The Latin American Youth Center / Maryland Multicultural Youth Center (LAYC/MMYC) is committed to providing a safe environment for all participants, their families, staff, and guests who utilize any of LAYC/MMYC facilities and programs or activities in DC, Montgomery and Prince George’s Counties. To achieve this, it is critical that LAYC/MMYC be prepared to respond to a variety of emergency and crisis situations regarding safety and security.

Below are policies and procedures aimed at both preventing situations that may lead to harm for participants, guests, and/or staff, and intervening appropriately to mitigate troubling situations.

While not all situations can be predicted, the following policies and procedures address the mitigation, preparation, and response to circumstances arising from:

- Contraband – Weapons & Substances
- Violent Behavior / Fighting
- Substance Use / Intoxication
- Mental Health Emergency
- Child Abuse
- Dating Violence / Protective Orders
- Lost, Missing, or Runaway Youth

These policies and procedures apply to ALL LAYC/MMYC sites, including summer programming sites. If you have any questions about how these policies and procedures should be implemented in your programs, please speak with your supervisor. The policies and procedures may be updated by LAYC/MMYC from time to time. All supervisors should review the most up-to-date policies and procedures on a regular basis, and make adjustments (with staff input) as necessary for particular sites.
Prevention

A. Communication of Safety Policies

1. Staff will communicate program expectations and review safety policies with all participants, and when applicable, with guests and parents. Guiding Principles and Code of Conduct will be posted in visible locations at all LAYC/MMYC sites and all staff will have access to safety policies via the Staff Corner.

2. Communication of safety policies must be included in all participant orientations, and will be addressed throughout the program as needed. When possible, participants should be asked to sign a document indicating they are informed of and agree to the policies.

3. For LAYC/MMYC sites that have been assigned security guards, a Director, site manager, or equivalent should review the job description and safety and security procedures with new security guards. Monthly communication should take place with the security guard to ensure that there is consistency in the application of safety and security procedures with all of our participants.

4. Be aware that maintaining positive staff/participant relationships and ongoing open communication will help staff be informed of potential problems and will help resolve difficult situations.

5. Staff should alert managers/supervisors and as necessary other staff to known conflicts or safety issues involving any of the participants and/or guests. Staff should be able to identify threatening behaviors and will be made aware, by their managers/supervisors, of any participant who has a history of disruptive behavior.

B. Site Protocols

1. At least 1 staff member shall be present in any LAYC/MMYC facility or outside field trip. Director will ensure appropriate ratio of staff to youth.

2. Neither participants nor guests are allowed to be in any LAYC/MMYC facility before or after designated program hours without the permission and presence of staff.

3. Staff reserve the right to refuse acceptance of any participant displaying inappropriate behavior, i.e., behavior not compliant with the Guiding Principles and Code of Conduct.

4. Staff reserve the right to terminate any participant in a program if he/she is not compliant with the LAYC/MMYC Guiding Principles and Code of Conduct or safety policies.

5. Emergency telephone numbers will be made available to all staff that will also include the numbers for Directors and Senior Management Team.

6. For off-site events and activities: Participants under the age of 18 are not allowed to go on field trips without parental consent. Field Trip Forms should be collected from each participant with parent’s signature if such participant is under the age of 18. This form should be placed in a file and a copy should be taken on the actual trip. Every time a participant is going on trips sponsored by LAYC/MMYC a new field trip form needs to be filled out, unless all trips are included in one form.


**Intervention**

1. When faced with threatening situations, staff will contact their immediate supervisor. If immediate supervisor is unable, staff will contact a Director or the COO.
2. In an extreme emergency, **Call 911**.
3. Staff will to the extent possible maintain visual contact with the situation until additional assistance arrives and be prepared to report their observations.
4. If possible, staff will accompany disruptive individuals to an area away from other participants. Staff will not persist if the individuals do not cooperate. In that case, staff will clear other participants from the area.
5. When a security guard is available, staff should contact guard and request assistance.

**Documentation**

1. The staff member directly involved will complete an Incident Report. The report will be submitted to immediate supervisor. (Incident Report format in staff corner).
   An incident report is filed any time police are called, any time there is a disruption of services, a closing of program/activity caused by acts of violence, any time that a participant has a mental health or medical emergency.
2. The supervisor should make sure that if referrals are made for services, there is follow-up to determine additional need for assistance.
3. In the case that a participant is suspended from a program or site, the incident report should be kept on file for that specific program and with the front desk or security guard of the specific site.
4. When the suspension is completed, the Director of the program and appropriate staff will hold a meeting with the suspended participant to assess the participant’s willingness to abide by the LAYC/MMYC Guiding Principles and Code of Conduct. If the participant agrees to abide by the Guiding Principles and Code of Conduct, the responsible staff will inform front desk and/or security guard of the participant’s readmission. If the participant chooses not to abide by the Guiding Principles and Code of Conduct, s/he will remain suspended indefinitely.

**Policies Related To Specific Situations**

Below are policies and procedures for specific situations that may arise.
**Weapons & Illegal Substances (including Marijuana and K2)**

1. Weapons ARE NOT permitted in any LAYC/MMYC facility, program or activity. A weapon is a **gun, knife, razor, metal knuckles** or any other object that is capable of inflicting bodily harm. Any weapons found on a participant will be confiscated and not returned.

2. Substances that ARE NOT permitted in the LAYC/MMYC facilities, programs and activities include:
   a. Alcohol
   b. Marijuana
   c. K2
   d. Prescription Drugs without valid prescription
   e. Any and all illegal substances, including but not limited to, cocaine, heroin, PCP, etc.

   Any of these prohibited substances will be confiscated, provided to a supervisor, and disposed of.

3. In cases involving a weapon, if the participant is a minor, the parent/guardian will be notified immediately.

4. Staff will call the police immediately if a gun or large knife is confiscated from a participant. The weapon will be processed to verify if it had been involved in any criminal activity.

5. A weapon such as a gun cannot remain unreported when turned in to a staff or seen by a staff. This must be reported immediately to a supervisor. Other weapons such as a pocket knife, razor, should be discarded or submitted to a supervisor for disposal.

**Medical Emergency**

1. If a participant or a guest has a life-threatening medical emergency while on the LAYC/MMYC premises, **911 should be called immediately.**

2. Any persons trained in first aid or CPR should assist with necessary procedures until medical professionals arrive. Names of all trained staff will be kept by Directors and Site Managers.

3. A staff person should remain with the participant or guest experiencing the medical emergency until emergency personnel arrive.

4. The staff directly involved in a medical emergency will complete an Incident Report (See Attachment) and ensure that all other appropriate persons are notified within the bounds of confidentiality. Appropriate communication should be made to the immediate supervisor, LAYC COO, and/or MMYC Director.

5. When possible, staff should notify parents or family members if a participant is transported to a hospital for further review and treatment.
**Aggressive or Violent Behavior**

In the case of a violent outburst by a participant that cannot be de-escalated by staff, the police should be called immediately.

<table>
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<tr>
<th>Staff</th>
<th>Course of Action</th>
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<tbody>
<tr>
<td>Direct Worker</td>
<td>[1] If verbal de-escalation is not possible, do NOT engage with participant physically. Remove self and other participants from area if possible.</td>
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<td>[2] Call security or 911 immediately.</td>
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<td>[3] Call immediate supervisor and inform.</td>
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<td>[4] Inform parent if the participant is under 18.</td>
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<td>[5] Provide consent forms to medical personnel if medical treatment is required.</td>
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<td>[2] Search premise to ensure safety for staff, guests and participants as needed.</td>
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<td></td>
<td>[3] Work with staff to ensure that all participants are safely removed from situation.</td>
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<tr>
<td>Certified First – Aid trained staff</td>
<td>[1] Ensure that 911 or medical team is on the way if required.</td>
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<tr>
<td>Other Site Staff</td>
<td>[1] Immediate supervisor or other manager should debrief staff.</td>
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<td>[2] A decision will be made by program staff, supervisor, and Director as to the course of action/consequences for the participants that were involved in the incident. When needed, the COO will be consulted.</td>
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<td><em>In the case of SYEP, participants involved in violent behavior are immediately dismissed from the program.</em></td>
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<td>[3] Collaborate on incident report if multiple staff were involved.</td>
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<td>[4] Inform the involved participant’s program staff of incident and make referrals for services as needed.</td>
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**Substance Use or Intoxication**

If a participant is observed to be under the influence of alcohol or any illegal substance, including K2, remove them from the program area until their wellbeing can be further assessed.

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</table>
| **Direct Worker**            | [1] If participant is under the influence of *alcohol, marijuana, or other unknown substance* and is *not in medical distress*, they should be safely dismissed for the day:  
  ● Staff should accompany client to a safe, private space  
  ● With the support of a supervisor, a safety plan should be created to ensure the participant can leave the program area safely  
  ● Participant should be escorted out of the program area by staff  
  [2] If participant is under the influence of *K2*, [call your local poison control center at 1-800-222-1222.](https://www.poisoncontrol.org) These experts can help you decide if someone can be treated at home or whether he/she should go to the hospital.  
  Dial **911 IMMEDIATELY** if someone:  
  ● Stops breathing  
  ● Collapses  
  ● Has a seizure  
  [3] Call immediate supervisor and inform.  
  [4] Inform parent if the participant is under 18.  
  [5] Provide consent forms to medical personnel if medical treatment is required.  
  [6] Complete incident report (copy given to supervisor and copy in participant file) |
| **Security**                 | [1] Escort participant out of building, if necessary.  
  [2] Search premise to ensure safety for staff, guests and participants as needed.  
  [3] Work with staff to ensure that all participants are safely removed from situation. |
| **Certified First-Aid trained staff** | [1] Ensure that Ambulance is on the way if required.  
  [2] Perform First-Aid care as needed and within limits of training. |
| **Other Site Staff**         | [1] Immediate supervisor or other manager as determined, should debrief staff. |
[2] A decision will be made on a case-by-case basis as to the course of action/consequences for the participants that were involved in the incident.

[3] Collaborate on incident report if multiple staff were involved.

[4] Inform the involved participant’s program staff of incident and make referrals for service as needed.

**Mental Health Emergency**

If a participant discloses suicidal ideation, or shows other signs of acute mental distress (paranoia, delusions, self-harm, etc.) remove them from the program area to a safe and confidential space for further assessment.

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<th>Staff</th>
<th>Course of Action</th>
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| **Direct Worker**          | [1] If participant discloses suicidal ideation, or shows other signs of acute mental distress, remove them from the program area to a safe and confidential space.  
                            | [2] A staff member should remain with the participant at all times, while another staff member notifies immediate supervisor.  
                            | [3] Staff should contact clinical staff on site to assist and conduct a safety and risk assessment. If clinical staff is not available, please consult with supervisor to contact clinical staff from other LAYC/MMYC sites.  
                            | [4] If clinical staff assess a high level of risk, 911 or CPEP must be called for assistance. If clinical staff assess a low level of risk, a safety plan will be put in place and follow up will be required.  
                            | [5] Inform parent if the participant is under 18.  
                            | [6] Provide consent forms to medical personnel if medical treatment is required.  
                            | [7] Complete incident report (copy given to supervisor and copy in participant file) |
| **Security**               | [1] Search premise to ensure safety for staff, guests and participants as needed.  
                            | [2] Work with staff to ensure that all participants are safely removed from situation. |
| **Certified First –Aid trained staff** | [1] Ensure that ambulance is on the way if required.  
                            | [2] Perform First-Aid care as needed and within limits of training. |
Other Site Staff

[1] Immediate supervisor or other manager as determined, should debrief staff.

[2] Clinical staff will provide recommendations for follow up, including recommendations as to when the youth should be allowed to re-engage in programming.

[3] Collaborate on incident report if multiple staff were involved.

[4] Inform the participant’s program staff of incident and make referrals for services as needed.

Child Abuse & Neglect

All LAYC/MMYC have a legal and ethical obligation to report allegations or incidences of child abuse and/or neglect.

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<th>Staff</th>
<th>Course of Action</th>
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<tbody>
<tr>
<td>Direct Worker</td>
<td>[1] If participant discloses possible abuse or neglect, remove them from the program area to a safe and confidential space.</td>
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<td>[2] Gather information on the nature of the abuse</td>
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<td>- If physical abuse, make note of any visible marks. If not visible, ask</td>
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<td>participant if there are any marks and where.</td>
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<td>- If sexual abuse, make note of when it occurred, and the nature.</td>
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<td>- Get the names and ages of everyone living in the home.</td>
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<td></td>
<td>- Have the address of where the abuse took place and the address of the participant if different.</td>
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<td></td>
<td>- Get the name, age and location of the abuser if possible.</td>
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<td></td>
<td>[4] Gather information about the participant’s immediate safety</td>
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<td>- Does he/she feel safe to return home?</td>
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<td></td>
<td>- Create a safety plan (i.e. how to call police, get out of the house, make contact with LAYC/MMYC staff, etc.). Child Protective Services (CPS) may not be able to guarantee the participant’s immediate safety, so <strong>this is an important step.</strong></td>
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- If participant does not feel safe to return home, be sure that this is discussed with supervisor and the appropriate steps are taken to ensure the participant’s safety.

[6] Call CPS in the jurisdiction of where the abuse took place. If possible have participant present to add additional information if requested.
- DC: 202-671-7233
- Prince George's: 301-909-2450
- Montgomery: 240-777-4717

[7] Make referrals for services as needed. Follow-up MUST be conducted with the participant to assess ongoing safety needs and to connect to additional services and resources, such as counseling.

[8] An incident report should be completed noting all the above information. A copy should be given to immediate supervisor (and in MMYC to the on-site counselor) to be maintained in confidential file for abuse reports.

- When staff personally view an incident of child abuse or neglect, staff should immediately contact their supervisor. If staff believes that there is risk of serious bodily harm to the child, they should call 911.
- Staff should not attempt to intervene if it would put their own safety at risk. If it appears safe to do so, staff should intervene with those involved to attempt to de-escalate the situation.
- Staff will discuss with their supervisor the best way to approach the participant and his/her family about the legal obligation to report to the corresponding CPS.
- Staff, with the assistance of the participant, whenever possible and safe, will make the report to CPS. Staff will offer support to the participant’s family during the following days of investigation, if the family is open to such support.

DISCLOSURE OR INCIDENT OF DATING/DOMESTIC OR SEXUAL VIOLENCE

If an incident of dating/domestic violence or sexual violence occurs at the program site, staff will follow protocol and response set forth in the section on AGGRESSIVE/VIOLENT BEHAVIOR, page 5. In addition, staff will be responsible for ensuring that any participant involved in the incident is offered the choice to create a safety plan, contacting law enforcement (if the incident itself does not trigger contacting 9-
1-1), and receiving appropriate referrals for follow-up with local domestic and sexual violence providers. Finally, staff should plan for individual follow-up with all participants involved in the incident to ensure that such participants receive appropriate support resources, especially if they continue to be regular LAYC/MMYC participants.

If a participant makes a disclosure of dating/domestic or sexual violence to staff (this includes intimate partner violence, dating abuse, child sexual abuse, human trafficking, sexual harassment, and sexual exploitation), staff will prioritize offering the participant a supportive response, and the choice to discuss a safety plan, contact law enforcement, and/or receive appropriate referrals for follow-up with local domestic and sexual violence providers. Should the disclosure trigger mandated reporting obligations, as in the case of child sexual abuse or sexual exploitation of minors, staff will follow the protocols and response set forth in the section on ALLEGATION OR INCIDENT OF CHILD ABUSE OR NEGLECT, p. 8, along with the options for safety planning and referrals named above.

If a participant discloses that they have been granted a Civil Protection Order (DC) or Peace/Protective Order (MD), staff will prioritize the participant’s safety concerns, privacy, and established safety plan. Staff will inform their supervisor and discuss with the participant what type of immediate action needs to take place to ensure enforcement of the order at the program site. This may or may not include, informing security personnel of the existing order, informing other program staff of the existing order and safety plan, and possible consequences for the Respondent in a Civil Protection Order or Peace/Protective Order who may also be a participant in the program.

**LOST / MISSING / RUNAWAY YOUTH**

If a participant is lost or missing during an LAYC/MMYC event or field trip, staff should immediately contact their supervisor, followed by the police and any possible security staff on site. A description of the lost/missing participant should be provided, and if possible, a photo should be distributed to the authorities. Staff may ask other participants for information that may help identify the missing/lost participant’s location (phone number, social media accounts, known associates and hangouts). Any relevant information should be shared with authorities. Parents or guardians of the missing/lost participant should be contacted by program staff to inform them of the situation. Program staff will provide follow-up support to the family and maintain contact with investigators regarding the case. An incident report should be completed noting all information regarding the incident and be kept on record.

If a participant has been reported missing and returns to an LAYC/MMYC site, program staff must meet with the participant in a confidential setting to assess for safety. Police will be contacted regarding the whereabouts of the youth. If the participant makes any allegations of abuse and neglect, protocols for the abuse and neglect policy must be followed.
Additional Resources

Adolescent and School Health
www.cdc.gov/healthyyouth/about/index.htm

American Red Cross
www.redcross.org

Center for Mental Health Services/Knowledge Exchange Network
www.mentalhealth.org/index.htm

Crisis Response Box
www.cde.ca.gov/ls/ss/cp/documents/crisisrespbox.pdf

FEMA for Kids
www.fema.gov/kids

National Safe Kids Campaign
www.safekids.org

Predictors of Youth Violence
www.ncjrs.gov/pdffiles1/ojjdp/17065.pdf

Natural Hazards Research and Applications Information Center
http://www.colorado.edu/hazards

Project Safeside: This is a free collection for cross-curricular lesson plans and activities that teach students how to prepare for severe weather and natural hazards.
http://www.weather.com/education/safeside

School Violence Resources
http://www.ojjdp.gov/

Standard Response Protocol (SRP)
http://iluvuguys.org/srp.html