

Youth Programs Boys & Girls Club of Osan Volunteer Safety and Guidance Information

Thanks to all our volunteers for what you do for the children of Osan. The following policies and procedures will help you have fun while you're with us and ensure the safety of the children, volunteers and staff.

Remember to sign in on the volunteer log and get a volunteer badge when you arrive and remember to sign out on the log and return your badge when you finish.

Take a few minutes to familiarize yourself with the center layout, fire alarm pull stations and fire extinguisher locations. Be aware of posted evacuation signs and policy. Each exit door has this information posted. Please read these so you can assist staff in the evacuation of children.

Know where the fire alarm pull stations and extinguishers are located and how to use them. If you do not know how to use a fire extinguisher, please have a staff member show you.

A First Aid Kit is located in the bottom drawer by the swinging door at the front desk. Never touch any body fluids without wearing gloves. Have *child* wipe, clean up or bandage when possible.

Adults and children are NOT to use the restroom at the same time, except for families. There are "STOP" signs available for adults to place on the door when they are inside; these let the children know to please wait. There are also "Child in Bathroom" signs available for children to place on the door when they are inside. Please remember to remove the sign when you are finished. If a "Child" sign has been on the door for a while, knock on door, push open about 3 inches and ask if anyone is inside. Sometimes the children do not remove the sign when they are done. In the School Age Program, the child will bring the supervising adult their nametag and bathroom pass and follow the sign usage policy.

The following behavior exhibited by children is considered inappropriate in the Center: Causing physical harm to another child or adult by their physical action; using inappropriate language, spitting, or other forms of verbal abuse or degradation directed at other children or adult; repeated refusal by child to comply with center or room guidelines and/or failure to listen to adults; and behavior that is potentially harmful to themselves.

Acceptable guidance techniques include: Redirecting the child to another activity; planning ahead to prevent problems (keeping child occupied or agreeing on what's "Fair" up front); encouraging appropriate behavior; discussing with the child the posted behavior guidelines; time away from the game, toy or object that is the focus of the problem (Turn Nintendo off for 10 min. or so, put basketballs or equipment away for a specific period of time, etc.—make the "time" fit the crime); "One on One time"—bring the child to front desk or on duty supervisor's office to remove them from a situation and allow them time to cool down or think about their behavior. If there are continued problems or an issue that causes you concern, please notify the on-duty supervisor.

Physical Contact: There are several situations when physical contact with a child is appropriate. They are: (1) to administer first aid; (2) to assist with outer clothes or shoes (when working with younger children); (3) to return a child-initiated hug; (4) to show encouragement or praise, such as a pat on the back or high five; (5) to provide guidance when learning a new skill, such as woodworking; and (6) to prevent a child from *immediate* harm to self or others, such as about to jump off the Brooklyn Bridge. Number 6 is the hardest one to judge. Be conscious that any type of physical restraint, arm gripping, ear twisting, slapping, etc., is strictly prohibited.

Enthusiasm and a positive attitude are paramount to having fun—both for you as a volunteer and for the youth participating in the event or program. Humiliating or frightening punishment is strictly forbidden. These include: physical punishment such as spanking, slapping, hitting, pinching, grabbing, or shaking; verbal abuse, threats, or derogatory remarks about the child or family; and restriction or confinement by physical means. Instead of yelling "Stop arguing over the Nintendo." Approach the arguing individuals and calmly ask what's going on. Allow only one to speak at a time and let the other(s) know they will each have a turn to tell their story. Encourage the arguing individuals to work out their own solution. When a loss-of-privilege consequence is inevitable, ask the individuals what they think a logical consequence is—they will usually come up with an appropriate response, such as, no Nintendo for the rest of the week or not allowed to play the same game for the week.

While working with the Boys and Girls Club of Osan Youth Programs, you may have access to a great deal of sensitive information. Information about children and their families should not be discussed outside the Youth Center. Information about the families and children, such as income, marital status, special needs, etc., are considered sensitive information. Phone numbers of families or staff members are not to be given out. If someone needs to contact a customer or staff member, take their name and phone number and pass the information to the customer or staff member.

When there is an incident or accident involving more than one child, the identity of the other child(ren) involved is confidential. All you are permitted to tell a parent is "the other child" or "another child". Parents may guess the identity of the other child(ren) or their child may tell them; however, we do not reveal or confirm the other child(ren)'s identity.

As a volunteer, you will normally not be involved in discussing sensitive information with a parent; however, should there be a need, inform the on-duty supervisor. He or she will arrange a conference area that is private. Do not discuss sensitive information with parents in an open area.