

# PROGRAMS SERVING NON-ENROLLED MINORS

# STAFF/VOLUNTEER

# HANDBOOK



**UNG** | UNIVERSITY of  
NORTH GEORGIA™  
THE MILITARY COLLEGE OF GEORGIA®

UNG is committed to ensuring that this form is accessible to everyone. If you have any questions or suggestions regarding the accessibility of this form, please contact Michael McLeod – 678.717.2232

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## Training

Every adult participating in a program serving non-enrolled minors must complete the Authorized Adult Training and sign the online Staff Code of Conduct. Both are found on the University Compliance website under the Minors on Campus tab.

## Staff Code of Conduct

This Code of Conduct applies to all Authorized Adults (“Staff”), which includes volunteers, serving in a Program Serving Non-Enrolled Minors. Along with any Authorized Program-specific guidelines and procedures, Staff are required to comply with all applicable laws, University policies, and the requirements herein.

1. **General** – Staff should work cooperatively with youth, families, University faculty, other Staff, community members and others in a courteous, respectful manner demonstrating behaviors appropriate for a positive role model.
- Staff should represent the University and the Program with pride and dignity, behave appropriately, refrain from using profanity, exhibit good sportsmanship, and demonstrate reasonable conflict management skills.
- Staff should respect, adhere, and enforce the Participant Code of Conduct as well as other rules, policies and guidelines established by the Program Administrator or Director, including state laws and regulations.
2. **Two Adult Rule** – Generally, two Staff should always be present with a minor. When it is necessary to speak privately with a minor, meet in open, well-illuminated spaces or rooms within sight of other Staff.
3. **Mentoring** – Programs that involve mentoring or private instruction (tutoring, laboratory, music lessons, etc.) where there is only one Staff present should take place in a room or other space that is in full view from outside the room even when the door is closed. These Programs should only take place in authorized facilities, never a private residence.
4. **Time and Place** – Do not meet with minors outside of the established time or place designated for the Program.
5. **Transportation** – Never transport a minor without parent/guardian permission, and avoid being alone with a minor in a vehicle. All transportation should comply with the University and Program transportation guidelines and policies. Transportation should only take place in a University approved vehicle.
6. **Privacy** – The privacy of all individuals should be respected in situations such as toileting, showering and changing clothes. When it is necessary to supervise minors, at least two Staff should be present and only to the extent that the health and/or safety requires.
7. **Touching** – Do not touch minors in a manner that a reasonable person could interpret as inappropriate. Always avoid touching areas that are normally covered by swim suits.
8. **Overnight** – When supervising overnight programs, Staff should not share sleeping areas with minors.
9. **Sexual Conduct and Communications** – Staff must comply with UNG’s Sexual Misconduct Policy.
  - Engaging in any sexual conduct, making sexual comments, telling sexual jokes, or sharing sexually explicit material (or assisting in any way to provide access to such material) with minors is prohibited.
  - Staff must not engage or allow minors to engage them in romantic or sexual conversations, or related matters.
10. **Online Communications** – Staff should not engage or communicate with minors through email, text messages, social networking websites, internet chat rooms, or other forms of social media at any time, except and unless there is an educational or programmatic purpose, the content of the communication is consistent with the mission of the Program and the University, and another Authorized Adult (“Staff”) is copied on all communication.
11. **Other Communications** – It is inappropriate for Staff to share sensitive personal information about themselves with minors, including information about financial challenges, workplace challenges, drug or alcohol use, promotion of particular religious or political beliefs, and romantic relationships.

12. **Discipline** – Any discipline used should be constructive, not humiliating or isolating. Physical punishment is not an appropriate form of discipline and is prohibited.
13. **Photography** – Photographing minors is prohibited, except for Program-related purposes where the parent or guardian has executed a Photo and Media Release. Use of any device capable of recording and transmitting visual images in shower areas, restrooms, or other areas where privacy is expected is strictly prohibited.
14. **Gifts** – Staff may not provide gifts to minors independent of items provided by the Program.
15. **Administering Medication** – Medication must only be administered by a licensed healthcare professional. Do not provide or administer any type of medication to a minor to include over-the-counter medication.
16. **Substance Use Prohibited** – Do not use, possess or be under the influence of alcohol, illegal drugs, or any prescription medication that impairs your ability to perform your duties during the Program.
  - Do not condone others' use of alcohol or illegal drugs during the Program.
  - Recognize that UNG is a tobacco-free campus and that smoking, vaping, and tobacco use is prohibited.
17. **Non-Discrimination** – Staff must comply with UNG's Non-Discrimination Policy.
  - Any form of Hazing is prohibited and is not tolerated.
  - Verbal, physical, and cyber bullying are prohibited.
18. **Report Injuries** – Report any accident, injury or illness of a minor immediately to the Program Administrator.
19. **Mandatory Reporter** – All Staff are considered mandatory reporters for purposes of the Policy and must report incidents involving sexual or physical abuse or neglect of a minor immediately to the Program Administrator, the UNG Police Department, AND the Georgia Department of Family and Children Services (DFCS).

***The above will be agreed to by all camp staff and volunteers in your online training and maintained as part of the official camp record.***

#### Safety:

Overall safety begins with a detailed review of all program elements to identify areas of risk, and then creating a plan for risk mitigation. This can involve many aspects of the program including program activities, movement between program areas, and ensuring continuous supervision. While all risk cannot be eliminated, unnecessary high risks should be addressed. Program changes can be made to provide the safest environment possible.

- Program staff should recognize areas and times of significant risk and implement measures to keep minors safe.
- Please inspect your program area, equipment, and safety items before your program begins to help ensure overall safety; a mismatch between facilities and users is a common source of injury.
- Ensure you are aware of safety plans in place for events like a lost minor (see lost minor section), severe weather response, evacuation of facility, active shooter/active threat, and medical emergencies. Your program director will cover this in detail prior to the start of your program.
- A strong safety-first program allows anyone, staff or minor participant, to raise a concern about safety. All potential safety issues raised should be considered by staff before continuing with program activities. Alert your program director immediately if you find any areas of concern.

#### Security:

- Since many of our programs take place on open campuses and facilities, program leaders and staff need to be aware of their surroundings at all times. If a potentially unsafe situation develops, staff should notify campus police or other appropriate authorities.
- All staff and minor participants should know who to notify in the event of a significant safety or security event, including program and department leadership and, if needed, UNG Police (706-864-1500) or other emergency response authorities.

### Missing Minor

Should a minor go missing during your program follow these steps:

1. Program staff should conduct a check of the immediate area.
2. Check with other campers to see if they know the campers' location.
3. Check where the camper was last seen.
4. Continue the search while also notifying the camp director of the missing camper, camper name, and description of the camper.
5. The camp director will pull the missing camper's health form and emergency contact information.
6. The camp director will assign unattached staff to search specific locations on campus.
7. If the camper is not found within 10 minutes, UNG Police should be notified by calling 706-864-1500. At this point UNG Police will follow the Missing Persons SOP.
8. In addition, the camp director should notify the Director of Regulatory Risk for Youth Programs at 706-867-2036.
9. The camp director will notify guardians once UNG Police takes control of the scene.
10. An email should be sent to the Director of Regulatory Risk for Youth Programs within 24 hours detailing the event.

### Emergency Notifications

The emergency notification systems in place at UNG are used to alert the community of an imminent threat to their life and safety, and for regularly scheduled testing. The systems exist to communicate critical information to the entire community without delay over a variety of communication platforms. Ultimately, emergency notifications should be used when the campus community needs to take immediate action to ensure life and safety. In cases where the threat is mitigated prior to any opportunity to warn the community, emergency notification is likely not necessary. At a minimum, two program staff members should be signed up for UNG Alerts on the LiveSafe App. It is a best practice to have every staff member signed up for these alerts.

### Inclement Weather

UNG is a Storm Ready University with the National Weather Service, which means we have a 24/7 monitoring facility that will notify the campus community of impending danger from severe weather, such as a tornado. These inclement weather notifications will be sent through the LiveSafe App. In addition, it is the responsibility of the camp director to monitor weather patterns. Prior to your program, you should review your program's specific inclement weather plan to include a meeting space and process to determine that all campers are accounted for. Should a campus be closed or delay opening due to weather conditions, an announcement will be published by 6:30am. Non-essential personnel and minors who do not reside on campus should refrain from coming to campus to avoid placing unnecessary demand on public safety and plant operations staff. When campuses return to normal operations, minors, staff, and faculty should always use their best judgment about traveling depending upon road conditions in their area. The Office of Marketing & Communications will also disseminate information through local media outlets.

### Fire

Review your building's exit plan prior to your program and become familiar with all emergency exit routes. Find the nearest emergency exit immediately, in an orderly manner. Do not enter a building if you suspect a fire. Call UNG Public Safety immediately at 706-864-1500, and then notify the camp director. Locate a fire extinguisher and use it if appropriate. When the fire alarm is activated, evacuation is mandatory. Do not use the elevators. Help those needing assistance to move from the area and evacuate. Do not re-enter the building until authorized to do so by emergency responders. Ensure all minors are accounted for after evacuation by calling roll by name and not by conducting a head count. If a minor is missing, notify emergency responders immediately.

### Active Shooter

Seek shelter immediately/barricade yourself inside an office or exit the building to run for safety. Lock the door if possible. Block the door with anything possible to prevent entry. Stay quiet and out of view if possible. If barricaded, wait for emergency responders to assist you in vacating the building. UNG Alert will be utilized to give a warning and an all-clear message. Notify UNG Police, 706-864-1500.

### CPR/First Aid Protocol

All camps/minors programs should have at least one CPR/AED/First Aid Certified staff member present at all times. Should the program be held in multiple locations, a trained staff member should be present at each location. Ensure you are aware of your trained staff member prior to the start of the program.

### Injury or Sickness

In the event a minor is injured or sick, follow these guidelines:

- In the event that a minor is sick or injured in a **non-life threatening** way, remove the minor from the situation, and report it to the camp director. They will take it from there.
- In the event that a minor is sick or injured in a **life-threatening** way, immediately call UNG Police at 706-864-1500 and report the situation and location. In addition, report the situation to the camp director, and perform first aid/CPR if necessary. If UNG Police has been called, the camp director should notify the Director of Regulatory Risk for Youth Programs and the Office of Risk Management as soon as possible.
- If a minor is transported to the hospital before a parent or guardian arrives, one staff member will accompany the minor to the hospital with the appropriate roster information, medical forms, and medical release.
- Minors **cannot** be transported in staff member's personal vehicles.
- When administering first aid where blood or other bodily fluids are present, be sure to wear the gloves provided.
- All head, eye or joint injuries, and any injury that results in bleeding or a bruise, should be reported to the camp director as soon as possible. This is important – the Directors need to be able to fully report injuries to a parent before they hear it from the minor!
- Whenever First Aid is administered, the staff member treating it is required to fill out an incident report and submit it to the camp director.
- The camp director will determine if it is necessary to contact a parent before pick-up.

### Administering Medication

- **Critical information:** No members of the program staff are licensed to prescribe or administer medications, therefore we do NOT provide, distribute, or administer medication for participants. If a minor participant requires assistance with a prescribed medication, parents must contact the camp director 5 days prior to the start of the camp. In addition, we are not authorized to provide any over the counter medication to participants. Please direct all medication questions to the camp director.

### Incident Reports

If any staff member observes any of the following, they must inform the camp director and contact UNG Police immediately to fill out an incident report:

- Any injury (other than minor scrapes/cuts that can be treated with basic first-aid),
- Any inappropriate behavior between minors,
- Any inappropriate behavior between staff and the minors,
- Bullying or fighting among the minors,
- Damage to any UNG property, or
- Missing minors.

For minor scrapes/cuts that can be treated with basic first-aid, please fill out the incident reporting form found on the University Compliance website and turn it in to your camp director immediately.

If you are unsure whether something needs to be documented on an incident report, bring it to the camp director. Use your best judgement to ensure that minors have a safe and enjoyable experience.

### One-on-One Contact with a Minor

At no point should you engage in one-on-one contact or interaction with a minor and should always do your best to incorporate the two-adult rule. Should you find yourself in a situation where a minor needs to meet privately, meet in open, well-illuminated spaces or rooms within sight of other staff. Do not meet with minors outside of the established time or place designated for the program/camp. The privacy of all individuals should

be respected in situations such as toileting, showering and changing clothes; when it is necessary to supervise minors, at least two staff should be present and only to the extent that the health and/or safety requires.

### Touching

Do not touch minors in a manner that a reasonable person could interpret as inappropriate. Always avoid touching areas that are normally covered by swimsuits. When hugging is appropriate, hug from the side over the shoulders, not from the front.

### Transportation

Never transport a minor without parent/guardian permission and avoid being alone with a minor in a vehicle. Only those who have completed UNG's Motor Vehicle Training through the Office of Risk Management should operate vehicles or golf carts. Minors are not permitted to be transported in golf carts under any circumstance. Minors **cannot** be transported in staff member's personal vehicles under any circumstance.

### Alcohol & Other Drugs

You are prohibited in using, possessing or being under the influence of alcohol, illegal drugs, or any prescription medication that impairs your ability to perform your duties during the program/c. Do not condone others' use of alcohol or illegal drugs during the program/camp and recognize that UNG is a tobacco-free campus and that smoking and tobacco use is prohibited. In addition, tobacco use and vaping is illegal for anyone under the age of 18. If a minor is found to be using tobacco this should be reported to your camp director immediately.

### Reporting Misconduct

Misconduct Reporting is critical to safe programming. It is essential that all program staff, participants, and parents/guardians understand misconduct reporting and the process to make a report. Staff especially should be observant for any potential misconduct within the program and vigilant in reporting.

- Misconduct Reporting can be as significant as reports of abuse to reports of inappropriate language used during programs. Everyone who is part of your program should understand that any misconduct witnessed or reported should be made known to program leadership.
- All program participants and parents/guardians should be made aware to report misconduct to the camp director (this can be worded in program communications as "concerns about the program"). Provide a primary and secondary person to report to (in case the primary person is part of the alleged misconduct) including methods of contact like phone number and e-mail.
- All program staff should also report misconduct to the camp director immediately. Additionally, if misconduct is committed by minor program participants, staff should enforce the participant code of conduct via appropriate disciplinary methods.
- All reports of misconduct should be taken seriously and evaluated; depending on the type of alleged misconduct program leadership may need to contact UNG Police (706-864-1500), or the Director of Regulatory Risk for Youth Programs for assistance.

### Discipline

All programs should be prepared to handle situations where minors violate the Participant Code of Conduct. Minors, for various reasons, may act inappropriately, including disrespectful actions and words towards fellow program participants and/ or staff or bullying behavior.

- Minors should always adhere to the Participant Code of Conduct. This document forms the core of how disciplinary issues will be handled by program staff.
- Minors should be reminded of the Code of Conduct behavioral expectations of the program upon arrival. This can be accomplished by a mass meeting/orientation or in smaller groups. Ensuring all minor participants understand expectations is critical to a successful program.
- Any discipline used should be constructive, not humiliating or isolating; physical punishment is not an appropriate form of discipline and IS NOT allowed.
- Typical forms of corrective discipline include: verbal reminder of the Code of Conduct/program expectations for behavior, removing the minor from an activity temporarily, removal from future program activities.

- Minors must still be supervised during periods of removal from activities. Minors should not be sent to a dorm room or any other area away from staff supervision. Having a disciplined minor sit to the side of the activity is an acceptable program procedure. Staff should continue to engage with the minor and return them to program activities as soon as possible, reminding them that proper behavior is expected.
- Any discipline after a verbal reminder or temporary removal from an activity should be addressed first with the camp director.
- Any problems or concerns regarding minors or parents should be immediately communicated to the camp director.
- If a disciplinary issue arises that requires communication with a parent or guardian, the camp director will be responsible for making the contact.
- Problems regarding staff members conduct should be communicated to the camp director.

### Communication

- Staff members are not allowed to friend/follow/interact with minors on Facebook or other social communication sites while employed by the program, other than on the official program/camp pages and sites. If you choose to connect with minors after your employment ends, we highly recommend you restrict what they can see on your site to only appropriate content (i.e. no photos of drinking, smoking, etc.)
- Do not share or send photos or videos of our minors to others. You should never post photos of a minor to any social media site or sharing app (including Snapchat).
- Do not use names of minors or parents on any personal social media site or app or refer to them in any way that could lead to their identification.
- Tone matters. Even if you are sharing a photo of our minors amongst staff only, it should never be accompanied by negative words or a harsh tone. If you feel the need to express an idea with sarcasm, it should be done in a positive way.
- It is inappropriate to share sensitive personal information about yourself with minors, including information about financial challenges, workplace challenges, drug or alcohol use, promotion of particular religious or political beliefs, and romantic relationships.

### Mandatory Reporting

Your role in this program makes you a mandatory reporter. All you need is reasonable cause to believe that abuse or neglect occurred to report this to your camp director and UNG police. Georgia law requires the University to report suspected minor abuse or neglect to DFCS within 24 hours. You should always make the report even if you do not have all the information. Remember, you are not an investigator. But you are required to report any signs of abuse to your immediate supervisor and UNG Police. The institution will ensure that the Division of Family and Children Services is notified of the suspected abuse and take the appropriate steps necessary. *Failure to act when aware of minor abuse and neglect can result in criminal prosecution and adverse employment actions, including termination.*

Some signs of possible physical abuse are:

- Recurring or unexplained bruises or marks on the minor's body,
- Drastic changes in a minor's behavior, which parents or the minor are unable to explain,
- Minor seems frightened of the parent(s) or protests/cries when it's time to go home,
- Minor shrinks at the approach of adults,
- Parent(s) give conflicting or unconvincing explanation for minor's injury,
- Talks about the minor in a negative way,
- Uses harsh physical discipline with the minor.

Some signs of neglect are:

- Minor lacks needed medical or dental care,
- Minor is consistently dirty or has severe body odor,
- Minor lacks appropriate or sufficient clothing for the weather or season,
- Minor begs or steals food or money,
- Parent appears indifferent to the minor,
- Parent behaves irrationally or in a bizarre manner,



- Parent is abusing alcohol or drugs.

Some signs of sexual abuse are:

- Minor refuses to change clothing for activities or participate in physical events,
- Minor has difficulty walking or sitting,
- Minor reports nightmares or bedwetting incidents,
- Minor experiences a sudden change in appetite,
- Minor demonstrates overly sophisticated or bizarre sexual knowledge or behavior,
- Minor runs away,
- Parent is unduly protective of the minor and limit's their contact with others,
- Parent is secretive and isolated,
- Parent is jealous or controlling with others.

### Disclosure

If a minor discloses they are a victim of abuse or neglect:

1. Find a private place to talk with the minor while implementing the two-adult rule,
2. Reassure the minor,
3. Listen openly and calmly,
4. Write down any facts and words as the minor stated them,
5. Respect the minor's need for confidentiality and only include individuals who need to know.
6. Report the incident immediately to your camp director and UNG Police.

If a minor discloses information about a crime to you, you want to keep a "trauma-informed" approach to the conversation. Being trauma-informed means that you recognize that the minor has been through a traumatic experience which affects the way they may need support. It is important to be mindful of your tone, the environment you are in, and how you respond to the minor. Thank the minor for sharing that information with you, use a soft tone of voice and reassure the minor that they are not in trouble. Do not place blame on the minor or use statements that could be perceived that way. Be patient with them as they speak, as they may take pauses when responding. The most important thing is continuing to ensure the comfortability of the environment for them while they speak with you.

### Non-Discrimination and Sexual Misconduct

The University of North Georgia has both a Non-Discrimination and Sexual Misconduct Policy. These policies apply to any persons enrolled at or employed by the University including faculty, staff, administrators and employees, and recognized University affiliated entities including University foundations, Minor Organizations, University Departments, and Structured Volunteers. This also includes all minor program participants and their families, and their interactions with our program staff and other program participants. Under these policies, UNG is committed to maintaining a fair and respectful environment for living, work, and study. If you experience or witness discrimination or harassment that involves a non-enrolled minor, you should report it to UNG Police and your immediate supervisor. Incidents that do not include a minor or involve UNG students, faculty, or staff should be reported to UNG's Title IX Office. UNG's Non-discrimination policy prohibits discrimination against individuals on the basis of race, color, sex, religion, creed, national origin, age, disability, genetic information or veteran status in its programs and activities, including in the administration of its admissions policies, educational policies, employment policies, or any University governed program or activity. Incidents of harassment and discrimination will be met with appropriate disciplinary action, up to and including dismissal from the University. All University community members are expected to fulfill both the spirit and the law of Equal Employment, Opportunity, and Non-Discrimination.

Anyone who, in good faith, reports what they believe to be discrimination or harassment under this Policy or is otherwise associated with any investigation may not be subjected to retaliation. Any administrator, supervisor, faculty member, or other person in a position of authority who is **not** a Privileged/Confidential Employee who knows of, or receives a complaint of, potential discrimination or harassment must fully report the information or complaint to Title IX promptly. Minors programs employees, who serve in a supervisory role are Mandated Reporters and in positions of authority for purposes of this Policy and must also promptly report discrimination or harassment to Title IX.

## Program Specific Information

### Purpose and Mission of the Program:

### Schedule of Activities:

8:00AM – Check-in in lobby of Downtown Office Building

9:00AM - .....

### Director Contact Information:

UNG Police: 706-864-1500

### Staff Assignments & Responsibilities:

### Check-In/Check-Out Procedure

Each program sets up the physical check-in/check-out stations differently, however, each program should, at a minimum, have detailed instructions on how program staff should complete this process. These instructions should include:

- verification process of who is dropping off the minor,
- verification process of who is picking up the minor, to include checking a photo ID,
- written permission from the verified guardian if the minor is to be picked up by another adult not listed as an authorized person on the Minors on Campus Participant forms.

### ***EXAMPLE (this will need to be modified):***

- ***Check-In will be completed at the **BUILDING in room/location** between **TIMES** on the **Dahlonge** Campus. Upon arrival, participants will proceed to Room ##### for further instructions. If the participant is being dropped off rather than self-driving, the process includes verification of who is dropping off and who will be picking up the minor.***
- ***If a minor drives themselves to the camp, verify that item 10, Authorized Dismissal, on the Pick-up Authorization Form, is checked stating, “My child is at least 16 years of age and will be responsible for his/her own transportation to and from the program. My child may sign himself/herself out at the end of the program activities.”***
- ***Check-Out process is completed daily at the conclusion of camp at **LOCATION at TIME**. This process ensures the verification of minor departing facility and checking photo ID of the individual picking up the minor. If someone other than those listed on the Pick-up Authorization Form is trying to pick-up the minor, contact the parent/guardian before the minor is released.***