



ONE-ON-ONE CONTACT POLICY

Objective:

Boys & Girls Clubs of the Midlands (the “Club”) is committed to providing a safe environment for Club members, staff, and volunteers. To further ensure Club member safety, BGCM will avoid all one-on-one interactions between Club members and staff and volunteers, including volunteer board members.

Policy:

Individual Staff and Volunteers *shall NOT*:

- Have a private one-on-one meeting or communication with a Club member. This includes in-person meetings and virtual communications such as texting, video chat, and social media.
- Transport one Club member at a time. This includes transportation in personal and Club vehicles. If this is not deemed possible, staff shall use electronic means (such as Facetime) to avoid one-on-one contact alone with Club members.

Staff and Volunteers *shall*:

- Ensure meetings and communications (in-person and virtual) between Club members and staff/volunteers include at least 3 individuals.
- Ensure in-person meetings take place in areas where other staff and/or Club members are present.
- Communicate to another staff if an emergency situation arises.

Staff will follow these guidelines for communication with Club members:

- Calls:
 - Staff/volunteers will only make calls directly to Club members on Club landline and Club cell phones when they are available, where all calls are tracked and logged on the Club’s phone system with time/date/length of calls recorded. All calls on personal phones shall be tracked and logged accordingly.



- Texts:
 - Staff will maintain 2 staff on all texts to individual Club members. Staff will never text individual Club members directly without including another staff in the group conversation. Volunteers will not text individual Club members.
- Emails:
 - Staff will only email Club members from their Club email account. They will never use a personal email to contact individual Club members. All email correspondence will be CC'd with the Club Unit Director. Volunteers will not email individual Club members.
- Social Media/Video Chat/Video Games:
 - No social media contact will be allowed between individual staff/volunteers and individual Club members.
 - Staff/volunteers will not be allowed to interact in any way via social media, video games, video chatting, or other similar methods with individual Club members.

Exceptions may only be made in emergency situations or when delivering medical or counseling services by a licensed, trained therapist, or similar professional or in an emergency situation. All exceptions shall be documented and provided to Club leadership.

Staff shall immediately inform Club leadership if a staff member, volunteer, or board member violates this policy. Should any adult staff, volunteer, or board member violate this policy, Boys & Girls Clubs of the Midlands will take appropriate disciplinary action, up to and including termination.

DEPARTMENT:	Human Resources	POLICY TITLE:	One to One Contact Policy
EFFECTIVE DATE:	01/2024	APPROVAL DATE:	01/2024
APPROVED BY:	BGCA	REVISION DATE:	10/10/2025