

Behavior Management Protocol

January 2017

Mission

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

The Boys and Girls Club of Morgan County (BGCMC) is a membership organization that aims to inspire youth with opportunity and hope by guiding members in becoming the people they are intended to be. To accomplish this, we put a strong emphasis on implementing a club-wide Behavioral Management Protocol (BMP) that recognizes positive participation, establishes a fun and safe culture throughout the club, and provides a process for managing behavioral transgressions with earned positive and negative consequences. Our main goal is to develop youth who intentionally choose to work toward their potential for becoming mature and successful citizens. If the safety and wellbeing of any individual (youth or adult) or the majority is jeopardized based off of the actions and behaviors of one member, individual memberships may be limited or reconsidered. This may include but is not limited to; physical aggression, imbalance use of available resources including staff time, inability to ensure safety, inability to ensure quality programming. **We will train and equip staff to the best of their and our abilities, however it is possible that we may not be able to safely meet the needs of your child. Our priority is safety; safety for all youth, adults, and families.**

Purpose:

Our goal is to meet the needs of all members, embracing the process of tailoring specific behavior management plans where resources allow. The Club focuses on prevention, positive reinforcement, and engagement to keep all behaviors positive. Working with youth often presents teachable moments where children are mentored to be respectful to themselves, others, and the club. We believe that youth earn positive and negative consequences appropriate to their behavior/action. We believe that every child should have the opportunity to be successful. In order for us to fulfill this mission, it is important that we fully understand your child's behaviors and needs. Documents are available (Child Success Plan) for you to communicate with staff ways that can help increase the likelihood of success for your child. Communication will allow us to receive the appropriate information to better understand your child and to properly interact with your child to the best of our ability. We need to be able to ensure that ALL youth are physically & emotionally in a safe environment with appropriate supervision and in the case that the behavior/actions of one child jeopardizes the safety and wellbeing of the majority of members then membership may be reconsidered. In rare instances a suspension from the Club is the consequence and most appropriate course of action for repeated and specific transgressions. It is our goal to address the underlying issues that are contributing to the constantly negative or dangerous behavior prior to this consequence. In very rare circumstances a child may become un-enrolled from the Club. Interactions related to suspension or disenrollment will proceed in partnership with the member, the family, and club staff.

Goals:

1. Ensure positive communication among parents and staff to help prevent and manage behaviors
2. Educate members on the reasons for becoming productive, caring, and responsible citizens
3. Develop positive attitudes among youth, staff, and parents
4. Promote and create a safe environment
5. Teach and develop self-control
6. Engage members in an enriching group process
7. Encourage and recognize positive behavior
8. Identify behaviors that are contrary to our mission and remediate these behaviors

Strategy:

To implement a BMP throughout the organization that will train, execute and monitor positive reinforcement processes that prove efficient and effective. This will be done by providing trained dedicated staff that will have prevention and supervision strategies and execute tools such as reports and rewards to promote good behavior. Staff will have a clear understanding of the discipline process and successful efficient ways of guiding members with an emphasis on positive communication.

I. Positive Reinforcement Operation and Process

A. Implement a Consistent Club Code

1. **Be Caring, Be Productive, Be Responsible, Be Respectful, Be Safe**
2. All staff and volunteers are trained to question members to ensure that their actions are proving that they are being caring, that they are being productive, and that they are being responsible. Members, volunteers, and staff will be able to question any individual by asking them if they are doing actions to: **Be Caring, Be Productive, Be Responsible, Be Respectful, Be Safe**
3. Additional Club Code definitions are provided later in this section

B. Prevention Management

1. Train staff in prevention and supervision strategies
2. Consistent monitoring and recognition of the Club Code
3. Efficient and effective implementation of BMP including progressive discipline and communication
4. Clear Process for how to manage behavior

C. Tools and Strategies

1. Verbal acknowledgement
2. Club Bucks and Club Buck Store
3. Behavior Progress Reports
4. Members of the Month awards/Youth of the Year Award/CPR Awards
5. Special privileges and Leadership Opportunities
6. Recognition strategy (poster/stickers)

BOYS AND GIRLS CLUB CODE

Be Caring – Be Productive – Be Responsible – Be Respectful – Be Safe

Be Caring

- Say excuse me, please and thank you.
- Ask a staff or volunteer to help when you are having troubles.
- Do not create grief of others. Help each other.
- Use calm language and inside voices.
- Treat all personal and club property respectfully.
- Show thankfulness for others and the club.

Be Productive

- Work at becoming Youth of the Year, Member of the Month, Honor Table
- Participate in the programs and don't just hang around
- Learn and do not prevent others from learning during programs, Power Hour, or Indiana Kids
- When one staff person is talking to the group, listen.
- Agree to not argue about game rules or the idea of fairness.
- Resolve conflicts calmly and no play fighting.

Be Responsible

- Sing in and out every day.
- Learn club rules, expectations, and schedules
- Wash your hands before eating and after going to the bathroom.
- Keep the club and our members safe.
- Clean up any materials you and your group leave behind.
- Running is allowed in some outside games and never inside.
- Only one person using the bathroom at a time, except for hand washing.
- Agree on game rules before playing.
- Keep track of all your possessions and personal belongings. The club is not responsible for lost, misplaced or items that cannot be found.
- Listen and show respect to all members, staff, and volunteers.
- Respect others including youth and adults
- Listen to others and receive what they have to say
- You don't have to agree, but listen to and acknowledge all other members, volunteers, club visitors, and staff.

Be Safe

- Don't do anything that could physically or emotionally harm others.
- Learn and know Club procedures, rules, and policies.
- Never be alone when at the Club!
- Tell staff immediately if you feel unsafe or not respected. If you don't communicate with staff right away they might not be able to help you.
- Stay out of vacant hallways or rooms where there is no staff.

II. Behavior Recognition

A. Appropriate behaviors (but not limited to):

1. Participating in activities, having fun, trying new things, following directions, keeping hands to yourself, and communicating with staff.
2. Good manners, listening, showing respect of peers, staff, and Club equipment, using appropriate voices, participating in programs, cleaning after oneself, being responsible of belongings, encouraging others, helping others, resolving conflicts in an appropriate manner, talking to staff if you see a problem/concern

B. Inappropriate behaviors (but not limited to):

1. Disrespecting a staff member or volunteer (arguing, ignoring, insubordination, etc).
2. Disrespecting a Club Member (teasing, arguing, socially exclusionary behavior, gossip).
3. Discriminatory or hurtful language and gestures (profanity, racial or sexist slurs, etc.).
4. Playing or congregating in bathrooms, hallways or staff only zones.
5. Use of personal technology without permission (cell phone, i-pod, hand held video games, etc).
6. Leaving Club property without being signed out by parent or without staff permission.
7. Stealing from staff, volunteer, other member or the Club.
8. Destroying Club property, staff property or the property of other members.
9. Dangerous behavior while riding on any Club vehicle or MCCSC vehicle.
10. Inappropriate or unwanted physical contact with other members.
11. Physically violent or threatening behavior (pushing, hitting, kicking, etc).
12. Bringing anything that can be considered a weapon (gun, pocketknife, pepper-spray, etc.) onto Club property.
13. Possession or use of any controlled or illegal substances.

III. Managing behavior

1. Setting expectations for managing group and individual behavior
2. **Staff provide a 1-2-3 progressive approach.** It may be possible that step 1 and step 2 occur rapidly and synonymously depending on the scale of the action. Not all scenarios and incidents offer the opportunity for all three steps, however whenever possible all three steps will be utilized.
 - a. STEP 1: Staff identify and verbally indicate to the member/s the inappropriate or unwanted behavior/action
 - i. Example: Two members are arguing about who's turn it is to play the game. The staff say, "Members, please stop yelling at each other"
 - ii. Staff usually present the identification to the youth within the group
 - b. STEP 2: Staff verbally indicate to the member/s the inappropriate or unwanted behavior/action and verbally indicate what the consequence will be if it continue
 - i. Example: "Members, I asked you to please stop yelling. If you can't agree together who's turn it is next then you both will not be allowed to play the game."
 - ii. Staff will individually explain this step to the youth outside of the group

- c. STEP 3: Staff identify repeated behavior from above and state that they will enforce the previously stated consequence
- d. Example: "I told you that if you continue to argue that you would lose the privilege to play the game, not neither of you will be playing the game because you did not agree who's turn it was."
- e. Staff will individually explain this step to the youth outside of the group

Further summary of the 1-2-3 method:

1. Staff talk to member or members about the inappropriate or unwanted behavior/actions
2. Staff talk to members individually about the inappropriate or unwanted behavior/actions and explain that the next consequence may be:
 - Talking to another staff member
 - Loss of privilege
 - Removal from current program area/activity
 - Time-out
 - Additional earned consequence
 - Talking with professional staff member and potential for a BMP discipline report
3. Staff tell the member that they have earned the stated consequence. When necessary meet with professional staff member to assist with implementation.

IV. Progressive Behavior Management Process

1. Enforce and empower members to follow the Club Code
2. Give positive reinforcement progress toward meeting expectations and engage members in meaningful activity
3. State, clarify, and agree on expectations
4. Give options (i.e. you can do this or...sit on the side and watch)
5. Re-state expectations and re-direct negative behaviors
6. Give opportunities for leadership or helper roles and re-state expectations
7. Utilize the 1-2-3 steps method

V. Progressive Formal Discipline Process

Once the above behavior modification procedures have been exhausted, the Behavior Management Report form will be utilized and the following will be implemented and documented:

1. First offense: Written warning, documented and retained in member file. Parent notified at pick-up.
2. Second offense: Written warning with agreement from youth and parent of what the next consequence will be. Parent notified at pick-up.
3. Third offense: One day suspension; parent notified and pick-up

4. Fourth offense: Three day suspension; parent notified at pick-up or possibly by phone, and staff will provide some type of parent/guardian conference.
5. Fifth offense: One week suspension; immediate parent/guardian notification and Member meeting with Director to discuss re-admission to the club
6. Sixth offense: Limited Days/Expulsion; if the child does not follow rules set forth in the prior meetings limited days to expulsion will occur

All member offenses will be kept in member files. The start of each school semester will be established as the timeframe for progressive discipline re-set. Members will then progress through the “consequence” steps within each school semester. At the end of each semester, members will receive a clean slate and start new for the next semester. Behavioral records will be files and retained for future reference.

Important things to consider:

- Disciplinary actions may be tailored to specific needs of members at the discretion of the staff
- Disciplinary steps may be skipped due to severity of behavioral offenses at the discretion of the staff
- If a child does not serve their suspension or returns early from their suspension, they will receive an extra day suspension from the club
- If a member does not attend school or is asked to leave school early due to behaviors or actions at school, they parents must first communicate with the Unit Director to see if the child has permission to attend the Club on that given day: Member attendance at the Club is at the discretion of the Unit Director and will be decided on a case by case basis.

VI. Non-Progressive Discipline Process

There may be times that a child's behavior or actions do not warrant a progressive action plan, and immediate consequences will be implemented.

1. Immediate suspensions will occur for the following behaviors:
 - a. One-Day Suspension
 - i. Member leaves club property without parental permission that is indicated on the membership form
 - ii. Member steals from staff, volunteer, other member or the Club
 - b. Three day suspension*
 - i. Member participates in sexual harassment
 - ii. Member engages in inappropriate and/or unwanted physical boundaries with other members
 - iii. Member exhibits physically violent or threatening behavior
 - iv. Member possesses lighter or matches
 - v. Member possesses pornographic materials

- vi. Member uses racial slurs and/or participates in racially motivated disrespect
- vii. Member tampers with security doors/fire alarms
- c. Grounds for Immediate Expulsion*
 - i. Member possesses knife, gun, or any other dangerous weapon.
 - ii. Member possesses any drugs or alcohol

*Note: A meeting between the parents/guardians and a director MUST occur before member may be re-admitted or considered for re-admission.

Behavior Management Report available upon request.