



Safety and Site Check Process

Monitoring Employees and Volunteers at On-Site Programs:

Cal Poly supervisors and administrators use scheduled and random observations of all programs, program locations and buildings; engage in spontaneous and scheduled conversations with employees, volunteers, and youth; conduct group and individual supervision and training meetings; and review program documentation, to ensure that safety standards are always in place.

Keep a record. Document your supervision visits. Include information like your arrival and departure times, at which youths and parents/guardians were present, and a summary of the information collected. Provide employees and volunteers with feedback about visits.

Vary your observation times. Do not develop a predictable pattern of observation. Drop in at different times each day. Occasionally leave and come back immediately.

Arrive before employees and volunteers. Check punctuality and the routine that employees and volunteers follow to prepare for the youths to arrive.

Survey the physical environment. Is this a suitable location for the activity (e.g., size of area for number of youths, ability to supervise all areas used by youths, landscaping that may inhibit supervision)?

Watch activities. Are they planned and organized? Are the employees and volunteers actively involved? Ask to see the schedule of activities and compare with what is happening at a given time.

Observe bathroom and locker room activities. Observe bathroom and locker room activities to ensure that the employees and volunteers are complying with the established policies and procedures.

Observe employees and volunteers' interaction with youth.

- Do employees and volunteers use the proper voice tone with youth?
- Do employees and volunteers give praise to youth?
- Do employees and volunteers follow the physical affection guidelines?
- Do employees and volunteers know the youth by first and last name?
- Do employees and volunteers sound enthusiastic?
- Do employees and volunteers set limits and boundaries with youth?
- Do employees and volunteers interact with all youth?
- Do employees and volunteers pay undue attention to any youth?
- Do employees and volunteers listen to the youth when they make reports or express concerns?

Observe employees and volunteers' interactions with each other.

- Do employees and volunteers pay more attention to the youth than to each other?
- Are employees and volunteers spread out and monitoring the entire facility?
- Do employees and volunteers know who is supervising which youths?
- Do employees and volunteers communicate to each other when one must leave the area?
- Do employees and volunteers use polite voice tones with one another?
- Do employees and volunteers share responsibilities around the program?

Observe employees and volunteers' interactions with parents/guardians.

- Do employees and volunteers greet the parents/guardians?
- Do employees and volunteers know the parents/guardians by name?
- Do employees and volunteers provide adequate information to the parents/guardians?
- Do employees and volunteers ask their parents if they have any questions?
- Do employees and volunteers spend too much time with any specific parent/guardian?

Ask parents/guardians questions, such as:

- Are you satisfied with the care your child is receiving here?
- What can we do to make it better?
- Does your child ever say anything about his or her (title of employees and volunteers)?
- Have employees and volunteers ever contacted you or your child about anything other than the program?
- Do you ever have a chance to observe your child at the program?
- What does your child say about the time he/she spends here?

Ask employees and volunteers how they would respond to “what if” situations that you describe, such as:

- A youth is not picked up by a parent/guardian at the end of the program
- Another employee or volunteer shakes a youth for hitting another youth
- A parent/guardian confides in you that he/she thinks one of the employees or volunteers does not have appropriate boundaries with youth