all its client computers. Staff and adult volunteers have access to all domain user privileges.

II. Data Management and Emergency Procedures

Purpose

Outlines the steps in the event of an imminent or actual breach of personally identifiable information (PII); identifies and describes the roles and responsibilities of the Boys & Girls Club of Truckee Meadows Data Breach Response Team (DBRT or “Team”).

Definitions

For the purposes of this plan, a breach refers to the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where (1) a person other than an authorized user accesses or potentially accesses personally identifiable information, or (2) an authorized user accesses or potentially accesses personally identifiable information for an unauthorized purpose. A breach can lead to an adverse impact on information assets, such as an information system, network, or mobile devices.

The following pages describe breach severity levels, responsibilities of the DBRT, and a communication plan. All staff, board members, other volunteer staff (including mentors), and other representatives that create, collect, use, process, store, maintain, disseminate, disclose, or dispose of PII must be made aware of and follow this policy.

In the event of a breach, the first steps the designated DBRT lead should take are:

1. Report an actual or detection of an imminent breach of PII to Boys & Girls Clubs of America (BGCA) via the BGCA CIMS (Club Incident Management System) no later
1. **than 12 hours after an occurrence of an actual breach or detection of an imminent breach.**

2. Agree to free exchange of information with representatives of the U.S. Department of Justice, Office of Justice Programs, as needed.

Outages caused by scheduled maintenance, or authorized/planned activities that cause expected outages as part of those activities are not included in this definition, nor for the purpose of this plan. Examples of information security incidents may include, but are not limited to:

- Unauthorized access or use of a system.
- Unauthorized use of the system as a gateway to other systems.
- Unauthorized use of any account.
- Execution of malicious code that destroys data.
- Computer security intrusion (physical).
- Unauthorized change to computer or software.
- Loss or theft of equipment used to store private or potentially sensitive information.
- Denial of service attack.
- Interference with the intended use of an information technology resource.
- Insider Sabotage.
- Mishandling of Information/Data Assets.

**Severity Levels**

All actual breach events detected will be categorized in accordance with one of the following four (4) severity levels:

1. Critical
2. High
3. Medium
4. Low

Severity levels are based on the impact of the incident to the Boys & Girls Club of Truckee Meadows.
<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Exposure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 - Critical</td>
<td>Public Facing Incident</td>
<td>A breach that is visible to the general public and/or has implications for the Club’s brand, whereby the breach could erode customer confidence.</td>
</tr>
</tbody>
</table>

A direct and significant threat to the BGCTM brand. Some financial loss is likely in such incidents. Customer impact may be widespread.

Such incidents could involve loss of sensitive data; total loss of a crucial service or business function; severe degradation of critical system performance. Generally involves escalation to BGCTM senior management.

Examples include:
- Large scale disclosure of the PII of BGCTM members or staff.
- Large scale attack on the Club’s systems, or on third-party hosted information assets, causing a virtual lockdown of all online services.
- Malware or Ransomware attack affecting virtually all of the information assets of the BGCTM.
- Multiple customer/ cardholder data compromised
| Level 2 – High | Internal, Club Incident | May involve limited disruption to the Club; may result in potentially repeated errors, or the possibility of recurring attacks against information assets. These incidents may involve non-mission critical business applications and systems. Examples include:  
• Unauthorized access to a non-privileged account on a non-mission critical system or application.  
• Limited number of end-user workstations affected by known malware. |
| --- | --- | --- |
| Level 3 – Medium | Internal to BGCTM  
*Multiple systems and/or devices are or may be affected.* | May involve a potential, but unrealized, threat to the Club's information assets. In some cases, irregular but unconfirmed security breaches may be classified under this level. The impacted system(s) usually is not expected to have a significant business impact. Examples include:  
• Multiple internal systems affected by a virus.  
• An internal file server is compromised by a disgruntled employee.  
• Inappropriate material is distributed internally via email. |
| Level 4 – Low | Internal to BGCTM  
*Single workstation or device affected.* | A system is compromised without access to sensitive data. Examples include:  
• A single workstation infected with a known form of malware (a virus with a confirmed signature).  
• Unsuccessful attempt to port scan a target system from an unknown external source. |
Other adverse events include floods, fires, electrical outages, and excessive heat that cause system crashes. Adverse events such as natural disasters and power-related disruptions are not generally within the scope of the Data Breach Management & Response Plan.

**Data Breach Response Team (DBRT)**

DBRT is established to provide a quick, effective, and orderly response to a breach of PII and other related incidents, such as virus infections, hacking attempts and break-ins, improper disclosure of confidential information, system service interruptions, and other events with serious information security implications.

DBRT’s mission is to prevent any loss of PII, other sensitive or confidential information, or public confidence by providing an immediate, effective, and skillful response to any unexpected breach involving computer information systems, networks, or databases.

**DBRT Members**

Each of the following members has a primary role in Incident Response:

- Chief Executive Officer
- Director of Marketing
- Local NPCE Staff
- NPCE President

Each of the following members may provide supporting roles during Incident Response:

- Director of Business Operations
- Director of Human Resources
- Members of Board Technology Committee

Additional personnel may be identified to participate, as appropriate:

**DBRT Roles and Responsibilities**

**DBRT Team Lead** - Breach Oversight and Communication Protocol:
• Report actual or imminent breach of PII to Boys & Girls Clubs of America (BGCA) via the BGCA CIMS (Club Incident Management System) no later than 12 hours after an occurrence of an actual breach, or the detection of an imminent breach. BGCA is required to notify the U.S. Department of Justice within 24 hours of breach detection.

• Declares an Information Security incident exists.
• Determines the nature and scope of the incident.
• Contacts qualified information security specialists, as needed.
• Acts as the central point of contact for an incident.
• Contacts members of the DBRT.
• Communicates with executive leadership, as appropriate.
• Determines which DBRT members will play an active role in the investigation.
• Provides proper training on incident handling.
• Escalates to executive management, as appropriate.
• Monitors progress of the investigation.
• Ensures evidence gathering, chain of custody, and preservation is accomplished.
• Prepares a written summary of the incident and the corrective action taken for distribution to executive leadership.
• Assesses the execution of the Data Breach Management & Response Plan.
• Determines and coordinates any legal impact and correspondence.
• Provides input to the DBRT on legal matters.
• Determines disciplinary effort if an employee is suspected of causing an incident.

NPCE - Information Technology Systems Oversight and Monitoring

• Oversees all IT-related activities.
• Assesses and advises on issues related to IT, communications, and network systems: telephones, servers, computers, etc.
• Coordinates all emergency telephone service, as needed.
• Monitors critical applications and processes.
• Coordinates and ensures critical processes and applications are operating.
• Analyzes network traffic for signs of denial of service, distributed denial of service, or any other attacks.
• Coordinates the execution of any tracing tools: sniffers, Transmission Control Protocol (TCP) port monitors, event loggers, etc.
• Looks for signs of a firewall breach.
• Contacts external internet service providers for assistance in handling the incident.
• Takes action necessary to block traffic from suspected intruders.
● Ensures all service packs and patches are current on mission-critical computers and critical file shares.
● Ensures backups are in place for all critical systems and critical file shares.
● Monitors business applications and services for signs of attack.
● Reviews audit logs of mission-critical servers for signs of suspicious activity.
● Ensures database backups are in place for all critical systems.
● Examines database system logs of critical systems for unusual activity.
● Monitors the physical security of and access to equipment.
● Provide support to all Club personnel during the incident.
● Central point of contact for all technology support issues and questions.

**Director of Marketing** - External Communication

● Coordinates public information and media relations pertinent to the incident or emergency situation.
● Communicates factual information to the news media, public, and employees.
● Receives and processes all inquiries from external sources.
● Corrects misinformation or rumors; disseminates factual information to media sources.

**Human Resources Director** - Human Resources

● Coordinates disciplinary effort if an employee is suspected of causing an incident.
● Assesses the impact of the situation on employees.
● Provides support for human resource elements of recovery and employee notification.
● Coordinates personnel needs.

**Data Breach Communications Plan**

Upon activation of the DBRT, the Director of Marketing is responsible for establishing guidelines and procedures for external communications related to a breach. No Club staff member, except the designated spokesperson, has authority to discuss any breach with any person outside of the BGCTM. Unauthorized disclosure of a breach could lead to greater disruption and financial loss than the incident itself, and disciplinary action, up to and including dismissal.

**Primary Contact Information**

Chief Executive Officer  
Mike Wurm  
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Mobile Phone: (775) 544-7180
Email: mwurm@bgctm.org

Director of Business Operations
Office Phone: Steve George
Mobile Phone: (775) 230-3302
Email: sgeorge@bgctm.org

Director of Marketing
Colie Glenn
Office Phone: (775) 360-2444
Mobile Phone: (775) 762-0908
Email: cglenn@bgctm.org

Human Resources Director
Shauna Douglass
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Mobile Phone: (775) 544-3264
Email: sdouglass@bgctm.org

NPCE
April Milner, Local NPCE Representative
Mobile: (775) 430-6410
april@npce.com

Ebby Sabbagh, NPCE President
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Mobile: (480) 862-5262
Email: ebby@npce.com
O - Food Service Program

I. Purpose

The BGCTM Food Service Program provides free meals to more than 700,000 annually through the U.S. Department of Agriculture’s Child Care and Adult Care Food Program and the Summer Food Service Program. Any child 18 or younger is provided free meals. Our two main kitchens--2680 E. Ninth Street and 1300 Foster Drive--supply food for those sights, as well as our satellite sites and Early Learning Centers. On a daily basis, more than XX meals--breakfast, lunch, PM dinner--are provided.

All meals must meet requirements established by the U.S. Department of Agriculture’s Child Care and Adult Care Food Program and the Summer Food Service Program. Meals must include a protein, grain, fruit, vegetable, and milk to satisfy USDA requirements.

I. Organization Chart
III. Great Futures Fueled Here: Food Service Plan

This document is a requirement of operating a kitchen. It covers a wide variety of health, hygiene, and safety guidelines and requirements. The document is reviewed and updated, as necessary, on an annual basis. All kitchen staff—paid or volunteer—are required to review, know, and adhere to the contents of this publication.

IV. Kitchen Manager Duties and Responsibilities

There are two main Kitchen Managers—one at Donald W. Reynolds and one at Pennington—with the lead being the Donald W. Reynolds Kitchen Manager. The Kitchen managers report directly to the Director of Business Operations. The Kitchen Manager must be a Division of Environmental Health-approved Food Safety Manager.

The onsite Kitchen Manager is responsible for the following:

- Day-to-day operation of their assigned kitchen.
- Be present in the kitchen at all times, or assign a Lead Cook, whenever food is being prepared.
- Ensure health and safety guidelines are followed as required.
- Ensure kitchen staff and volunteers are properly trained in the use of equipment and in food preparation procedures.
- Establishing the menu for the main sites and all satellite sites.
- Ordering required food to meet the needs of all BGCTM sites.
- Keeping track of inventory.
- Establishing food service times and ensuring the established times are strictly met.
- Communicating with all satellite kitchen site staff when changes or requirements from USDA or the Nevada Department of Agriculture occur.
- Ensuring that all safety, health, and hygiene requirements are met on a daily basis.
- Maintain and update current inventory of food-related kitchen equipment.
- Create a maintenance/cleaning checklist and ensure all kitchen staff are adhering to these requirements.
- Keep weekly and monthly cost and meals reports, as required by USDA or NDA.
- Review and update BGCTM Kitchen Policy and Procedures, as needed.
- Review and update BGCTM HACCP Policy and Procedures as needed.
- Assist the Director of Business Operations to develop the BGCTM Food Service Program budget.
- Ensure recipe books are up to date with current menu items, portions, and ingredients.

Staffing
Kitchen Managers work in conjunction with the Director of Business Operations and the Human Resources Director in the hiring, firing, and discipline of kitchen employees. Kitchen Managers set work hours for all employees, and to the best of their ability, ensure hourly staff do not work more hours than assigned. The Kitchen Manager completes annual employee reviews.

**Equipment Manuals and Care**

Manuals for use and proper care of kitchen equipment are housed in the Kitchen Manager’s office, the location of which is shared with kitchen staff. The Kitchen Manager is responsible for scheduling and overseeing any regularly scheduled maintenance of equipment, as well as any necessary repairs. If new or additional equipment is necessary, the Kitchen Manager will research the best available option to meet the need and discuss the purchase of such items with the Director of Building Operations prior to submission of an eRec for the purchase.

V. **Serving Multiple Sites**

The Donald W. Reynolds (DWR) kitchen provides and serves meals to before and after-school members on a daily basis, Mondays through Fridays. Served meals include breakfast and a PM snack. During the summer and other school break periods, the DWR kitchen provides breakfast, lunch, and a PM snack. During the school year, the DWR kitchen also provides lunch to Mater Academy students. The DWR kitchen is also the “vendor” for meals that are delivered to the Donald L. Carano, Neil Road, and Lemmon Valley Youth Centers, as well as Early Learning Centers 2, 3, and 4. Beginning in 2019, the DWR kitchen also began preparing and transporting breakfast and lunch meals to the Doral Academy in South Reno, Mondays through Fridays.

The William N. Pennington kitchen (PENN) provides and serves meals to before and after-school members on a daily basis, Mondays through Fridays. Served meals include breakfast and a PM snack. During the summer and other school break periods, the PENN kitchen provides breakfast, lunch, and a PM snack. During the school year, the PENN kitchen also provides lunch to enCompass Academy students.

The BGCTM kitchen located at the Fernley Intermediate School (FIS) prepares and serves meals to before and after-school members on a daily basis, Mondays through Fridays.

The BGCTM operating in Ely contracts with Chartwell, a division of Compass Group USA, to provide meals at BGCTM designated sites.

The Boys & Girls Club of Winnemucca (BGCWIN) kitchen provides and serves meals to before and after-school members on a daily basis, Mondays through Fridays. Served meals include breakfast
and a PM snack. During the summer and other school break periods, the BGCWIN kitchen provides breakfast, lunch, and a PM snack.

VI. Food Vendors

BGCTM utilizes several approved food vendors:

- US Foods
- Bonanza Produce
- Franco Bakery
- Crystal Creamery
- NDA Commodities Program
- DoD Fresh Fruits and Vegetable Program

VII. Nevada Department of Agriculture

The Nevada Department of Agriculture (NDA), Food and Nutrition Division, has oversight of all Certified Child Nutrition Programs in the state of Nevada. As a non-school program, BGCTM falls under the Child and Adult Care Food Program (CACFP) and the Summer Food Service Program (SFSP) programs. NDA is responsible for financial program oversight.

Most of the information required is located on the NDA’s website, located at https://cnp.nv.gov/. Access to this site is limited to two people: the Director of Business Operations and the Accountant II responsible for submitting claims and monitoring payments. The Director of Business Operations serves as the Designated Official. A username and password are required. Once login is completed, a pie chart divides the four programs managed by NDA: National School Lunch Program, Child and Adult Care Food Program, Summer Food Service Program, and the Fresh Fruit and Vegetables Program.

Under the CACFP and SFSP sections are applications, claims, memos, reports, and sponsor resources, the latter link includes most of the necessary information and paperwork required. The initial application period for CACFP is due in early September. For SFSP, the deadline for application submission is April 15. For both programs, an Application Checklist helps guide the process, specifically listing what is required for submission. A budget for each program is created by the Accountant II, Kitchen Manager, and the Director of Business Operations.

Located in the Director of Business Operations office are folders containing information from past submissions for both programs, as well as audit submissions.
Specific Requirements

For both programs, there are specific requirements:

- **Training.** All kitchen staff must complete annual training for both CACFP and SFSP. The CACFP training takes place through the NDA during the summer, normally July. SFSP training through NDA takes place in February or March. During All Staff Meetings, twice a year, the Director of Business Operations conducts training for all BGCTM staff centered on food service requirements, including accounting for meals served and how those meals must be served. Employees must also annually complete Civil Rights training.

- **Publications.** At each site, kitchen areas are required to post in a conspicuous area Building for the Future fliers; And Justice for All civil rights poster; Women, Infants, and Children (WIC) information, and any necessary NDA memos. In addition, brochures and our BGCTM Handbook highlighting and explaining our food service program must be available. All written materials must be available in English and Spanish.

- **Site Visits.** The Designated Official is required to make pre-operational and announced/unannounced site visits at all locations serving food. For a new site, you must complete such a visit within the first four weeks of operation. For the SFSP, a review must take place prior to opening. In addition, at least one unscheduled and two scheduled visits are required during the time period. During these visits, the Designated Official will observe compliance with requirements, make notes of any issues, and provide feedback to staff, as needed. The Designated Official will also observe meal times, perapration, how counts are marked, etc.

- **Site Change Forms.** When the application is submitted, information about each site's delivery times, days of service, etc. is included. If a change occurs, a Site Change Form must be submitted for NDA approval by the Designated Official (Director of Business Operations) showing this change.

- **Reporting.** The Accountant II gathers information about the number of meals served, costs associated with food service, and salary allocation from the various Kitchen Managers/Site Coordinators. The Accountant II is responsible for the timely submission of this information to NDA.

- **Integrity Statements.** All Board members and those listed in the Annual Documents are required to submit this form to the Director Business Operations.

- **Record Management and Retention.** Records must be maintained for a period of three years, plus the current year. If documents are not stored electronically and available where the audit is taking place, all requested documents must be provided to the auditors within one hour of the request.
Audits

An audit of the CACFP program occurs every three years (the last time was for CY 2019). For SFSP, there is also a three year window (last time was 2018).

NDA officials will send a letter announcing when they will be onsite to conduct an audit, which usually last two to three days. BGCTM must provide a safe and comfortable location for the audit staff and all required documents must be provided. The audit will cover a three month period. Documents should be housed in a Banker’s Box by month.

During the audit, the Designated Official and the Accountant II must be available to answer questions or gather additional information/documents requested.

Audits also include site visits by NDA audit staff. Three sites will be randomly selected by the NDA auditors. Sites visits are unannounced.

At the conclusion of the audit, the NDA auditors will meet with the Designated Official and the Accountant II and other required BGCTM staff to discuss their findings. A formal letter will follow, identifying in writing what was discussed, including areas of concern or where corrective action is necessary.

VIII. Health Inspections and Permits

For Reno and Sparks, the Washoe County Health Division, Environmental Health Services, is responsible for inspections and permitting of all food service establishments. Annual-semi-annual inspections happen on a regularly scheduled basis.

All Health Permits must be visible in the establishment preparing and/or serving food. A copy of documents is also kept by the BGCTM Director of Business Operations.

IX. Training Requirements: Kitchen Staff and All Staff

Proper training is essential to prevent foodborne illnesses. All BGCTM employees are required to complete various levels of training, depending on their job duties.

Kitchen Managers

- DEH-approved Food Safety Manager certification within 90 days of employment.
- Must attend and complete required NDA Sponsor Training for all food Programs.
- Be knowledgeable of the BGCTM Kitchen Policy and Procedures.
- Be knowledgeable of the BGCTM HAACP Policy and Procedures.
Kitchen Cooks

- All Kitchen staff must achieve DEH-approved Food Safety Manager certification within 90 days of employment.
- Be familiar with the BGCTM Kitchen Policy and Procedures.
- Be familiar with the BGCTM HAACP Policy and Procedures.

Kitchen Helpers/Volunteers

- Be familiar with the BGCTM Kitchen Policy and Procedures.

BGCTM All Staff Training

- All BGCTM staff must attend and complete the required NDA Training, which is provided during at least one All Staff meeting by the BGCTM Director of Business Operations. Training includes NDA meal times procedures and BGCTM Kitchen Policy and Procedures.

X. Kitchen Use by Outside Groups

The use of any BGCTM kitchen to prepare, heat/cool, or store food items may only occur with the expressed permission of the BGCTM Director of Operations, and must be included in the language of the approved contract. A DEH certified BGCTM kitchen employee must be involved, at a cost of $17 per hour.

A Security Deposit is required for kitchen use. If the entire kitchen area is not cleaned satisfactorily and/or food is left on the premises that must be disposed of, any or all of the Security Deposit may be used to pay for BGCTM to adequately return the kitchen to its proper cleanliness.

Catering by BGCTM Chefs is also available. An extensive menu with pricing is available upon request.

P - Video Surveillance Policy

BGCTM makes limited use of its video surveillance systems to enhance the safety and security of members and staff through the use of strategically placed video recording equipment in the exterior, entrance points, membership desk areas, select rooms and hallways, and playground areas.
Video surveillance systems are in place at the Donald W. Reynolds Youth Center, William N. Pennington Youth Center, Donald L. Carano Youth Building, and at our four Early Learning Centers.

The primary purpose of video surveillance is to provide an effective method for investigating vandalism/damage, a crime that may have been committed on the interior or exterior of the building, reviewing security breaches, and to protect/review the safety of members and staff.

In accordance with this policy, video surveillance is never used in an area where members and employees have an expectation of privacy, such as restrooms and locker rooms.

Management and Monitoring of Video Surveillance System

All video surveillance equipment used at any of our properties is under the care and management of the Chief Executive Officer and the Director of Business Operations. Use of existing surveillance equipment and/or any additional equipment for this intended purpose must be expressly approved by the Chief executive Officer or the Director of Business Operations.

Video Surveillance Recordings

All BGCTM video surveillance cameras are capable of recording continuously to a digital video recording system. Recorded video is used exclusively for the purpose of crime investigation, security, and/or safety incidents.

BGCTM video surveillance recordings are saved on our servers for a period of 14 days.

BGCTM has exclusive control of the use and release of video recordings produced by these systems. Recorded video is not made available to other buildings tenants, the general public, or any agency, unless to assist law enforcement or by court order.

If an incident occurs, it should be reported to the person responsible at that site for monitoring video surveillance or to the Director of Business Operations, who in turn will review the video surveillance footage for that time period and make a determination if further investigation and/or reporting of the incident is warranted.

The viewing of video recordings may occur by the Chief Executive Officer, Director of Business Operations, Director of Program Operations, ELC Executive Director, Facilities Manager, and/or a site Director/Coordinator.

The Director of Business Operations is tasked with cooperating with any law enforcement request for review of recorded footage. If an incident occurs at a site and law enforcement contacts that site for such a review of recorded footage, the Site Director/Coordinator must contact the
Director of Business Operations and the Director of Program Operations to alert him/her to that request.

**Q - Cioppino Emergency Plan**

Each February, the BGCTM hosts an annual Cioppino Feed & Auction at the Donald W. Reynolds Youth Center facility. More than 1,400 guests attend the function, along with BGCTM Board members, staff, and volunteers (personnel).

Several rooms in the building—Cafeteria, Small Gym, Youth side, Kitchen, and Large Gym, among others—are used that evening, with guests moving freely through many of these areas until the Cioppino Feed portion of the evening begins, at which time our guests, food servers, and BGCTM personnel are predominantly present in the Large Gym.

In the event of a natural emergency—fire, earthquake, flood, etc.—or a utility failure that places people at risk—electrical failure, gas leak, ventilation problem, etc.—the following training and procedures are in place to aid guests and BGCTM personnel, to the best of our ability.

**Evacuation Procedures**

There are several exit doors located through the building, including in the Large Gym. All door exits are clearly marked and include lighted signage identifying such as an exit.

In the event of a natural disaster or other such occurrence, BGCTM designated staff should immediately open all exit doors located in the Large Gym, including the Garage Door, if practical, adjacent to the outdoor turf area. All designated staff should have a flashlight at their disposal to guide people to those exits. In addition, the sliding gate between the turf field area and the west parking lot should be opened to allow for easier exit from the premises. Staff should encourage attendees to take only essential items in the course of evacuating, such as keys, wallet/purse, medications, etc.

All other exits in the building should also have designated BGCTM personnel assigned to opening those doors and directing people to those exits, including the Youth side, Cafeteria, Small Gym, Kitchen, and Front Lobby areas. Flashlights should be available near each exit door.
Special Needs Guests

As much as practical, special needs guests should be identified prior to the beginning of the event. If an emergency occurs during the dinner/live auction portion of the evening, when most guests are seated in the Large Gym, the location of special needs guests should be identified and assistance provided as humanly possible, if necessary.

Fire Extinguishers

Fire extinguishers are located throughout the building, as is a fire sprinkler system. BGCTM personnel should be familiar with where fire extinguishers are located and the proper use of such. Fire alarms should also be noted and clearly identified.

Communication

The location of exits and staging areas could be shared with all guests prior to the event to provide some level of awareness and knowledge.

In the event of a natural or other emergency, key BGCTM personnel are equipped with two-way radios. Communication with staff shall take by means of these two-way radios, using Channel ???. In addition, designated Lead Staff is tasked with doing their best to relay information from specified Staging Areas.

In addition, cell numbers of key personnel should be readily available as a backup to the use of two-way radios. Key personnel include the Chief Executive Officer, Director of Business Operations, Director of Program Operations, Director of Communications, Facility Manager, and anyone designated as a Staging Area lead.

Staging Areas

As much as practical, Staging Areas should be used to help those who are injured and/or need assistance. Staging Areas include:

- Turf Field
- West Parking Lot
- East Parking Lot
**First Aid**

Medical kits are available at strategic locations throughout the building, including in the Front Lobby, Athletic Director office, .... Kits include....

Render first aid or CPR only if you have been trained. Do not move an injured person unless you are able to safely do so, or if the risk of further injury might result if the person is not moved to a safer location. Otherwise, do your best to comfort the person in place until emergency services personnel arrive.

If possible, have someone flag down emergency personnel when they arrive on scene.

**Training**

BGCTM personnel involved with the Cioppino Feed & Auction event are required to attend training that identifies exits, how to assist people in this process, staging areas, communication, and crowd control measures.

The training, organized and directed by the Director of Business Operations and the Director of Program Operations, takes place in February at least one week prior to the event.

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**R – Marges Camp**

I. **Mission Statement**

Come experience the Great Outdoors at Camp Wasuii in Sierra City, California. Marge’s Camp exists to intentionally provide all children, regardless of financial means, with a shared, fun, rewarding, and safe summer camping experience, through diverse activities and programs that embody the Boys and Girls Club’s Core Values and Key Elements. Marges Camp is committed to making sure that every camper leaves with a greater sense of self-esteem and self-confidence; and with impactful relationships that will last for a lifetime.

II. **General Information**

Marge’s Camp is for BGCTM members to have a unique opportunity for fun and adventure in the beautiful Sierra Mountain setting. BGCTM rents, staffes, and operates the camp complex owned by the Girl Scouts, Camp Washi The space includes a main cafeteria, 7 platforms with canvas
tents, and sleeps 4-5 in each tent. A full kitchen, shower facilities, a pool, and lake, and plenty of pine forest with access to miles of hiking trails.

Our campers come from city neighborhoods, and for many attending Marge’s Camp is the only chance they have to experience all that the mountains, and wilderness has to offer. It is $20.00 for members to participate in the full range of professionally run camp programs. During the summer, BGCTM members between the ages of 9 and 18 attend three separate camps divided by gender for boys and girls. Both weeks last from Sunday to Friday, with a teen retreat in the middle falling on the weekend. This retreat is for LIT’s & Keystone members only.

About the Marge’s Camp Staff

Program Aides, Coordinators, and Independent Contractors at the Boys & Girls Club of Truckee Meadows are who staff the camp during the 14 days. All staff members go through a rigorous orientation to prepare them for taking kids up to the woods, and running all of the enrichment offered. All staff are certified in CPR, and First Aid as a requirement to attend. The Girl Scouts that are employed to staff the camp during our time, and are our lifeguards at the pool, and lake. The Girl Scouts also help with Archery for the campers as well.

III. Camp Programs

Our camp programs follow the five core areas of positive youth development. SFR (Sports, Fitness, and Social Rec) HLS (Healthy Life Skills) EDU (Education/STEM) CLD (Character & Leadership Development) and the ARTS. Campers do a series of rotations through their week at camp hitting in all of those areas multiple times. Education, Art, and CLD provide the campers with different challenges and tasks everyday to keep camp fun and interactive. With SFR, you would find the campers participating at the swimming pool or lake, and when at the lake campers would be using the paddle boards or kayaks. The camp is equipped with a swimming pool and a small lake. A life guard with current certification must be supervising swimming at all times. HLS campers prepare themselves healthy snacks daily, and counselors have conversation starts about health to engage campers in meaningful conversations. Campers also are hiking the nearby trails and exploring their surroundings.

The campers first day learn the basic rules and requirements needed to keep everyone safe and ensure a fun experience for all. Campers are also given a swim test, and all campers receive a wristband to identify what level they are, so they stay within their safety zones while at the pool and lake.

Challenged Programs: On Thursday of each week, the campers go on a local trail to hike as the entire group. Campers pack a sack lunch, and eat together in the great outdoors. On the return to
camp all are involved in a challenge called the “Water Olympics.” Each camper participates in a swim competition at their own comfort level, activities would include timed swimming across the poll, water basketball or polo. Each camper is given an incentive for participating, and winning the challenge.

Free Time: Is offered everyday before dinner to allow the campers to have a relaxed transition time into the evening. Each campsite can practice their skit and/or talent for the talent show during this time. Arts and Crafts is also offered during this time for campers. The GaGa pit which is a very dusty kickball game. The pool is open during this time for each camper that has their wristband. Each camper is given a chance to choose individually what he or she would like to do during this time slot. Selections are made based on various activities that counselors opt to facilitate.

Special Activities: Special activities include the entire camp. An example of this would be the Night Hike. The entire campsite will put on glow necklaces and take a hike up one of the easier trails to a clearing in the trees in which campers receive astrology lesson. A game of Capture the Flag, an Educational Campfire, and a movie in the woods are also activities that take place over the course of the week.

Opening and Closing Campfire: Opening Campfire is held the first evening of every session. The objective, besides having a good time, is to introduce the kids to the staff and the overall culture of camp. For the most part, the staff entertains the campers, although camper participation is highly encouraged. Closing Campfire is held on the last evening of every session, and this is an opportunity for campers to give testimonials of their experience at camp. Camp groups will take the stage to offer some sort of performance to the staff and the rest of camp. All campers in each cabin or tent are encouraged to participate in this way, and by the end of the week you see confidence, and a sense of belonging with the campers. It’s fun, and the entire group has a high energy night.

Camper Journals: Campers may be encouraged to keep a daily log of their camp experience. This journal will include writing, drawing and scrapbooking. Campers are particularly encouraged to include in these journals their observations of the natural areas in which they are playing and learning throughout their week at camp.

Leader in Training Program: This program is generally open and available to former campers. However, ultimately any Boys & Girls Clubs member between the ages of 14 and 17 has the opportunity to participate in this week-long mentorship program. During a typical camp session in the summer, LIT’s are assigned a group of campers and a pair of counselors to support. Furthermore, all LIT’s receive on-the-go training from the LIT instructor, camp directors, counselors, and other members of the Marge’s Camp staff. Training includes skills for managing
groups, skills in each activity area, personal reflection on life goals and career directions, along with other program related information. LIT’s lead songs, help with campsite skits, help to facilitate group games, and participate in all camp activities.

S. - BGCTM Forms

The following forms are available on the S (Shared) Drive in the Standard Operating Procedures folder:

- Annual Membership Application
- Member Orientation Script
- Summer Consent Form
- After School Consent Form
- Bus Rules Consent Form
- Infinite Campus Consent Form
- Medication Consent Form
- Incident Report Form
- Safe Passage Policy
- Employee Safety Acknowledgement
- Field Trip Permission Slip