



STAFF & INTERN MANUAL

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WELCOME FROM OUR EXECUTIVE DIRECTOR

Dear Intern/Volunteer,

I am thrilled you have chosen to intern/volunteer with the Brookline Teen Outreach Center. Interns and volunteers are integral to achieving our goals and strengthening our impact in the community. I hope that you find the duties of your internship or volunteer opportunity fulfilling and that your experience with us is rewarding and positive. This handbook contains details about our organization and the responsibilities of our interns and volunteers. If you have any questions, please contact me at cmnulty@brooklineteenoutreach.org or 412-302-9394. Once again, welcome, and thank you!



Sincerely,

Executive Director

ABOUT BROOKLINE TEEN OUTREACH CENTER

We believe in maximizing youth potential and building the community at Brookline Teen Outreach.

BTO is the only non-profit in South Pittsburgh that is providing teen support in a myriad of ways and providing valuable resources to those who need it. We have adopted a holistic approach to serving youth by offering high-quality and modern, licensed counseling services, free tutoring, community service opportunities, and dynamic programming. The center's innovative and comprehensive programming provides something for everyone who walks through our doors.

PROGRAMS AT BROOKLINE TEEN OUTREACH CENTER

Tutoring at Brookline Teen Outreach Center is vital to the success of our students on many levels. Improved understanding helps them to achieve better grades in the short term. It sets them up for future success by increasing their likelihood of graduating high school, enrolling in college, and eligibility for grant money to attend further schooling.

Life Skills are necessary for young people to succeed. Life skills lessons are provided by staff, volunteers, and contracted individuals.

Examples of life skills sessions include:

- Building a budget
- Applying for student loans
- Accessing grant money
- College application preparation
- Cooking skills
- Sewing
- Car mechanic basics
- Setting up a bank account

Community Service bridges us to our community in Brookline, our city as a whole, and the world at large. Not only do acts of service benefit the community we serve, but they also help to build the character and work ethic of the students. Engagement with the community has proven to reduce crime, persuade other residents to become more involved in the community, and create a more positive area in which to live. Creating this interaction among community members increases communication and reduces apathy, investing residents in the neighborhood's success.

Socialization is one of the most essential services we can provide young people. By providing a safe space with numerous opportunities for growth as well as fun, we are giving teens a way to stay away from negative influences in the community and give parents assurance of their children's security.

Events include:

- Games (pool, air hockey, foosball, etc.)
- Movie nights
- Themed parties
- Group study space

Dynamic Programming is crucial to student engagement and development. Our goal is to provide programming that reflects student interests and is ever-evolving. Programming at Brookline Teen Outreach Center is provided by staff and outside contributors skilled in their field of expertise.

Counseling at Brookline Teen Outreach Center is important to the overall well-being of our students. By providing licensed counseling within the context of a social setting, we have tapped into a unique and positive approach to providing mental health therapy in a way that is effective and well-accepted by adolescent and young adult populations. Counseling at Brookline Teen Outreach takes many forms (e.g., one-on-one sessions, group, adventure-based counseling excursions) and is provided at Brookline Teen Outreach Center and at off-campus locations.

BROOKLINE TEEN OUTREACH PROGRAMMING

Overview of youth and community projects and events

DAILY

- Snack and dinner
- Art activities
- Active games - ball, pool, etc.
- STEM activities
- Community Service Opportunities
- Computer Lab
- Board Games
- Video Games
- Homework Help
- Counseling

WEEKLY

- Girls' Group
- Manhood
- Tutoring
- Cooking Class
- Gardening
- Girl Code - Beauty and Self-Empowerment

MONTHLY

- Chess Instruction
- Off-site Hiking
- Rock-climbing
- Open Mic Night
- Knit, Crochet & Sewing

YEARLY

- Acting Workshops
- Podcasting Workshops
- Service Weekends
- Talent Show
- Babysitter Training
- Participation in Community Events
- Positive Action Anti-Bullying Program
- Art Workshops

OBJECTIVES

- Actively engage students in subjects of interest to help them grow as individuals
- Provide educational and social/emotional learning opportunities
- Engage students in their community and have them work as advocates for change

INTERNSHIP PROGRAM MISSION AND PURPOSE

Philosophy and Purpose

Brookline Teen Outreach Center pairs the skilled and willing hands of diverse volunteers and interns with trained staff to provide meaningful programs serving the teens of South Pittsburgh. Brookline Teen Outreach Center's Volunteer Program encourages teamwork between staff, interns, and volunteers, allowing clients to access and receive the best programs and services in the communities we serve. The broad skill set you bring supports BTOC's vision, enabling all teens to realize their full potential.

Overview of Position/Opportunities

Interns are an integral part of the Brookline Teen Outreach Center. We depend upon our interns as we do our staff to ensure the highest quality of service and programs for our clients and community. Interns have the opportunity to make meaningful contributions to our programming and the management of our site. All interns are required to participate in either program development or administrative support. A program form is included in this handbook (Appendix A) for your review. Please talk to your supervisor or the Executive Director for more details.

In addition, you gain professional experience by working with us, access to professional development trainings, and professional letters of recommendation and reference opportunities. You are critical to the success of BTOC and are appreciated; if there is anything we may do to make your tenure more productive and mutually beneficial, please let us know. Additional details of internship tiers and requirements can be found in Appendix B.

Slack

Interns are required to utilize a program called Slack. Various channels on Slack allow the members of BTO to list ideas for potential activities to utilize with the children. The channels are art, games, general, individual programs, interventions, jokes, marketing, random, social-emotional, stem, and weekly reflections.

Interns must come up with at least one program idea per week to upload to a channel with the intention of implementing the activity in the teen space during the following weeks. Interns are also required to submit a weekly reflection each week based on their encounters at the center, with the children, with the staff, and various challenges or strengths that occurred. Staff members will provide discussion questions weekly, which are aimed to guide weekly reflections and connect to professional development trainings.

Project Outline

Each intern is required to create a project to enhance BTO in a specific way. The intern must take the lead on this project, propose the idea to the Executive Director and leadership staff for feedback, and implement the program or activity into BTO. There are various ways this can be completed, and the

Executive Director can provide information on past projects completed and their overall effects on the site. Ex: Calming corner, boys' group, cooking group, activity group, reference board, etc.

Tracking Internship Hours

Each month you will be given a work schedule for the following month two weeks before the end of the current month. This will serve as a way to track your anticipated hours. However, you are responsible for keeping and logging an accurate count of internship hours, which your supervisor will review and verify at the end of your internship.

When I Work

Intern's schedules are available to them on an app that can be downloaded to their cellphone for free or accessed via a web browser. The app is called When I Work and allows interns to request time off, see who is working specific days, set times they are available to be there, and many other options.

INTERNSHIP POLICIES

Hours of Operation and Schedule

Open hours at our main campus, 520 Brookline Blvd. Pittsburgh, PA 15226 are Monday through Friday between 3-6pm. Special events, such as holiday parties, community days, or summer programs, may fall outside of this timeframe during certain days of the week. Staff and Interns who participate in off-site and/or summer activities may have start and/or end times outside of the time parameters above.

Scheduling and Commitment

Regular attendance at scheduled shifts is required. Every staff member and intern is expected to report for his/her shift on time and stay for the duration of the time scheduled. Unsatisfactory attendance, including reporting late for your shift, quitting early, or an excessive number of absences, is not acceptable.

Vacations or days off must be scheduled in advance on When I Work. Requests should be submitted to the Executive Director before posting work schedules for the semester.

If an unexpected situation arises, we ask that at least 24 hours notice is given if you cannot come in for your scheduled shift. We understand that emergencies arise, but we depend upon our staff and interns to maintain proper adult-to-student ratios and to facilitate programming.

In an emergency situation, you must notify your supervisor and the Executive Director before your shift begins. When you speak to your supervisor and the Executive Director, state your reason for being late or for not being able to report to your shift, and whether or not additional days of work will be missed.

BTOC recognizes the following holidays and is therefore closed:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day

Please note that BTOC is typically closed for the entire week of both Thanksgiving and Christmas to accommodate for holiday travel. Occasionally, community and social events will be held on holidays. Shifts on these days does not follow the typical schedule and is optional.

Pre and Post Meetings

All staff including interns and volunteers are expected to show up at least 15 minutes prior to their shift starting if they are opening. This allows the staff to create a plan for the front desk as well as discuss any meetings that each staff may have or things that will prevent them from being downstairs with the kids at BTO.

All staff are also expected to stay at least 15-30 minutes after their shift if they are there until closing. This allows the staff to debrief and reflect on the night. The staff can discuss positive interactions that occurred, things that could have been done better, and any questions or concerns that are occurring at the time.

Inclement Weather

The Center makes every effort to remain open during inclement weather. We will make every effort to notify you when the Center has an unscheduled closure on a day for which you are scheduled to volunteer. However, if there is inclement weather, please check appropriate news and school closure information in the event that we are unable to reach you. If District schools are open and you do not hear from your volunteer supervisor, you can assume that the Center is open for business, and you should plan to volunteer as scheduled. If the School District decides to keep its schools open, but you do not feel safe coming in because of inclement weather in your area, please contact the Executive Director and your supervisor as soon as possible.

Intern Code of Conduct

Basic conduct requirements include:

- We ask that you always act professionally toward clients. This includes but is not limited to:
 - Creating a welcoming and supportive space for students.
 - Maintaining a professional demeanor with students that is not overly friendly or too reserved.
 - No touching of any students should occur unless it is done to treat a medical injury and the student has given you verbal consent.
 - Refraining from using inappropriate language, gestures, or topics.
 - All topics of conversation should remain neutral and be fact-based. Do not share your personal beliefs or opinions regarding politics, religion, or divisive topics.
 - Any personal relationships with staff, interns, or other volunteers should remain strictly professional while serving in a volunteer role. No public displays of affection or overly familiar conversation.
- Treat all client information as strictly confidential.
- Know that Center information is proprietary and owned by BTOC.
- Please avoid conflicts of interest and do not moonlight or provide private consultation services for BTOC clients during your tenure at BTOC.
- Gratuities may not be accepted by BTOC volunteers.

If a student is made to feel uncomfortable by a member of staff, an intern, a volunteer, or another student for any reason, these incidents should be reported to the Executive Director immediately. The Executive Director will interview both parties and work to determine a solution. If any staff, intern or volunteer is suspected or accused of inappropriate conduct, they will be immediately placed on leave and will no longer serve in a youth forward capacity. Claims of abuse will immediately be reported to both the police and CYF.

Dress Code

The way staff and volunteers dress to reflect the expertise and professionalism of the Center and the services we provide. The dress code for Brookline Teen Outreach Center is casual, but professional.

Examples of appropriate attire are:

- Dresses
- Skirts
- Sweaters
- Shirts or blouses
- Slacks, khakis, nice pants, etc.
- Jeans (of any color) that are not faded or torn

The following types of dress are not business casual:

- Visible underwear (including bras/bra straps)

- Torn clothing
- Excessively wrinkled clothing
- Sweat pants or exercise clothes
- Clothing with inappropriate language or images

Cell Phone Usage

Incoming cellular telephone calls are disruptive to an efficient work environment. When staff and interns work with or close to clients, BTOC asks that cellular telephone ringers be silenced. BTOC recognizes there are occasions when cellular telephones must be used, but requests that discretion be used and that such calls be limited as much as possible. If you are expecting an important phone call or know of any reason as to why you might need your cellular telephone readily available, we ask all volunteers and staff to communicate this to a lead staff member ahead of time.

If staff or interns must use or answer a cellular telephone while driving a motorized vehicle while volunteering, BTOC supports a safety-first policy. BTOC requires that you stop and/or pull over before using or talking on the telephone unless working with hands-free equipment. Reading, typing or sending a text message, while driving, is strictly prohibited by law. This request is supported by law enforcement agencies due to increases in accidents attributable to distraction while using a cellular telephone.

Building Operations Procedures

There are specific tasks that must take place at the start and end of each shift. These procedures are outlined in Appendix B at the back of this handbook.

Staff, Intern and Volunteer Contact Information

It is imperative to have your supervisor's contact information as well as the contact information of the Executive Director and all leadership staff. In addition, in order to communicate effectively with the team as a whole, you may need to contact other staff, interns, or volunteers outside of your shifts at BTOC. Current contact information for all staff, volunteers and interns can be found at the front desk communication hub or by requesting this information from your supervisor or the Executive Director.

Absenteeism & Tardiness

Prescheduled times away from internship for vacation, holiday, or PTO days are not considered occurrences for the purpose of this policy.

Interns who have excessive absenteeism will be subject to the disciplinary policy as appears here:

- An absence occurs when an intern misses more than three hours of work within a normal workday. An absence of multiple days due to the same illness, injury or other incident will be counted as one occurrence for the purpose of this policy.

- A tardy arrival, early departure or other shift interruption is considered a one-half occurrence. On occasion and with prior approval of the supervisor, an intern who is tardy may adjust that day's schedule to work an equivalent amount of time at the end of the shift, and a one-half occurrence will not be counted.
- An intern is considered late if the intern reports to the Center more than five minutes after the scheduled starting time; an early departure is one in which the intern leaves before the scheduled end of hours of their shift.

Step Discipline

Absences and tardiness or early departure will be counted together but are assigned different levels of severity. Absences are each considered one occurrence; tardiness/early departures are each one-half an occurrence.

Occurrences are counted in a rolling six-month period. Occurrences expire six months from the date of the incident.

- Step one
 - Six occurrences (absences and tardiness combined) in any six-month period will be the basis for a coaching discussion between the intern and direct supervisor. The purpose of the coaching session is to make the employee aware of the absence or tardiness that is frequent enough to draw attention and to be certain that the employee understands this policy and the consequences of violation. The coaching session will be documented in the intern's personnel file.
- Step two
 - Any additional unscheduled absence or tardiness in the same six-month period is cause for a verbal warning with documentation in the intern's file. The verbal warning, delivered by the employee's direct supervisor, serves to notify that the intern is in violation of this company policy and that additional occurrences will result in further disciplinary action.
- Step three
 - The next unscheduled absence or tardiness to the above in the same six-month period will trigger a written warning putting the employee on formal notice of violation as mentioned above.
- Step four
 - An additional unscheduled absence or tardiness to the above in the same six-month period is cause for a final written warning. This is considered the final step in the disciplinary process regarding attendance and punctuality.
- Step five (final)
 - An additional unscheduled absence or tardy to the above steps in the same six-month period is cause for termination of internship.

No-Call/No-Show

Not reporting to scheduled shifts and not calling to report the absence is a no-call/no-show. This is a serious matter, creating increased administrative burdens and emotional upset. The first instance of a no-call/no-show will result in a final written warning. The second separate offense may result in termination of internship with no additional disciplinary steps. Any no-call/no-show lasting three days is considered job abandonment and will result in immediate termination of internship.

If the intern has already begun the step discipline process for attendance/punctuality when a no-call/no-show occurs, the disciplinary process may be accelerated to the final step.

Management may consider extenuating circumstances when determining discipline for a no-call/no-show (for instance, if the intern is in a serious accident and is hospitalized) and has the right to exercise discretion in such cases.

Procedures

All warnings will be delivered by the direct supervisor.

Management reserves the right to use its discretion in applying this policy under special or unique circumstances, and to amend or discontinue this policy at any time without notice.

Although occurrences will roll off an intern's record after six months, habitual offenders (those who have established a pattern of absences, such as consistently having six or more occurrences in any given six-month period or routinely calling off on Mondays or Fridays) may trigger step discipline even though six-month old infractions have fallen off, if occurrences continue to be incurred

Step Discipline—Unscheduled Absences or Tardiness in a Rolling Six-Month Period

6 th occurrence total	Coaching sessions documented in file
7 th absence or tardiness	Verbal warning documented in file
8 th absence or tardiness	Written warning in file
9 th absence or tardiness	Final written warning with one-day suspension
10 th absence or tardiness	Termination of employment

Social Media

It is Brookline Teen Outreach's policy for all staff members, interns, and volunteers alike to not "friend" students that attend programming on any social media platform, regardless of age of the student. Similarly, all staff members, interns, and volunteers should not accept requests from students to "follow" or "friend" on any social media platform, regardless of age of the student. It is important to recognize the power dynamic within relationships developed with students at the teen center and adult

staff members. Social media interactions cross inappropriate relationship boundaries and may confuse students about the nature of relationships built with staff at the center.

Instead, youth and parents/guardians should be directed to organization's social media platforms and website for information regarding programming and upcoming events. Brookline Teen Outreach can be found on all major social media platforms including Facebook, Instagram, Twitter, and LinkedIn.

Failure to comply with this expectation will result in disciplinary action and potential dismissal from your role at Brookline Teen Outreach.

Purchasing Items for Students

All staff members are advised not to purchase items for students with personal funds at local organizations (e.g., CVS, Las Palmas, Sunoco, etc.) at any time, especially during program hours. Programming hours are staffed according to mandated ratios of adults to students and it is important to keep these in check at all time. BTOC is stocked with many food items, drinks, kitchenware, toiletry items, etc., and is well-equipped to provide resources on site during programming hours. If students are asking for specific items due to lack of access in their home environments, speak with leadership staff to create a plan to help student gain access to needed resources with organization's funds if possible.

BTOC has painstakingly created its programming, culture, and environment to be one that prioritizes authenticity, connection, and growth for all students and staff alike. Building authentic connections with students is an integral part of the work required of staff, interns, and volunteers. While BTOC recognizes the difficulty that is creating connections with youth, purchasing items for students and using other bribing methods to build those relationships undermines the effort and authenticity of the foundations and mission of BTOC. Regardless of intention behind agreeing to purchase snacks or other items for students, it is considered to be an inappropriate decision made by a staff member to engage in relationship building with youth. If you find you are struggling with building authentic relationships with youth during your experience at BTOC, we strongly advise you to speak with your supervisor and leadership staff for guidance.

BACKGROUND CHECKS

All staff and interns must with Pennsylvania state requirements for working for children.

All prospective staff and interns must obtain the following certifications:

- Report of criminal history from the Pennsylvania State Police (PSP); and
- Child Abuse History certification from the Department of Human Services (Child Abuse).

Additionally, a fingerprint based federal criminal history (FBI) submitted through the Pennsylvania State Police or its authorized agent is NOT required as long as:

- The position the individual is applying for is an unpaid position; AND
- The individual has been a resident of the Commonwealth of Pennsylvania for the entirety of the previous 10 years.

Individuals who are not required to obtain the FBI certification because they are applying for an unpaid position AND have been a continuous resident of Pennsylvania for the past 10 years must swear or affirm in writing that they are not disqualified from service based upon a conviction of an offense under §6344.

All staff and interns will be required to obtain/update certifications every 60 months.

- The PSP criminal history certification costs \$0
- The Child Abuse certification costs \$0
- The FBI federal criminal history certification costs \$25.75 through Department of Human Services

Any person who obtained their certifications within the previous 60 months may serve in a volunteer capacity for any program, activity or service, if they have given a copy to Brookline Teen Outreach Staff.

Information on how to obtain required clearances can be found on the Brookline Teen Outreach Center website and at:

http://www.dhs.pa.gov/publications/findaform/childabusehistoryclearanceforms/index.htm#.Vpt_IPkrJdh

Any member of staff or intern can be rejected or terminated based on an unacceptable background check, i.e., if a potential staff member or intern has a criminal record that could negatively impact students or their ability to perform their duties, they will not be allowed to participate in programming at Brookline Teen Outreach Center.

MANDATED REPORTING

In accordance with Act 31 of 2014, certain mandated reporters are required to obtain training in child abuse recognition and reporting training. According to Pennsylvania law, all individuals that work directly with minors are mandated reporters. Mandated reporter training is essential to understanding the process of reporting, and when it is necessary to report.

The Department of State has collaborated with the University of Pittsburgh's, Child Welfare Resource Center to develop a free, web-based training. This training is approved in accordance with Act 126 of 2012 and Act 31 of 2014, for mandated and permissive reporters and can be found at www.reportabusepa.pitt.edu.

Abuse Policy

Pennsylvania law requires certain individuals to report child abuse, whenever they have reasonable suspicion of child abuse or neglect. All BTOC employees are mandated to report abuse if they have

reasonable suspicion that a child has been abused or neglected. It is the policy of BTOC to abide by all state requirements for child abuse reporting, including training employees to report, and tracking reports to ChildLine. This policy applies to all BTOC employees, volunteers and trainees/students acting as agents of the organization.

The law provides protection from criminal and civil liability when reports are made in good faith. This law applies to children under the age of 18. In Pennsylvania, suspected child neglect or abuse is reported through ChildLine Department of Human Services.

If an individual is 18 years of age or older and reports abuse that happened while under the age of 18, that report should be filed with ChildLine.

DEFINITIONS

Child Abuse: An act to cause harm to or endanger a child that was done either

- (1) Intentionally - done with the direct purpose of causing the type of harm that resulted
- (2) Knowingly - understanding that the harm is "practically certain to result" or
- (3) Recklessly – with conscious disregard for foreseeable risk.

Bodily Injury: Impairment of physical condition, or substantial pain

Fabricating, Exaggerating, or Inducing a Medical Symptom or Disease: Fabricating, feigning, or intentionally exaggerating or inducing a medical symptom or disease which results in a potentially harmful medical evaluation or treatment to the child through any recent act

Serious Mental Injury: Causing or substantially contributing to serious mental injury to a child through any act or failure to act or a series of such acts or failures to act

Sexual Abuse or Exploitation: The employment, use, persuasion, inducement, enticement or coercion of a child to engage in or assist another person to engage in sexually explicit conduct

Serious Physical Neglect: Any of the following when committed by a perpetrator that endangers a child's life or health, threatens a child's well-being, causes bodily injury or impairs a child's health, development or functioning:

- (1) A repeated, prolonged or egregious failure to supervise a child in a manner that is appropriate considering the child's developmental age and abilities.
- (2) The failure to provide a child with adequate essentials of life, including food, shelter or medical care

Specific Recent Acts: Include but not limited to kicking, biting, throwing, burning, stabbing or cutting a child in a manner that endangers the child

To fulfill his legal mandate, when a mandated reporter has reasonable cause to suspect that a child is being abused, he must immediately make the report. This can now be done in two ways:

Call ChildLine at 1-800-932-0313

ChildLine is available 24 hours/ 7 days a week. As a mandated reporter, you must provide your name and contact information when making the call. After making the call, mandated reporters must follow up with an electronic report or a written report completed on the [CY-47 form](#) within 48 hours of making the oral report.

Submit the report electronically.

The report is submitted directly to ChildLine via Child Welfare Information Solution portal. You will need to include your name, telephone number and email address. You also will need to include any other actions you have taken (see below). You will receive an email confirmation that your report has been received; you should print and keep this confirmation for your records.

After making the report to ChildLine, the mandated reporter must tell the person in charge of the organization or program (Directors of Brookline Teen Outreach). That person then is responsible to facilitate the organization's cooperation with any investigation and assists the mandated reporter with any concerns he may have.

Currently, only mandated reporters may make a report electronically. Everyone is encouraged to make a report if they have reasonable cause to suspect that a child is victim of abuse. Those people who are not mandated reporters can make a report by calling ChildLine at 800-932-0313.

Written Reports by Mandated Reporters

Within 48 hours of making the call to ChildLine, mandated reporters must complete a form called a [CY-47](#), which is a Report of Suspected Child Abuse or make an electronic report. The [CY-47 form](#) is sent to the Children and Youth office where the incident occurred, and you should keep a copy for your own records in a separate confidential file. The form should be sent to the county agency where the alleged abuse will be investigated. The written report can be made electronically using [ChildLine's Child Welfare Information Solutions Self- Service Portal](#).

The [CY-47 form](#) is not required if an electronic report is made in lieu of a call to ChildLine. The electronic report serves as both the oral and written report.

Other Actions by Mandated Reporters

Mandated reporters may take certain other actions on behalf of a child suspected of being abused.

A mandated reporter **may** also:

- Take photographs of the child's injuries
- Have X-rays taken
- Have the child hospitalized

- Have the child placed into protective custody - according to the law
- Have a medical exam performed by a medical professional

Any photographs, X-rays and/or medical summaries then should be sent to the county agency where the report is investigated within 48 hours of an electronic report. The mandated reporter must give the county access to the actual photographs and X-rays.

Only a law enforcement officer, physician, or hospital administrator can take protective custody of a child without a court order. This action may be taken when it is immediately necessary to protect the child. When a child is taken into protective custody, that person (e.g., law enforcement, physician, etc.) must immediately notify the county agency.

A child cannot be held in this type of protective custody for more than 24 hours. However, if necessary, the county agency can obtain a court order permitting the child to remain in protective custody for a longer period of time. If a child is taken into emergency custody, the case must be brought before a judge within 72 hours.

No county agency worker (caseworker) may take custody of the child without a court order. In all cases, the county maintains written records of the investigation.

Information Available to Mandated Reporters After a Report is Made

Mandated reporters, under the amendments to the CPSL, will receive certain information about a child who was the subject of a report of suspected child abuse that was made by the mandated reporter. The information will be sent to the mandated reporter automatically within three days of ChildLine receiving the results of the investigation.

Mandated reporters are allowed to know the final status of the child abuse report - whether it is indicated, founded or unfounded - and any services provided, arranged for, or to be provided by the county agency to protect the child.

STUDENT RULE ENFORCEMENT POLICY

We want students to succeed at BTOC, so less than desirable behavior is initially met with conversation, are solution based, and give opportunities to grow.

The following behaviors are discouraged at BTOC:

- Horseplay
- Bullying
- Disrespect (language, behavior, etc.)
- Not cleaning up trash
- Not cleaning up activities
- Destructive Behavior

- Excessive PDA (sitting on each other, making out)
- Entering spaces that are off limits
- Monopolizing space or not allowing other to participate

These behaviors are approached with a three-tier warning system. The system is structured as follows:

- First warning – USE PLEASE going up to student(s) and asking them to stop behavior and give an acceptable alternative/redirection – Say THANK YOU
- Second warning – remind them that you have already asked them to stop – review rule bulletin board – give clear consequence, "If I need to ask you again, I'm going to ask you to leave for the evening. I will need to put [item] at the front desk for your to retrieve when you leave for the day."
- Third Warning – Remind them that you have asked twice for behavior to stop and that now it is time to leave or item to be confiscated. Remind them that they are welcome to come back tomorrow or retrieve their item when they leave for the evening.

Note: Warnings should be given in a calm, clear and factual way. Warnings are not threatening or intended to shame students. The objective is to set clear boundaries and establish a sense of respect for those boundaries.

Front Desk Policy

- At least one intern/volunteer/staff member must be present at the front desk at all times.
 - When a significant number of students are in front desk/lobby area, specifically at the beginning of each shift as student's enter, at least one more adult should be present.
- Kids cannot be behind the desk area.
- Kids cannot use the organization's iPad for personal use.
- Kids cannot go in and out.
- If they repeatedly go in and out, they will be told to go downstairs OR sign out for the day.
- Kids can only be in the downstairs space
 - Unless there is a set activity happening in another space with supervision

What constitutes getting kicked out?

Reserved for extreme situations and should be avoided if possible. If staff, interns, and volunteers are staying resent in their roles, these types of behaviors should occur very infrequently.

- Physical altercations
- Drugs
- Smoking
- Weapons

For each of the above, students are removed from the situation and the incident is addressed directly to obtain facts about what led to the incident. Students will remain separate from the rest of the students until all the following have occurred:

- All leadership staff has been notified of the situation and pertinent information has been relayed
- Parents of students involved in the incident have been notified of the situation (those present for the incident are responsible for calling)
- Details of the incident have been recorded on an incident report form (Appendix C)

Student(s) are allowed to return to the center as early as the next open day BUT must meet with Executive Director before returning.

CONFIDENTIALITY AND EXTERNAL COMMUNICATION

Names, rosters, case records, client files and personnel materials are confidential. No reference to clients or to this confidential information, except in pursuit of care in Center programs, shall be made to anyone without written consent of the client, or their parent or legal guardian. This policy applies to both paid employees and volunteers.

BTOC is fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and related regulations and follows HIPAA-approved practices regarding the confidentiality and release of information. Please review the Center's HIPAA Notice of Privacy Practices to familiarize yourself with HIPAA requirements and approved practices.

All communication by staff, interns, and volunteers shall be done with respect, appropriate restraint and professional decorum, and in compliance with agency and client confidentiality procedures. Special care should be taken in the disposition of electronic mail conversations. Interns shall not use any non-Center electronic mail account (i.e., a personal electronic mail account) to correspond with clients or otherwise conduct Center business. Please see Executive Director, Caitlin McNulty, if you have questions regarding approved electronic mail accounts.

HIPPA Notice of Privacy Practices

This policy is available in the counseling office and is posted throughout the Brookline Teen Outreach Center and can be found at the end of this handbook (Appendix D).

Guidelines for Online Posting

Brookline Teen Outreach Center (BTOC) recognizes that some of our staff and interns may choose to express themselves by posting personal information on the Internet through personal websites, blogs, social networking sites, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs (i.e., Facebook, LinkedIn and Twitter). We value our staff and interns' creativity and honor your interest in engaging in these forms of personal expression on your own time, should you choose to do so. You are legally responsible for content posted to the Internet, in

a blog or otherwise, and can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

Company policies apply to anything written in a personal blog, posted to the Internet, or uploaded to the Internet. You may not use personal postings to harass or threaten other interns, volunteers, staff, or students, or reveal Center trade secrets or confidential information. Embarrassing or unkind comments about other Center interns, volunteers, staff, clients, students, or competitors are also inappropriate.

If, in the process of making a personal post or upload on the Internet, you identify yourself as affiliated with BTOC, whether by explicit statement or by implication, you must clearly state the views expressed in the post, or at the blog or website, are yours alone, and do not reflect the views of the Center.

You may not use Center trademarks, logos, or other images, nor make false or misleading statements about the Center's philosophy, products, services, opinions, or affiliations with other companies.

Media Relations

BTOC is committed to providing the media with accurate information. To avoid discrepancies, specific guidelines should be followed when a media inquiry is received.

All media inquiries regarding BTOC and its operation must be immediately referred to Caitlin McNulty, President, who is the first authorized point of contact to make or approve public statements regarding company business. Unless specifically designated by Caitlin McNulty, you are not authorized to make those statements. If you wish to write or publish an article, paper or other publication on behalf of BTOC, you must first obtain approval.

BTOC will generally provide a response to media inquiries within 24 hours. Should the response require a detailed explanation, a spokesperson will be designated to address the issue. The spokesperson will be chosen carefully, based on their area(s) of expertise.

Media inquiries include, but are not limited to, the following:

- Press releases
- Advertisements
- Media visits
- Requests for interviews
- Information on:
 - o Management changes
 - o Financial data
 - o Working conditions
 - o Wages
 - o Incidents

DRIVING POLICIES

For the safety of our staff, volunteers and students we have established acceptable limitations for vehicle use. When transporting students to or from any Brookline Teen Outreach event, the following guidelines must be met. Drivers must:

- Provide a copy of drivers' license.
 - Drivers with licenses with restrictions will not be permitted to transport students.
- Use seat belts at all times. Let others ride with you only when the vehicle has a seat belt for each person.
- Always drive within the speed limit.
- Not drive if fatigued.
- Limit distractions.
 - Please do not use cell phones except in emergencies. Attempt to pull over and stop your vehicle before using your phone.
 - Avoid placing or taking cell phone calls while operating a motor vehicle, especially in inclement weather, unfamiliar areas, or heavy traffic.
 - Place calls from a stopped vehicle if possible.
 - Allow a passenger, not the driver, to handle phone calls if possible. Alternatively, allow incoming calls to roll over to voice mail.
 - Be aware of any local regulations governing cell phone use.
 - Avoid other activities such as eating, drinking, or adjusting noncritical vehicle controls while driving.
 - Do not read maps while driving.
 - Keep music at a reasonable level to ensure that you can hear approaching emergency vehicles.
- Be familiar with the maintenance procedures for all vehicle systems.
 - Drivers are limited to his or her personal car to ensure familiarity with vehicle features.
- Communicate to staff and volunteers that a violation of the organization's driver safety policy is as serious as (and has similar consequences to) a violation of safety policy on the organization's premises.
- Be older than 25 years of age to transport students.
- Be younger than 65.
 - Exception: If older than 65, drivers must provide documentation that they have attended a safe driving course in the last 12 months.
- Follow the prepared route provided by Brookline Teen Outreach Staff. We map the safest route possible for all trips. In addition, staying along the same route can help us to give immediate assistance to another driver in our group in an emergency.

To enhance the safety of the vehicles used to transport students, the following requirements must be met:

- Make sure the automobile is fit to travel. Verify that all required warranty and maintenance service has been completed. Make sure appropriate emergency equipment (e.g., telephone, first aid kit, jumper cables and flares) are in the trunk before departure.
- Initial Document Review. The driver should review the owner's manual and any reports concerning the vehicle and should familiarize him/herself with the vehicle features.
- Vehicle Inspection must be current.
- Concluding Vehicle Inspection. At the end of each day, the driver should note the mileage, the number of passengers during the day, any mechanical problems or breakdowns, and any maintenance or repair expenditures (including gas) in a report.
- Other Maintenance and Inspection. Check alignment and inspection; rotate the tires and replace as necessary; check the exhaust system for leaks and make appropriate repairs; and replace oil and air filters, valves, belts, bolts, pads, and spark plugs, as needed.
- Documentation. Retain all service records and incident reports.
- Audit and Review. Periodically review all records. Ensure that problems were resolved. Verify compliance with the vehicle's service plan.

Special Consideration: 15-Passenger Vans

The following recommendations for 15-passenger vans are made by NHTSA:

- Carry fewer than 10 occupants.
- Load occupants from front to back.
- Require seatbelt use for each occupant.
- Do not load anything on the roof.
- Van drivers should be well rested.
- Drive cautiously (maintain a speed that is safe under the conditions and be especially careful on rural and curved roads).
- Inspect tires monthly to check for wear and proper inflation, to reduce the risk of a blowout.
- If the van's wheels drop off the roadway, gradually reduce speed and steer back onto the road when it is safe to do so.
- Only use drivers who have received specific training on the use of 15-passenger vans. Options include a van driver certification course offered by the National Safety Council. This should be repeated every three years.
- Keep the van's gas tank as full as possible.
- Drive at or below the speed limit.
- Look twice, ahead, behind, and to both sides before proceeding from a stop. Your view is restricted in these vans, especially with passengers.

- If you are taking a longer trip (more than two hours) with young adults or older children, it is advisable to have a second adult in the van to moderate any unruly behavior so the driver can maintain full attention on driving conditions.
- Volunteers should practice driving with the van prior to driving on trips.

EMERGENCY PROCEDURES

This document should not be considered a substitute for informed decisions and common sense when an emergency occurs.

Emergencies take many forms and may require a number of different actions. No one can foresee the type or extent of the emergency, and how it affects people and structures, so it is impossible to provide definitive, all encompassing, advice. The following are general instructions that are designed to guide staff, interns, volunteers regarding safety and emergency procedures for just a few types of actual and potential emergencies.

Student Safety

Brookline Teen Outreach follows best practices for student safety. Student Safety is always the first priority when making decisions. Please make every effort to adhere to the following guidelines:

- Students must be in at least groups of three when moving throughout the building.
- No students will be permitted on the second floor of the building unless there is a scheduled activity in that space with a staff member.
- There must be at least two adults, comprised of staff, interns, and/or volunteers with students at all times.
- Students must properly check-in before attending BTOC.
- Students must check out before they can leave BTOC property.
- In the event of a citywide emergency, follow all instructions from police and authorities.
- If the building needs to be evacuated for any reason, there are four exits (two on the upper level and two on the lower level) to move students out of the building.
 - Students should be ushered toward the exit that puts them furthest away from harm.
 - Communicate this plan verbally to all students quickly and succinctly.
- If it is deemed unsafe for students to leave the building, parents and guardians must be notified and should be instructed to pick up students or give verbal permission to allow the student to remain at BTO until it is safe to leave.

Communication in an Emergency or an Incident Involving Students

Fast and effective communication between staff, interns and volunteers during an emergency or incident is critical. Walkie-talkies are located at the front desk and in the kitchen on the lower level for this purpose and should be used to communicate anything out of the ordinary.

BTOC has a close relationship with the Zone 6 police. If there is ever an emergency in which you feel unsafe or that students could be harmed, lock all exits and notify the police immediately by calling 9-1-1.

Reporting Incidents

Incidents must be reported within 1 hour of your knowledge of the event to Caitlin via phone call or text at 412.302.9394 so that prompt and appropriate remediation can take place. Please use the form attached in Appendix C to file an incident report. This form can also be found on our website, and at the front desk.

Reporting Theft

If a theft occurs on BTO property, contact the police immediately to file a claim. Make every effort to keep all staff, volunteers, interns and students in the building until the police arrive to gather information.

Natural Disasters

First aid and disaster supplies are available in several locations throughout the Center and are marked by signs on the wall. These supplies are provided to help meet the immediate needs of individuals affected by a disastrous occurrence. The Center's facilities are not necessarily a safe refuge during emergencies and disasters. Assistance and supplies are provided only to smooth the transition to officially designated assistance centers.

Tornado

During a tornado:

- The first priority is to stay calm.
- If you are inside the building, proceed to the ground floor. Stay away from windows or glass dividers. If you are outside, proceed indoors as quickly as possible. After a tornado, check for injuries and administer first aid if needed. Evacuate the premises using the nearest safe exit as quickly as possible, using extreme caution as building or parts of the building may collapse without warning. Emergency exits are located throughout the building on all floors and are marked with lit signs along the walls.
- Emergency food rations are part of the Center's Disaster Supplies, which are marked on walls throughout the building. Food on the premises is also available to all in an emergency (e.g., lunches and desk supplies). Check food and water supplies before using them, as those requiring refrigeration may be spoiled when power has been interrupted.
- Once you leave the building, meet at the sidewalk in front of Salon Canova directly across Brookline Blvd. our Center entrance to check in with staff.

Fire

In the event of a fire alarm:

- Evacuate the building using the nearest safe exit, which are marked by lit signs throughout the hallways. There are emergency exits throughout the ground, first and second floors of the facility.
- Meet at the sidewalk in front of Salon Canova directly across Brookline Blvd. from our Center entrance.
- Do not stop on the street to get your car—leave the premises immediately and meet on the sidewalk in front of Salon Canova to check in with staff.

Power Outage

In the event there is a power outage in the area:

- Remain calm and escort all students to first level for better access to natural light.
- Staff members should remain with students for safety.
- Use organization telephone to call Duquesne Light to check status of power outage.
- If the power has not turned back on within 15-20 minutes, staff must evacuate all students.
 - In the event that it is actively storming and unsafe, staff must allow students to remain on sight until it is noticeable safer for students to exit the building and go home.
- Once all students have exited building:
 - Change the sign on the door to reflect program closure.

First Aid

In the event of a medical emergency:

- Call 9-1-1 if necessary and seek out a staff member who is trained in administering first aid if you are not trained yourself. Several staff members are certified in first aid and all staff know who to find.
- Keep calm and reassure the individual that help is on the way.

Active Shooter

In the event of an active shooter within the area:

- Stay away from windows or glass dividers. If you are outside, proceed indoors as quickly as possible. Gather all students present in the teen center and calmly usher them to the ground floor.
- Delegate all interns, volunteers, and staff present to retrieve telephone and the iPad used to sign students into the building for access to parent contact information as well as lock all doors.
 - Front door
 - Main hall doors on first floor

- Both doors on ground level
- Once secured in the basement with all doors locked, a staff member must proceed to call 9-1-1 and, when safe, parents/guardians. Below is a sample script for conversation with parent/guardians:
 - "Hi, this is (state your name) from Brookline Teen Outreach. We have (their child's name) with us here safely. Due to the situation in the area, we are requiring our parents/guardians to come pick up their children at the teen center rather than allowing them to walk or manage their own way home. For their safety, we cannot allow them to leave the building unless being picked up by their guardian or otherwise trusted adult that you have arranged to pick them up."
- Access evacuation strategy if possible. Emergency exit door (already locked) is available leading towards back of building.

COMPLETING THE INTERNSHIP PROGRAM

Upon leaving our internship program, please inform your supervisor. Your designated internship supervisor will complete a feedback and evaluation form. Thank you again for choosing to complete your internship with Brookline Teen Outreach Center!



Brookline Teen Outreach

PROGRAMMING FORM

Name of Programming: _____

Your Name/BTO Title: _____

Project Leader Name: _____

Does BTO Have a Copy of the Leader's Clearances: YES OR NO

Start Date: _____

End Date: _____

Time of Day: W T F S/ _____

Min Students/Participants: _____

Max Students/Participants: _____

How Does This Programming Represent Each of BTO's Core Values:

SUCCESS: _____

UNDERSTANDING: _____

HOPE: _____

How does this add to BTO culture: _____

How Will This Programming marketed: _____

Short Description (Not Already Covered): _____

Goal: _____

SUBMIT AN ASSESSMENT EXAMPLE THAT WILL BE USED TO MEASURE GOAL
SUMBIT A BUDGET - EXAMPLE ATTACHED

Example 1: Simple Project Budget

Youth-led Research on Civic Engagement Grant

Candidate Forum to be hosted by Youth Council	\$3,000
(food, displays, invitations, tent, equipment etc.)	
Coordinator (for 4-month program)	10 ,000
(Project Coordinator, 33% salary)	
Postage	300
(surveys, newsletters, invitations, etc.)	
Printing	2,000
(banners, signage, flyers, posters, reports, surveys, etc.)	
Recognition	200
(certificates, party, etc. for volunteer research team)	
Travel	1,000
(youth team to coordinate 3 events in 3 different cities)	
Total	\$16,500

Here is a budget that might be drawn up to explain the costs of a program you envision to your supervisor or Board. The emphasis here is training youth and helping them develop a deeper sense of community ownership and civic engagement, however when writing the initial budget, you can't forget that the lead you assign to work on this project would have a large portion of their time occupied. This is not a volunteer-only program; it would rely on focused coordination and management from a member of your staff, and that must be factored into the overall cost.

Internship Levels

Intern 1 or First Level Intern

Job Summary:

The Intern 1 position is the first level intern designed for those in their approximately first 100 hours of Master's level internship and/or Practicum depending on their school's definition. Intern 1s work in conjunction with the leadership of Brookline Teen Outreach (BTO) and its partners to provide programming, activities, counseling, and basic needs for teen center youth and their families as well as support the community including possible counseling for adults, children and couples. The position duties can include: community outreach, recruitment, program & curriculum development, service opportunities, and group counseling facilitation. Further responsibilities can include coordination of workshops and events, maintaining participant records and databases, preparation of reports, assisting the Director with programs and operations, identifying career counseling opportunities for teens and facilitate career exploration opportunities, general and specific counseling, and participation in adventure-based counseling events and will learn techniques of this counseling specialty.

Accepted Qualifications:

A student working towards their Master's Degree in the School of Social Work, Counseling or Education; Bachelor's Degree in a human services field or equivalent experience.

Knowledge and Skills:

Enjoys working with middle school and high school students. Proficient in Microsoft Office products. Strong communication skills with both adults and children. Must possess an interest in the counseling, education and/or social work field(s). Evening and weekend hours required. Act 33/34 clearance, criminal background check, FBI fingerprint clearance, and Mandatory Reporter Training required.

Essential Responsibilities:

- Engage in the assigned roles and parts of their given shift being responsible for the consumers of BTO's services
- Form relationships with the teen/teen center clients
- Perform shift open/close tasks as asked
- Manage assigned area (STEM, art, Front Desk, kitchen, computer et al.)
- Report any issues with consumers, volunteers, and community service workers
- Check-ins with Intern 3 for closing procedures or assigns them as needed
- Initial shift checklist after completing tasks; contributing to daily report if necessary
- Ensure self-scheduling is up to date and accurate in timely manner
- Perform any special tasks as assigned
- Monitor school-based hours reporting
- Attend supervision as required per school
- Take responsibility for any individual class assignments keeping abreast assigned supervisor and BTO leadership of deadlines

- Research additional and update current community resources
- Assist with client data entry into appropriate databases
- Assist Director with preparing funder reports
- Participate in BTO events and field work/outings
- Display consistent professionalism and courtesy when interacting with internal and external clients and consumers
- Promote and support the mission, imperative, values and goals of BTO.
- Maintain a high level of confidentiality when working with sensitive and personal client, vendor, employee and contract information
- Expectation of completing hours at BTO for the duration of the semester, for example: Spring Semester beginning first week of January and ends the first week of May; Summer Semester beginning second week of May and ending the second week of August; Fall Semester beginning the last week of August through second week of December. We understand that your university may have different expectations regarding accumulating hours as well as different start/end dates. Please speak with our executive director, Caitlin McNulty, directly regarding start/end date needs.
- Any time-off requests need to be made in advance and approved by Caitlin McNulty.
- Works cooperatively and communicates and communicates effectively and professionally with BTO staff, teens, their families, and members of the community
- Perform other duties as assigned within the scope of the BTO organization

Working Condition and Physical Requirements:

- Ability to lift, carry and otherwise move up to 25 pounds on a regular basis
- Ability to sit, stand, bend, kneel, reach, push, pull, or walk for various lengths of time throughout the day
- Ability to utilize computer equipment to complete daily work responsibilities
- Ability to operate fax/copy machines, telephone, calculator and general office equipment on a daily basis
- Daily work in an office environment
- Light to moderate physical activity
- Outdoor activities with exposure to weather conditions
- Ability to travel for meeting, agency trainings and other miscellaneous work assignments within or outside of Allegheny County
- Performs other duties as assigned
- BTO is open year-round with the exception of the week of Thanksgiving as well as the week between Christmas and New Year. Compassionate Counseling, LLC is open Monday through Saturday to accommodate client needs. There are also various BTO events, community engagement opportunities, etc. which occur during the week outside of Teen Space hours which are additional opportunities for possible internship participation.

Intern 2 or Second Level Intern

Job Summary:

The Intern 2 position is the second level intern designed for those in their approximately 100-400 hours of Master's level internship depending on their school's definition. Intern 2s work in conjunction with the leadership of Brookline Teen Outreach (BTO) and its partners to provide programming, activities, counseling, and basic needs for teen center youth and their families as well as support the community including possible counseling for adults, children and couples. The position duties can include: community outreach, recruitment, program & curriculum development, service opportunities, and group counseling facilitation. Further responsibilities can include coordination of workshops and events, maintaining participant records and databases, preparation of reports, assisting the Director with programs and operations, identifying career counseling opportunities for teens and facilitate career exploration opportunities, general and specific counseling, and participation in adventure-based counseling events and will learn techniques of this counseling specialty.

Accepted Qualifications:

A student working towards their Master's Degree in the School of Social Work, Counseling or Education; Bachelor's Degree in a human services field or equivalent experience and BTO's leadership approval of moving on from Intern 1.

Knowledge and Skills:

Enjoys working with middle school and high school students. Proficient in Microsoft Office products. Strong communication skills with both adults and children. Must possess an interest in the counseling, education and/or social work field(s). Evening and weekend hours required. Act 33/34 clearance, criminal background check, FBI fingerprint clearance, and Mandatory Reporter Training required.

Essential Responsibilities:

- Learn the parts and roles of their given shift being responsible for the consumers of BTO's services and themselves
- Engage the teen/teen center clients, forming meaningful relationships
- Aid or manage shift open/close tasks as asked/needed
- Manage assigned area (STEM, art, Front Desk, kitchen, computer et al.)
- Monitor any issues with consumers, volunteers, and community service workers
- Check-ins with Intern 3 for closing procedures or assigns them as needed
- Initial shift checklist after completing tasks; contributing to daily report if necessary
- Ensure self-scheduling is up to date and accurate in timely manner
- Perform any special tasks as assigned
- Monitor school-based hours reporting
- Attend supervision as required per school
- Take responsibility for any individual class assignments keeping abreast assigned supervisor and BTO leadership of deadlines
- Research additional and update current community resources
- Assist with client data entry into appropriate databases
- Assist Director with preparing funder reports

- Participate in BTO events and field work/outings
- Display consistent professionalism and courtesy when interacting with internal and external clients and consumers
- Promote and support the mission, imperative, values and goals of BTO.
- Maintain a high level of confidentiality when working with sensitive and personal client, vendor, employee and contract information
- Expectation of completing hours at BTO for the duration of the semester, for example: Spring Semester beginning first week of January and ends the first week of May; Summer Semester beginning second week of May and ending the second week of August; Fall Semester beginning the last week of August through second week of December. We understand that your university may have different expectations regarding accumulating hours as well as different start/end dates. Please speak with our executive director, Caitlin McNulty, directly regarding start/end date needs.
- Any time-off requests need to be made in advance and approved by Caitlin McNulty
- Works cooperatively and communicates and communicates effectively and professionally with BTO staff, teens, their families, and members of the community
- Perform other duties as assigned within the scope of the BTO organization

Working Condition and Physical Requirements:

- Ability to lift, carry and otherwise move up to 25 pounds on a regular basis
- Ability to sit, stand, bend, kneel, reach, push, pull, or walk for various lengths of time throughout the day
- Ability to utilize computer equipment to complete daily work responsibilities
- Ability to operate fax/copy machines, telephone, calculator and general office equipment on a daily basis
- Daily work in an office environment
- Light to moderate physical activity
- Outdoor activities with exposure to weather conditions
- Ability to travel for meeting, agency trainings and other miscellaneous work assignments within or outside of Allegheny County
- Performs other duties as assigned
- BTO is open year-round with the exception of the week of Thanksgiving as well as the week between Christmas and New Year. Compassionate Counseling, LLC is open Monday through Saturday to accommodate client needs. There are also various BTO events, community engagement opportunities, etc. which occur during the week outside of Teen Space hours which are additional opportunities for possible internship participation.

Intern 3 or Final Level Intern

Job Summary:

The Intern 3 position is the final level intern designed for those in their approximately 400+ hours of Master's level internship depending on their school's definition. Intern 3s work in conjunction with the leadership of Brookline Teen Outreach (BTO) and its partners to provide programming, activities, counseling, and basic needs for teen center youth and their families as well as support the community including possible counseling for adults, children and couples. The position duties can include: community outreach, recruitment, program & curriculum development, service opportunities, and group counseling facilitation. Further responsibilities can include coordination of workshops and events, maintaining participant records and databases, preparation of reports, assisting the Director with programs and operations, identifying career counseling opportunities for teens and facilitate career exploration opportunities, general and specific counseling, and participation in adventure-based counseling events and will learn techniques of this counseling specialty.

Accepted Qualifications:

A student working towards their Master's Degree in the School of Social Work, Counseling or Education; Bachelor's Degree in a human services field or equivalent experience and BTOs leadership approval of moving on from Intern 2.

Knowledge and Skills:

Enjoys working with middle school and high school students. Proficient in Microsoft Office products. Strong communication skills with both adults and children. Must possess an interest in the counseling, education and/or social work field(s). Evening and weekend hours required. Act 33/34 clearance, criminal background check, FBI fingerprint clearance, and Mandatory Reporter Training required.

Essential Responsibilities:

- Supervise the parts and roles of their given shift being responsible for the consumers of BTO's services, themselves, and BTO interns 1 & 2
- Maintain teen/teen center client meaningful relationships
- Oversee shift open/close tasks
- Reviews notes from previous shift
- Divides team into areas that need covered ensuring team members are rotated in positions
- Checks-in with team members for shift needs
- Manage assigned area (STEM, art, Front Desk, kitchen, computer et al.)
- Intervene and settle any issues with consumers, volunteers, and community service workers including and report filing if necessary
- Ensure shift checklist is complete and create daily report for leadership/next day shift
- Make decisions for closing procedures as needed (typically an hour before close)
- Ensure self-scheduling is up to date and accurate in timely manner
- Perform any special tasks as assigned
- Monitor school-based hours reporting
- Attend supervision as required per school

- Take responsibility for any individual class assignments keeping abreast assigned supervisor and BTO leadership of deadlines
- Research additional and update current community resources
- Assist with client data entry into appropriate databases
- Assist Director with preparing funder reports
- Participate in BTO events and field work/outings
- Display consistent professionalism and courtesy when interacting with internal and external clients and consumers
- Promote and support the mission, imperative, values and goals of BTO.
- Maintain a high level of confidentiality when working with sensitive and personal client, vendor, employee and contract information
- Expectation of completing hours at BTO for the duration of the semester, for example: Spring Semester beginning first week of January and ends the first week of May; Summer Semester beginning second week of May and ending the second week of August; Fall Semester beginning the last week of August through second week of December. We understand that your university may have different expectations regarding accumulating hours as well as different start/end dates. Please speak with our executive director, Caitlin McNulty, directly regarding start/end date needs.
- Any time-off requests need to be made in advance and approved by Caitlin McNulty.
- Works cooperatively and communicates and communicates effectively and professionally with BTO staff, teens, their families, and members of the community
- Perform other duties as assigned within the scope of the BTO organization

Working Condition and Physical Requirements:

- Ability to lift, carry and otherwise move up to 25 pounds on a regular basis
- Ability to sit, stand, bend, kneel, reach, push, pull, or walk for various lengths of time throughout the day
- Ability to utilize computer equipment to complete daily work responsibilities
- Ability to operate fax/copy machines, telephone, calculator and general office equipment on a daily basis
- Daily work in an office environment
- Light to moderate physical activity
- Outdoor activities with exposure to weather conditions
- Ability to travel for meeting, agency trainings and other miscellaneous work assignments within or outside of Allegheny County
- Performs other duties as assigned
- BTO is open year-round with the exception of the week of Thanksgiving as well as the week between Christmas and New Year. Compassionate Counseling, LLC is open Monday through Saturday to accommodate client needs. There are also various BTO events, community engagement opportunities, etc. which occur during the week outside of Teen Space hours which are additional opportunities for possible internship participation.

Building Operations Procedures

Opening Procedure

- Please arrive between 2:30 and 2:45 pm on weekdays. Tasks such as setting out snack, art project and STEM project need to be done prior to opening at 3 pm.
- Set out designated snack and drink (fill water pitcher, etc.)
- Set out art project for youth
- Set out a STEM project
- Place mail in mail slot
- Vacuum lobby and sweep behind front desk
- Make sure lobby bathroom is clean
- Remove clutter from front desk
- Turn on lights in lobby only – turn on other lights as kids arrive
- Unlock doors (allen key is located on hook, under ledge, at check-in desk)
- Turn handicap accessibility "on" (above the door on left)
- Check the menu for dinner and make the necessary preparations (pre-heat oven, etc.)
- One person should always remain at the main desk
- Look on bulletin board for other tasks to accomplish
- Check calendar for any special events, etc.

Closing Procedure

Toilet cleaning supplies, spray mop, and vacuum relocated in main floor lobby closet. All other cleaning supplies are located in corner of the maintenance room (basement). Mops and buckets are located in maintenance room as well.

Main Hall and Lobby

- All food and programming items picked up and put away in proper place
 - Empty all trash and recycling
 - All lights and fans turned OFF
 - Front door (both sides) and back door (if open) locked. Use allen wrench for all three
 - Handicap accessibility switch turned OFF
 - (If a counseling office is being used, be sure all confidential information is secured, lights are turned off, AC/heat/fan turned OFF, white noise machine turned OFF, appropriate doors locked)
- **

2nd Floor

- Turn off all lights
- Make sure conference room is set up if it will be used the next day
- Thermostat (in 3rd counseling office) is turned OFF or down to 58 F

- Empty trash
- Heat or fans turned OFF

Lower Hall/Teen Space

- Turn off power strips for all electronics including TV and video game systems and computers.
- Video games must be returned to front desk.
- Controllers put back in storage unit.
- Pick-up games and put into correct boxes; straighten shelves
- Make sure art supplies, STEM items, etc. are returned to their proper homes
- Pick-up any trash seen on floor
- Wipe down tops of tables, stools and counters (please use spray and NOT Clorox wipes)
- Sweep floors; vacuum hallway carpet
- Clean up Kitchen – do all dishes, put everything away, wipe all surfaces including counters, stove, and refrigerator doors. Place dirty dishtowels, sponges, and oven-mitts in designated kitchen area (Joan will take home to wash)
- **Empty garbage and replace garbage bag every day**
- If full, take out recycling and replace bag
- All lights turned OFF

INCIDENT REPORT FORM

55 PA CODE CHAPTERS 3270.20 & .182(7); 3280.19 & .182(7); 3290.17 & .182(7)

THIS FORM CAN BE USED TO MEET THE REPORTING REQUIREMENTS FOR ACCIDENT,
INJURY, ILLNESS, HOSPITALIZATION, EMERGENCY ROOM TREATMENT, DEATH OR FIRE

NAME OF FACILITY		TELEPHONE NUMBER
FACILITY ADDRESS		
NAME OF CHILD	SEX <input type="checkbox"/> M <input type="checkbox"/> F	BIRTHDATE
CHILD ADDRESS		
NAME OF PARENT		TELEPHONE NUMBER
PARENT ADDRESS		
PARENT NOTIFIED BY		TIME NOTIFIED <input type="checkbox"/> A M <input type="checkbox"/> P M

DESCRIPTION OF INCIDENT			
DATE	TIME <input type="checkbox"/> A M <input type="checkbox"/> P M	LOCATION	
EQUIPMENT/PRODUCT INVOLVED	TYPE OF INJURY	PART OF BODY INJURED	
CAUSE OF INJURY			

ACTION TAKEN		
FIRST-AID GIVEN BY FACILITY		
NAME OF LOCAL AUTHORITY NOTIFIED OF INCIDENT		TELEPHONE NUMBER
ADDRESS		
TREATMENT PROVIDED BY	TELEPHONE NUMBER	ADDRESS
NATURE OF TREATMENT		
REQUIRED FOLLOW-UP		

SIGNATURE OF FACILITY PERSON COMPLETING FORM		TITLE	DATE
SIGNATURE OF PARENT		DATE	

COMPLETE THE FOLLOWING SECTION ONLY IF THE INCIDENT RESULTED IN INPATIENT HOSPITALIZATION, EMERGENCY ROOM TREATMENT, SERVICES OF A FIRE COMPANY, OR THE DEATH OF A CHILD RECEIVING CARE AT THE FACILITY.		
NOTIFY REGIONAL DAY CARE OFFICE WITHIN 24 HOURS	DATE OF NOTIFICATION	TIME OF NOTIFICATION
NAME OF THE REGIONAL DAY CARE STAFF PERSON NOTIFIED		
MAIL OR DELIVER WRITTEN REPORT TO REGIONAL OFFICE WITHIN 72 HOURS		
SIGNATURE OF FACILITY PERSON WHO MADE THE NOTIFICATION		TITLE

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HIPPA REGULATIONS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

Your Information.

Your Rights.

Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say "no" if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
- We will say "yes" unless a law requires us to share that information.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.

- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory
- Contact you for fundraising efforts

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we *never* share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

How do we typically use or share your health information? We typically use or share your health information in the following ways.

Treat you

- We can use your health information and share it with other professionals who are treating you.
- Example: A doctor treating you for an injury asks another doctor about your overall health condition.*

Run our organization

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.
- Example: We use health information about you to manage your treatment and services.*

Bill for your services

- We can use and share your health information to bill and get payment from health plans or other entities.
- Example: We give information about you to your health insurance plan so it will pay for your services.*

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

- We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Comply with the law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

- We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

- We can share health information with a coroner, medical examiner, or funeral director when an individual die.

Address workers' compensation, law enforcement, and other government requests

- We can use or share health information about you:
- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.
- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

THIS NOTICE OF PRIVACY PRACTICES APPLIES TO THE FOLLOWING ORGANIZATIONS.

BROOKLINE TEEN OUTREACH AND ALL OF ITS AFFILIATES INCLUDING, BUT NOT LIMITED TO COMPASSIONATE COUNSELING.

Equal Employment Opportunity is

THE LAW

Private Employers, State and Local Governments, Educational Institutions, Employment Agencies and Labor Organizations

Applicants to and employees of most private employers, state and local governments, educational institutions, employment agencies and labor organizations are protected under Federal law from discrimination on the following bases:

RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN

Title VII of the Civil Rights Act of 1964, as amended, protects applicants and employees from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment, on the basis of race, color, religion, sex (including pregnancy), or national origin. Religious discrimination includes failing to reasonably accommodate an employee's religious practices where the accommodation does not impose undue hardship.

DISABILITY

Title I and Title V of the Americans with Disabilities Act of 1990, as amended, protect qualified individuals from discrimination based on disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship.

AGE

The Age Discrimination in Employment Act of 1967, as amended, protects applicants and employees 40 years of age or older from discrimination based on age in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment.

SEX (WAGES)

In addition to sex discrimination prohibited by Title VII of the Civil Rights Act, as amended, the Equal Pay Act of 1963, as amended, prohibits sex discrimination in the payment of wages to women and men performing substantially equal work, in jobs that require equal skill, effort, and responsibility, under similar working conditions, in the same establishment.

GENETICS

Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

RETALIATION

All these Federal laws prohibit covered entities from retaliating against a person who files a charge of discrimination, participates in a discrimination proceeding, or otherwise opposes an unlawful employment practice.

WHAT TO DO IF YOU BELIEVE DISCRIMINATION HAS OCCURRED

There are strict time limits for filing charges of employment discrimination. To preserve the ability of EEOC to act on your behalf and to protect your right to file a private lawsuit, should you ultimately need to, you should contact EEOC promptly when discrimination is suspected:

The U.S. Equal Employment Opportunity Commission (EEOC), 1-800-669-4000 (toll-free) or 1-800-669-6820 (toll-free TTY number for individuals with hearing impairments). EEOC field office information is available at www.eeoc.gov or in most telephone directories in the U.S. Government or Federal Government section. Additional information about EEOC, including information about charge filing, is available at www.eeoc.gov.

Employers Holding Federal Contracts or Subcontracts

Applicants to and employees of companies with a Federal government contract or subcontract are protected under Federal law from discrimination on the following bases:

RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN

Executive Order 11246, as amended, prohibits job discrimination on the basis of race, color, religion, sex or national origin, and requires affirmative action to ensure equality of opportunity in all aspects of employment.

INDIVIDUALS WITH DISABILITIES

Section 503 of the Rehabilitation Act of 1973, as amended, protects qualified individuals from discrimination based on disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

DISABLED, RECENTLY SEPARATED, OTHER PROTECTED, AND ARMED FORCES SERVICE MEDAL VETERANS

The Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits job discrimination and requires affirmative action to employ

and advance in employment disabled veterans, recently separated veterans (within three years of discharge or release from active duty), other protected veterans (veterans who served during a war or in a campaign or expedition for which a campaign badge has been authorized), and Armed Forces service medal veterans (veterans who, while on active duty, participated in a U.S. military operation for which an Armed Forces service medal was awarded).

RETALIATION

Retaliation is prohibited against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination under these Federal laws.

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under the authorities above should contact immediately:

The Office of Federal Contract Compliance Programs (OFCCP), U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210, 1-800-397-6251 (toll-free) or (202) 693-1337 (TTY). OFCCP may also be contacted by e-mail at OFCCP-Public@dol.gov, or by calling an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor.

Programs or Activities Receiving Federal Financial Assistance

RACE, COLOR, NATIONAL ORIGIN, SEX INDIVIDUALS WITH DISABILITIES

In addition to the protections of Title VII of the Civil Rights Act of 1964, as amended, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of disability in any program or activity which receives Federal financial assistance. Discrimination is prohibited in all aspects of activities receiving Federal financial assistance. Employment discrimination against persons with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job, is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal financial assistance, you should immediately contact the Federal agency providing such assistance.

EEOC 9/02 and OFCCP 8/08 Versions Useable With 11/09 Supplement EEOC-P/E-1 (Revised 11/09)

INTERN HANDBOOK ACKNOWLEDGEMENT – INTERN COPY

I have received and read the Brookline Teen Outreach Center Intern Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook and agree to follow the guidelines outlined in this handbook.

Signature of Volunteer or Guardian

Date

Printed Volunteer Name

INTERN CONFIDENTIALITY AGREEMENT

I agree to hold in confidence all information regarding clients of Brookline Teen Outreach Center and its affiliates. I will not remove from the office of Brookline Teen Outreach Center any electronic or written records, or copies thereof, without express permission of Brookline Teen Outreach. I accept full responsibility for maintaining the confidential nature of all records, client contacts and information marked confidential.

I understand that I am personally responsible and fully liable for any violation of this agreement.

Signature of Intern

Date

Printed Intern Name

Signature of Brookline Teen Outreach Representative

Date

INTERN HANDBOOK ACKNOWLEDGEMENT - BTO COPY

I have received and read the Brookline Teen Outreach Center Intern Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook and agree to follow the guidelines outlined in this handbook.

Signature of Intern

Date

Printed Intern Name

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I understand that I am personally responsible and fully liable for any violation of this agreement.

Signature of Intern

Date

Printed Intern Name

Signature of Brookline Teen Outreach Representative

Date