



# **POLICIES AND PROCEDURES**

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## DISCLAIMER

The Student Union Policy and Procedure Handbook is designed to be in harmony with Board policy and mandated regulations. Please be aware that the Policies and Procedures are updated annually while policy adoption and revision may occur throughout the year. Policies are used for guidance, and based on Center judgment, may not apply in all situations.

# 1. Student Union Overview

The Raymond E. Santmyers Student Union and Activity Center provides a welcoming, structured and safe environment for local teens to spend time with friends, receive educational assistance, play games, expand their extracurricular interests, and develop social skills. The Student Union also offers special events, activities and trips. Most of the Student Union programming is included with membership. Activities, events and trips that occur outside the Student Union or outside of regular program hours may have additional cost and require further registration for participation.

## A. Membership

### Eligibility

To become a member of the Student Union, participants must be enrolled in a public, private, or homeschool in grades 8 - 12 and between the ages of 13 and 18. There is no residency requirement for membership.

### Registration

Membership becomes effective once the membership paperwork has been filled out completely, the liability and behavior contracts have been signed by a guardian and participant, the appropriate membership fees have been paid in full and all documents have been accepted by the Student Union. Members may attend the Student Union during all opening hours and register for special events, trips and activities (which may be subject to additional limitations) as soon as membership is in effect. In order to provide a safe place for participants and staff, it is important that you notify us of any pertinent personal or medical concerns at the time of registration. We ask that you notify us of any changes as they occur so that we can better accommodate the needs of everyone.

### Renewal and Expiration

Membership **MUST** be renewed annually. To renew membership, all paperwork must be updated, new liability and behavior contracts must be signed, and the appropriate membership fee must be paid in full. Expired members may not attend the Student Union, special events, trips or activities until renewal is completed.

### Fees

The Student Union is partially funded by grants, donations, and the county government, and as such the cost varies based on residency. Membership fees cover one full year of membership from payment date.

- Warren County Residents - \$25 High School / \$15 Middle School
- Non-Warren Residents - \$75 High School / \$50 Middle School

Fees for special events, activities and trips vary. Please see the offsite events section (5) for further information on fees and offsite events.

### Disciplinary Action, Suspension and Termination

Reasonable effort is always made by the Student Union staff to resolve behavior issues and accommodate individual needs. However, for the purpose of maintaining safety and adhering to the mission of the Student Union, membership may be subject to suspension or termination. The Student Union Director may terminate membership at any time for cause.

Disciplinary policies and procedures can be found in section 4 of this manual.

## B. Facility

The Student Union is located within the Parks and Recreation grounds of Warren County at 200 E. 8th St. In Front Royal. The Student Union staff supervises members only when they are within the Student Union facility and immediately outside the facility doors, and at non-facility Student Union sponsored activities and events. At closing, Student Union Staff also supervises members at the building exit.

We expect all members to be responsible for themselves when they are outside the facility such as the parking lot, the park, the basketball courts, or other surrounding areas. Misbehavior while unsupervised outside of the Student Union is still subject to Student Union disciplinary action. Please keep this policy in mind when determining whether you allow your child to go to the adjacent park and recreation areas while attending the Student Union.

All members are expected to sign in at the registration desk on arrival at the Student Union. When a student leaves the Student Union premises, they must sign out at the registration desk and parents will be informed that the student has left the Student Union premises. Failure to follow sign in and sign out procedures

will result in disciplinary action (see Section (4)).

### Hours of Operation

Because the Student Union is open to a broad age range of students, we have split our operating hours to accommodate two groups: high school and middle school. High school is defined as students enrolled in 9th–12th grades and under 19 years of age. Middle school is defined as students enrolled in 8th grade and at least 13 years old. During summer hours, rising 9th graders may attend during high school hours. All students, regardless of school enrollment, are expected to conform to the center age restrictions and hours.

Normal Operation:

- High School Hours
  - Monday, Tuesday, Thursday, Friday: 11:00am- 7:00pm
- Middle School Hours
  - Wednesday: 11:00am - 7:00pm

Summer Operation:

- High School Hours
  - Monday, Tuesday, Thursday, Friday: 12:00pm - 6:00pm
- Middle School Hours
  - Wednesday: 12:00pm - 6:00pm

The Student Union will close when Warren County Public Schools close due to weather or other emergencies. Days and hours of operation are subject to change due to weather conditions, staffing, special holidays or unforeseen circumstances. The Student Union will attempt to notify members and their families by email of last-minute changes. Planned changes to our normal operating days and times are indicated on the monthly calendars and seasonal newsletters.

### Drop off and Pickup

All members must check themselves in with their Student Union pin when they arrive and check out when they leave prior to closing. Because the Student Union accommodates older students, the Student Union expects a certain level of responsibility from members. They are expected to know their parents' expectations for entry and departure and understand that the Student Union staff will communicate departures with parents.

All members must be picked up or have other arrangements by the end of

operating hours. For parents picking up their child, they must enter the building and sign their child out. Staff cannot leave students unattended at the end of the night if they are outside the Student Union. All students must be picked up no later than 7:15. A fee of \$15.00 per 15 minutes will be charged for late pick-up.

All members are responsible for being where they are supposed to be, when they are supposed to be there, for pick up. Members who demonstrate that they are unable or unwilling to have this responsibility may be subject to disciplinary action.

### Facility Amenities

The Student Union offers various academic and recreational opportunities during normal operation hours.

#### *Nate Dawg's Game Room*

Entertainment: Digital/Electronic – All content provided by the Student Union is rated appropriate for Teens or younger (PG13, TV14, T for Teen or younger ratings.) Participants are responsible for abiding by the same content restrictions when they bring their own media or access online entertainment. Violation of the content restrictions will result in disciplinary action.

Online Content is not rated. We understand that members may not be aware of everything contained within all online content. Members are expected to make every reasonable effort to access and play only Student Union appropriate content. Excessive swearing, explicit sexual content and drug reference is prohibited. Non-edited versions must not violate these restrictions. Clean or radio edits of songs are required when available.

#### *The Valley Health Success Center*

The Valley Health Success Center is a space to have smaller, focused group activities. Activities can range from workshops with our partner organizations, to presentations, to hosting clubs created by the student board, to one off events that need a collaborative environment.

### *The Tutoring Center*

The Student Union's Tutoring Center is a quiet space intended for students to work with fellow students or our volunteer tutors on their homework and educational pursuits. There may be days and times where volunteer tutors are not available, and when time and staffing permits, the Student Union staff is happy to assist with homework assignments, however, we cannot guarantee tutoring or intensive one-on-one help.

The following are provided daily. Participants are expected to treat the equipment with care.

- Library Books
- Printer
- Notebook Paper
- Pencils

Students are allowed to use their school assigned Chromebooks.

### *The Main Activity Room*

This space is a large communal area for socializing and open work. It also houses the cafe area where food and drinks are available. Activities that are available include:

- Pool
- Foosball
- Ping Pong
- Board Games
- Musical Instruments

Arts and Crafts – Supplies for artistic activities are available daily in addition to the planned, structured crafts listed on the calendar. The availability of supplies may vary. Additional supplies are stored in the staff office and may be available upon request. Participants must clean up all materials they use. Failure to clean up materials may result in usage restrictions without direct supervision.

Please let the staff know if there is something you would like for the future that is not currently available.

School Supplies – The Student Union provides the following school supplies for participants to use while at the facility. In addition to these, participants may print from the tutoring center printers. For assistance in printing, please ask a staff member.

- Pens
- Pencils
- Markers
- Crayons
- Colored Pencils
- Glue
- Scissors
- Notebook Paper
- Construction Paper
- Blank Paper
- Poster Paper

Food – Food will be provided by the Student Union at a minimal cost. Cooking activities where food is offered may occur. Parents, please provide your child with food or sufficient funds to purchase food they will need to eat while at the Student Union. The kitchen is available for participants to heat their own food if needed. It is expected that anyone utilizing the kitchen will clean up after themselves. Failure to do so may result in disciplinary action. Staff are not necessarily available to help with food preparation unless it is during a cooking class.

**THERE ARE NO RESTRICTIONS ON FOOD ITEMS BROUGHT INTO THE STUDENT UNION. PLEASE NOTIFY STAFF OF FOOD ALLERGIES SO THAT WE ARE AWARE.**

**PARTICIPANTS MUST BE RESPONSIBLE FOR KNOWING WHAT THEY CAN AND CANNOT EAT AND MONITORING THEMSELVES AS APPROPRIATE.**

### C. Staff

Every effort is made to ensure the safety of participants. All staff members are screened during the application process. Background checks are run on all Student Union staff and volunteers.

#### Daily Staff

The Student Union is staffed by a director and one part-time year-round staff member. All staff may not be present at all times. When the director is absent, another staff member or volunteer will be assigned to act as lead supervisor to address any issues that arise.



Because the Student Union staff are mandated reporters, we are legally obligated to report all suspicions of child abuse or neglect to the Department of Social Services. Please see section 6 for more information.

Training in CPR/first aid, mental health crisis response and general safety are regularly required for all Student Union staff.

### Volunteers and Community Partners

Volunteers and community business or education partners will often be present at the Student Union to assist staff, for special information sessions, or work with members on projects. All volunteers are background checked. Participants are expected to treat them respectfully.

## D. Communication

### How to Reach the Staff

The phone number for the Student Union is 540-252-3633. Otherwise, please leave a message on the main voicemail and your call will be returned as soon as someone is available.

### Communication with Individual Staff Members

Please utilize the primary Student Union phone number and email address ([studentunion@reachingoutnow.org](mailto:studentunion@reachingoutnow.org)) to contact the Director or staff.

Participants and parents may contact individual staff members using their Student Union email address or the Student Union phone number.

The Student Union is present on social networking sites. Parents and participants should feel free to friend and follow the Student Union and communicate with us that way as well!

Staff members of the Student Union are not permitted to provide their personal contact information to participants or parents while employed at the Student Union. Parents and participants who come to possess the personal contact information for Student Union staff are discouraged from using it.

Staff members are not permitted to interact with participants via personal social networking accounts (except where relationships existed before employment with the Student Union) while they are employed at the Student Union and participants

(past and present) are still eligible for membership.

### Parental Conduct

The Student Union will not tolerate parents, caregivers or visitors exhibiting the following:

- Disruptive behavior which interferes or threatens to interfere with the operation of the center, an office area or any other area of the premises
- Use of loud or offensive language, swearing, cursing, using profane language or displaying temper
- Threats to a member of the staff, visitors, fellow parents or students regardless of whether the behavior constitutes a criminal offense
- Open displays of disrespect to any member of staff
- Defamatory, offensive or derogatory comments in communication, either verbal or written (including emails, text/voicemail/phone messages or other written communication) to a member of staff
- Use of physical aggression towards another adult or child. This includes physical punishment against own child on the Student Union premises
- Approaches to someone else's child to discuss or chastise him/her because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and may have legal consequences)

Such actions may be grounds for immediate dismissal from the Student Union.

### How to Reach Your Child and Cellphone policy

THE STUDENT UNION IS A CELLPHONE FREE ZONE.

It is the Organization's hope for the Student Union to be a place of social and engaging interactions for all students who attend. For this reason, once students sign in to the Center, phones will be set to SILENT (no vibrations or flashing lights) and put away in a secure locker at the registration desk. Students will always have access to their phones if a phone call needs to be made to home, or they may use a business phone which will be located at the registration desk or Director's office.

To reach your child while they are attending the Student Union, please use the main phone number. We will transfer your call to a phone so that you can speak with them. The Student Union staff prefers to meet at least one parent before processing membership. However, we understand that schedules sometimes do not allow for parents to be present at the time of registration and as such, it is not required.

### Keeping Parents Informed

We will make every effort to keep parents informed about the Student Union and our events. Newsletters and calendars are mailed out quarterly, posted on the website and provided at the Student Union registration desk. Renewal notices and paperwork will be available for download on our website or may also be mailed on request. Please note that the manner in which we publicize Student Union events and information may change as needs and resources change. Please feel free to contact us by phone, email or by dropping in if you have any questions or need additional information.

### Phone Calls

The Student Union will communicate with parents about their individual child by phone unless other arrangements are made with the director. Please ensure that a current phone number is always on file for the primary guardian and any other emergency contacts.

### Emails

Please keep an eye out for emails from the Student Union. Periodic emails are sent with information about upcoming events and may include updates to published events and other important information. Please make sure that your email address on-file is current so that you do not miss these important emails. We do our best to limit the number of emails we send.

## 2. Members

This section includes information about what the Student Union expects from members and what members can expect from the Student Union.

### A. Behavior Expectations

Members of the Student Union represent Warren County and the Raymond E. Santmyers Student Union and Activity Center. We expect good behavior within the facility, and in surrounding areas during participation with the Student Union.

#### Language

The Student Union is a PG13 facility. This means that we expect you to avoid using offensive language. We understand that sometimes mistakes are made. However, abusive language or repeated use of foul language will not be tolerated. There are occasions when the Student Union is open to members and also occupied by individuals from the community. During these events and when community visitors are present, we expect you to be extra careful and keep your language appropriate for all ages (PG). Feel free to ask questions about our language policy if it is unclear.

#### Safe Space

The Student Union strives to be a safe place for everyone regardless of age, race, religion, gender or sexual orientation. Bullying will not be tolerated. Please report any bullying you see or hear about to staff members so we can address it.

#### Conflict

Interpersonal conflict is inevitable. While at the Student Union, we expect you to put aside personal issues with others. It is not necessary to like or interact with everyone, but we expect our members to be able to get along with others whether you are inside or outside the Student Union facility during participation.

#### Be Responsible

We expect members to be responsible and follow not only the rules of the Student Union but their parents' rules as well.

### *School work*

Members are expected to be responsible for getting their school work done. The Student Union staff is happy to provide space and assistance for school work whenever possible.

### *Personal Items*

The Student Union is not responsible for personal items. Cubbies are provided to store valuables. Members are expected to keep track of their personal items. Sharing your personal items is at your discretion.

### *Health and Safety*

Members of the Student Union are expected to attend to the health and safety of themselves and others. This means doing things like washing hands, cooperating with disposal of items that have come into contact with blood and bodily fluids (bandages, pads and tampons, tissues, etc), not spraying perfumes in the Student Union and respecting the medical and safety needs of others. We expect all members to avoid engaging in activities with high risk of injury while attending the Student Union.

The Student Union staff does not administer medication (certain exceptions apply) and cannot be responsible for medical care requiring more than first aid. Staff will administer first aid as needed.

### *Be Respectful*

Everyone deserves to be treated with respect. The Student Union staff will always do our best to treat you with respect and we expect the same from you. Members are expected to treat other individuals in the Student Union with respect as well. We also expect you to follow staff instructions. We are happy to discuss with you any confusion, concerns or disagreements regarding these instructions when they are brought up in a respectful manner.

### Be Honest

We expect all of our members to be honest with us. We will not lie to you or your parents and our expectation is that you do not lie to us, either. We will always do our best to work with you when mistakes happen, but we need the truth in order to do so. If you are not comfortable discussing something, please let us know rather than lying to us.

### Take Care of the Facility

This is a shared space. We expect all members to be careful with the equipment, furniture and supplies. If you bring a guest, you are responsible for ensuring that they do the same. We have a limited budget and may not be able to replace things if they are broken!

#### Facility Care Guidelines:

- Use equipment in the manner for which it was intended (No sword fighting with the pool cues, for example.)
- Clean up after yourself (Throw away trash, clean up spills, put dishes in sink after using, etc.)
- Use only the supplies you need (You may not take supplies home without permission as others may need them and please don't waste our supplies either!)
- Put equipment, games and controllers back after using them (If you don't know where it goes, ask!)
- Ask a staff member before entering offices or the storage room (They may be unlocked or open but they are still restricted areas!)
- Do not intentionally break or damage any Student Union property or supplies
- Even if you did not take it out/use it last/mess it up/etc, help us clean it up. (It's not likely that we made the mess, either, but if you don't help we have to do all of it. This is a shared space, help us out!)
- Let us know if you find something in need of repair or accidentally break something. These things happen but we cannot fix it if we don't know it is needed!

## B. Privacy

### Private Conversations

If requested, we will not share anything that is disclosed to us with the exception of the following:

- Someone is or is planning to harm you
- Someone is or is planning to harm someone else
- You are harming or planning to harm yourself
- You are harming or planning to harm someone else

In these cases, we are obligated to intervene in some way. We will involve you in the process when disclosing personal information as best we can to protect your privacy. We are here to support you.

### Your Belongings

As mentioned above, personal property that you bring into the Student Union is your responsibility. It is your choice whether or not to share your food, devices or other belongings. The Student Union staff will not intentionally monitor your personal device usage to ensure compliance with our rules or on behalf of your parents. However, you are responsible for respecting our content guidelines while participating with the Student Union. If you leave your device somewhere, we may attempt to access it to identify the owner or otherwise contact you or your family to return it.

Cubbies are provided for storage of valuables. If something happens to your property while at the Student Union, staff will make a reasonable effort to help in the matter. However, we are not responsible for lost, stolen or broken items.

In the event that the Student Union staff need to search for your belongings while you are here, your presence will be requested whenever possible. Any bags left behind are subject to search to identify the owner and return it.

The Student Union staff may ask to hold your personal property if it is not appropriate for the Student Union or in the event of misuse. Property we hold due to misuse during Student Union programming will be returned. Other prohibited items will be confiscated and handled on a case-by-case basis. These items may be given to you when you leave, to your parents when they are available, to the police, or disposed of depending on the item's nature.

All items, regardless of value or owner identification, that are left for excessive lengths of time at the Student Union are subject to donation or disposal. We are not a storage facility!

### C. Illness

In order to maintain the health and safety of all members:

A) A member shall not be allowed to attend the center for the day if they have:

1. A temperature over 101°F;
2. Recurrent vomiting or diarrhea; or
3. A communicable disease.

B) If a member needs to be excluded according to subsection A of this section, the following shall apply:

1. Arrangements shall be made for the member to leave the center as soon as possible after the signs or symptoms are noticed; and
2. The member shall remain in the designated quiet area until leaving the center.

Staff must be notified within 24 hours if a member or a member of the immediate household contracts a contagious illness. Life threatening diseases must be reported immediately. Members must be free of fever, vomiting, and diarrhea for 24 hours before returning to the Center.



## 3. Behavioral Procedures

This section describes the Student Union policies for dealing with behavioral issues. It describes the general guidelines for how we will attempt to resolve problems in a manner that is fair to all members, staff and their families. We are always open to discussing the policies, individual behavioral issues and consequences with members and their parents. All staff are authorized to enforce disciplinary action.

### A. Conflict Resolution between members

Conflict and drama is an inevitable part of being a teenager. However, the Student Union is a welcoming place for all members and guests. It is not necessary for everyone to be friends, but we expect everyone to be able to coexist peacefully. Student Union members are expected to attempt to resolve interpersonal conflicts with other members of the Student Union in a manner that allows a safe and comfortable space for everyone. If this is not possible, the Student Union staff are available to mediate and help solve the problem.

In the event of non-trivial conflict, one of our outside community services may be called to help resolve interpersonal problems. If conflict resolution efforts are not successful, membership privileges for the involved members may be suspended or terminated on a case-by-case basis.

### B. Verbal Warnings

Staff will attempt to intervene with behavioral issues and violations with the most minimal measures required. Verbal warnings in the form of requests for behavior changes and warnings about future consequences are our primary means of behavioral intervention. Members are expected to adhere to these requests for changes. Escalation of behavioral intervention will result when violations persist.

### C. Written Warnings

Written warnings for safety concerns, behavioral issues and excessive or repetitive violations of the behavior contract will be produced. This documentation is kept on file. Written warnings document the behavior and the action taken by staff. Parents are welcome to view all documentation for their child. Copies of this documentation will be made upon request. Copies of behavioral documentation may be sent to parents as they are produced.

## D. Suspensions

### Going Home for the Day

Student Union members may be asked to leave for the day if behavioral issues are repetitive or require greater intervention than a verbal warning. Members who are sent home early are expected to go home rather than remaining on the property. Staff may request that members who are sent home early call for a ride themselves. If for any reason it is not possible for the member to leave for the day, a suspension of the following day or other consequence may be applied.

Written warnings will accompany this action for non-trivial and/or extreme violations of the behavior contract or if a parent phone call is required. Trivial but repetitive violations for which members are sent home for the day may not result in written warnings at the discretion of the Staff.

### Longer Suspension

Behavior violations incurring repeated warnings and excessive behavioral issues may result in suspension of Student Union attendance privileges. Any full day or longer suspension will involve written documentation and parent contact. Lengths of suspensions are determined individually regarding extremity of the violation, overall behavior at the Student Union and repetitiveness of the violation. Every effort will be made to ensure fairness in length of suspension.

## E. Termination of Membership

Membership may be terminated by the director at any time for cause. Membership fees cannot be refunded in the event of membership termination. Whenever possible, before terminating membership, reasonable effort will be made to utilize alternative options for resolution.

## 4. Off-site and After-Hours Events

This section describes policies for events run outside of the facility by the Student Union and during non-regular operating hours. All off-site events are for current Student Union members only except when otherwise specified.

### A. Behavior

Members are expected to adhere to all the general Student Union behavioral policies as well as the policies of our event sites. Behavioral issues at off-site events are subject to the same disciplinary action procedures as on-site events.

### B. Costs

Off-site event prices vary and are not included in membership fees. Payment for off-site and after-hours events are always required at registration or, when prior registration is not required, by the start time of the event.

### C. Prior Registration

Most off-site events require registration prior to the event. Deadlines for registration are published with the event information. Changes to registration deadlines may occur. The Student Union will notify members and their families of deadline changes via email.

### D. Waivers

The Student Union requires an additional waiver for every off-site event. There may be additional waivers required for outside facilities. All required waivers must be completed before registration is considered complete.

### E. Attendance Restrictions

While nearly all events are open to current Student Union members, the appropriateness of an event for an individual member must be assessed by the individual's parents and Student Union staff. Student Union staff may consider an event inappropriate for a member based on previous experience with that member or staff's ability to safely accommodate the individual's needs during the event. This will be determined on a case-by-case basis.

Additional restrictions on event attendance or participation may be imposed by event sites. General attendance restrictions are described in the published event descriptions.

## F. Cancellations

### Event Cancellation

Events may be canceled by the Student Union based on registration numbers, availability of transportation or other situations outside our control. When events requiring additional fees are canceled by the Student Union, parents of all registered members will be individually notified, and all registration fees will be refunded.

### Member-initiated Cancellation

We understand that individuals may need to cancel their registration for events. Registration fees will be refunded when cancellation occurs before the registration deadline. Fees are nonrefundable after the registration deadline except when the event is canceled by the Student Union.

### Staff-initiated Attendance Revocation

Due to behavioral issues occurring prior to the event, attendance privileges for an individual may be revoked by the Student Union staff. In this case, registration fees for that individual will not be refunded except when the event is canceled by the Student Union.

### 5. Mandated Reporting

All staff members of the Student Union are mandated reporters of child abuse and neglect by Virginia state law. We are legally obligated to report any reasonable cause to believe that an individual we encounter in our professional capacities who is either under the age of 18 or a dependent adult is being abused or neglected. All staff members complete the online training on mandated reporting via Virginia Department of Social Services.

For further information regarding the mandated reporting laws and procedures, please visit: <https://law.lis.virginia.gov/admincode/title22/agency40/chapter705/section40>



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<https://reachingoutnow.com/the-student-union/>

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*The Raymond E. Santmyers Student Union & Activity Center is a proud part of Reaching Out Now's program of offerings. Reaching Out Now is a 501©3 Non-Profit Organization, Federal Tax ID 26-2133991.*

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