



**UMass Boston**  
**Youth Program Staff Expectations and Standards**  
**Template**

*A copy of this publication is available in alternative format upon request.*

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### Mission and History of Youth Program

**Daily Schedule**



# Campus Map



## Where Youth are Allowed on Campus

Youth program participants are allowed in the following locations at only the designated times for only the following reasons. If there is no foreseeable reason for a participant to be in a certain building, please mark times and reasons as RESTRICTED. It is the responsibility of the youth program staff to enforce the schedule below.

Building	Designated Times	Designated Reasons
Campus Center		
Clark Athletic Center*		
Healey Library		
McCormack Building		
Quinn Administration Building		
Wheatley Building		
University Hall		

## Safety on Campus

The UMass Boston Police Department (UMBPD) is committed to creating and maintaining a safe and secure environment for the university community. To accomplish this task, the department subscribes to a community-oriented policing philosophy. Police officers are on duty 24 hours a day, all year long. Police officers patrol the university and adjacent roads in marked police vehicles, police bicycles, and on foot. All police officers are sworn under chapter 75, section 32a of the general laws of the Commonwealth of Massachusetts. All police officers have the same law enforcement authority as state or municipal police officers and are trained at state certified municipal police training academies.

**In the event of an emergency please call 911.** Dialing 911 on a campus phone will go straight to MA State Police they will coordinate with UMBPD so to ensure the fastest response time.

**To report a crime please call 617-287-7799**

Numerous highly visible, blue light emergency telephones and call boxes are located around the campus and within various buildings of the University of Massachusetts Boston. These security devices are provided to ensure the safety of the campus community. To activate the emergency telephones and call boxes, simply push the large red button, which will connect you to an officer of the UMBPD.

It is recommended that all program directors and staff with a UMass Boston email address sign up for the RAVE Emergency Alert System by visiting <https://www.getrave.com/login/umb> . In the event of an emergency a mass notification will be sent out via text message and email with details on the emergency as well as what actions should be taken. For more information on the RAVE system please visit <http://www.umb.edu/preparedness/alert/>

**If you do not have an UMass Boston email address please be sure to provide your cell phone number to your program Director so that you may be reached in an emergency.**

UMass Boston would like to remind you of some safety tips:

- Youth program participants and staff are restricted from visiting any of the construction sites on campus. Please visit [http://www.umb.edu/news\\_events\\_media/construction](http://www.umb.edu/news_events_media/construction) frequently for updates on construction activity as well as any changes to roadways, walkways, and access to campus that may be temporarily affected.
- Use caution when walking alone or with program participants through any campus parking lot.
- Be aware of your surroundings. Know where you are and who is around you.
- Call Public Safety if you see someone or something suspicious.

## Important Phone Numbers and Websites

Emergencies.....	911
UMass Boston Public Safety – Police Department.....	617-287-7799 (non-emergency)
University Health Services .....	617-287-5661
Environmental Health and Safety .....	617-287-5445
Human Resources.....	617-287-5150
Office of Diversity and Inclusion .....	617-287-4818
UMass Boston – Main Number .....	617-287-5000

### Construction Updates

<http://www.umb.edu/construction>

### Office of Emergency Management and Business Continuity

<http://www.umb.edu/preparedness>

## Mandated Reporting

As program staff members, counselors, supervisors, and teachers working with children under the age of 18, you are all mandated reporters. As a mandated reporter, you play a critical and fundamental role in helping to keep the children of Massachusetts safe. Few professionals are better situated than youth program staff to see the signs and symptoms that may be indicators of abuse or neglect. As a mandated reporter, you are the eyes and ears for all the agencies in the Commonwealth that are charged with protecting our children. Without the vigilance of educators and support staff, many cases of child abuse and neglect would not be addressed.

A 51A report is required when the mandated reporter has “reasonable cause to believe” that a child under 18 years of age is “suffering physical or emotional injury resulting from abuse inflicted upon him which causes harm or substantial risk of harm to the child’s health or welfare including sexual abuse, or from neglect, including malnutrition, ...” Reports of abuse or neglect must be filed immediately. A failure to file a report may be punished by a fine of not more than \$1,000. In addition, any person who knowingly files a report of child abuse that is frivolous may be punished by a fine of not more than \$2,000. Under section 51A, a mandated reporter is protected from liability in any civil or criminal action. In addition, a mandated reporter is protected from discharge, discrimination or retaliation for a report filed in good faith or testimony in a proceeding involving child abuse or neglect.

If you have a reasonable suspicion that a child has been abused or neglected, immediately report your suspicion to the program director or to the Public Safety Department. When deciding whether or not to



report your suspicions, just remember that you only need a reasonable suspicion that a child has been abused or neglected. You do NOT need absolute proof, nor do you need to know the identity of the alleged perpetrator.

You should not consider what action the Department of Children and Family Services (DCF) may take when making the decision whether to file. Your job is to make appropriate authorities aware of a potentially unsafe situation for a child and turn the investigation over to them. It is important to remember that DCF is required to look after the best interests of the child and support the preservation of the family. DCF can provide a range of services to families in distress, well short of removing a child from the home.

For more information on being a mandated reporter, please visit:

<http://www.malegislature.gov/Laws/GeneralLaws/PartI/TitleXVII/Chapter119/Section51A>

To visit the Department of Children and Family Services, please visit:

<http://www.mass.gov/eohhs/gov/departments/dcf/>

## **Bullying**

UMass Boston is a bullying-free campus. We invite youth to attend programs here with the understanding and responsibility of keeping them safe. As a program staff member, it is your responsibility to recognize bullying as it occurs and to take the appropriate actions.

Children attending youth programs are susceptible to the same number of potential bullying situations as they would be in school. New program participants, youth who perform poorly, and youth who struggle to make friends or appear different from others are particularly vulnerable to becoming victims of bullying.

### What Is Bullying?

It's difficult to stop bullying if you don't know what to look for. Many behaviors that seem harmless, such as teasing or excluding, can escalate into bullying. Look out for these behaviors and help the youth in your program look out for these behaviors, too, so that everyone can prevent bullying before it happens.

Bullying is a form of emotional or physical abuse that has three defining characteristics:

1. Deliberate — a bully's intention is to hurt someone.
2. Repeated — a bully often targets the same victim again and again.
3. Power imbalanced — a bully chooses victims he or she perceives as vulnerable.

### Look Out for the Warning Signs

To be able to stop bullying, it's also important to look out for warning signs that program youth might show. These include:

- Unexplained damage or loss of clothing and other items
- Evidence of physical abuse (bruises and scratches)

- Loss of friends; changes in friends; lack of friends
- Reluctance to participate in activities.
- Unusually sad, moody, anxious, lonely, or depressed
- Problems with eating or sleeping.
- Headaches, stomachaches, other physical complaints
- Thoughts of suicide or revenge

### Look Out for Vulnerable Youth and Potential Bullying Situations

If you know who is most at risk for bullying, you can look out for the most vulnerable. If you know situations or locations where bullying may occur, you can develop action plans for prevention. For example, adding supervision during free time or in bathrooms, assigning sports teams and dining tables, and keeping swimming abilities more confidential may prevent bullying from happening in the first place. Understanding youth (and counselors) with special needs (their requirements, abilities, and limitations), and helping youth understand, too, helps increase sensitivity and prevent bullying. To prevent older children from picking on younger children or experienced program participants from taking advantage of new participants, ask older or more experienced participants to help younger or new participants.

#### **When YOU see or hear bullying . . .**

**Intervene immediately.** When you do nothing, you send the message that bullying is acceptable. If you ignore or minimize the problem, victims will not believe that adults understand or care, or that they can help. If *you* don't intervene, children won't either.

**Intervene even if you're not sure it's bullying.** Observing children's actions, words, body language, and facial expressions will help you determine if bullying is occurring. Even if it's not, aggressive behaviors need to be stopped.

**Stand between or near the victim and the bully, separating them, if necessary, to stop the bullying behaviors.** For young children, consider removing them from the situation to a "time-out" area or room.

**Respond firmly but appropriately.** Remain calm but convey the seriousness of the situation. Announce that the bullying must stop. Describe the behavior you observed and why it is unacceptable.

**Get help if needed.** If the bully is using physical force, or there is more than one bully, you may need to find another adult to help keep children safe and protect yourself.

**Do not respond aggressively.** Using aggressive behavior sends the wrong message that this is a good way to solve problems. It may also prompt a bully or a bystander to increase his or her bullying behavior or become aggressive toward you.

**Avoid lecturing the bully in front of his or her peers.** Your goal is to end the behavior, not humiliate or shame the bully. Rather than serving as a deterrent, lecturing and scolding often provide the bully with attention that he or she finds rewarding.

**Don't ask children to "work things out" for themselves.** Bullying is different from an argument or conflict; it

involves a power imbalance that requires adult intervention.

**Give praise and show appreciation to helpful bystanders.** Children who try to help the victim or stop the bully are key to bullying prevention.

**Stick around.** Remain in the area until you are sure the behavior has stopped.

**Report.** All incidents of bullying are to be reported to the Program Director by the end of the day. Failure to do so may result in disciplinary action being taken against yourself and the bully.

*Reference: American Camp Association*

## UMass Boston Employee Policies

### Drug/Alcohol Free Workplace

The University of Massachusetts Boston, in accordance with both federal legislation and existing University policy, is committed to providing a drug-free, healthy, and safe environment for all program staff members, program and program participants.

The use, purchase, distribution, or sale of drugs on university property or at university-sponsored activities is strictly prohibited. Serving alcohol must be approved in advance with the Office of Student Affairs; alcohol may not be served if minors will be in attendance of the event. If a program staff member violates any of the abovementioned restrictions, appropriate disciplinary action will be taken, up to and including termination.

### Sexual Harassment Policy and Procedures

Sexual harassment is sex discrimination and, therefore, a violation of federal and state law. It is the policy of the University of Massachusetts that no member of the University community may sexually harass another. For purposes of this policy and consistent with federal regulations, sexual harassment is defined as follows:

Unwelcomed sexual advances, requests for sexual favors and other verbal or physical conduct of sexual nature constitute sexual harassment when such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working or academic environment. It is the policy of the University to protect the rights of all persons within the University community by providing fair and impartial investigations of all complaints brought to the attention of appropriate officials. Any member of the University community found to have violated this sexual harassment policy will be subject to disciplinary action, up to and including termination.

### Program Rules & Policies

The following rules apply for youth as well as program staff. Violation of these rules may result in dismissal from the youth program and termination of employment:

- Use, possession, distribution, or sale of drugs or alcoholic beverages, firearms, fireworks, weapons, or objects that may be misconstrued as weapons.
- Violence or malicious destruction of university and/or another person(s)' property (you will be held responsible for any damage incurred).
- Theft
- Engaging in any form of sexual activity on university property or at a university-sponsored event.
- Intrusion into areas designated as "restricted" without valid cause.

### Proper Dress

Inappropriate dress of program staff members will not be tolerated. Some examples include the following: excessively tight clothing, bare midriffs, halter tops, bare chests, short shorts or skirts (must be knee length). Only one-piece bathing suits are allowed. Everyone must have their pants at an appropriate height and should wear belts when necessary. Your underwear should not be visible. Wear shoes appropriate to the activity. Please remember that you are on a university campus and should dress accordingly.

## Social Media Policy

UMass Boston recognizes that in today's culture there are many ways to remain connected to friends and acquaintances including the use of social media outlets like Facebook and Twitter. It is our expectation that our program staff members will maintain the highest possible standards as the role models they serve as to our youth program participants. Program staff members should be aware that anything they post online is to be considered public information. If something negative comes to our attention, the University may be forced to act as severe as termination of employment.

Program staff members cannot give, receive, or exchange email addresses, cell phone numbers, home phone numbers, or other personal information with program participants. Program staff members may not contact any program participant during hours outside of standard program hours. Program staff members are not allowed to be friends on social media outlets and if a youth sends a friend request, the program staff member must decline/ignore the request. Failure to do so may result in termination of employment.

The parents and guardians of the youth in the program have signed a media release to allow the University to use their photos in promotional material and online, however this release DOES NOT apply to staff members posting pictures of the participants online. Under no circumstance are program staff members allowed to post pictures or videos of program participants online or otherwise make public. If a program staff member feels that he/she has a particularly memorable picture or video taken during the program and its' normal hours/at sponsored events, he/she may submit it to the Program Director for distribution and use through authorized means.

## Visitors

Program staff and youth participants are not allowed to have visitors during a normal program day. If a parent or guardian needs to speak with a child in the program, the program staff member is required to send the parent/guardian to the Program Director who will request and view an appropriate picture ID prior to taking any further action.

## Concussion Awareness

A concussion is a type of traumatic brain injury—or TBI—caused by a bump, blow, or jolt to the head or by a hit to the body that causes the head and brain to move rapidly back and forth. This sudden movement can cause the brain to bounce around or twist in the skull, creating chemical changes in the brain and sometimes stretching and damaging brain cells.

Medical providers may describe a concussion as a “mild” brain injury because concussions are usually not life-threatening. Even so, the effects of a concussion can be serious.

All staff members should take free training offered by the CDC in conjunction with HEADSUP:

[HEADS UP Online Training Courses | HEADS UP | CDC Injury Center](#)