



BOYS & GIRLS CLUBS
OF THE COLORADO RIVER

Dear Members, Parents & Guardians,

Welcome to The Boys & Girls Clubs of the Colorado River!
We are excited that you have chosen the Club for your child's after school and summer experience(s).

The Boys & Girls Clubs of the Colorado River have served youth in the Tri-State area since 1987. Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens. We believe every kid has what it takes. The mission and core beliefs of Boys & Girls Clubs fuel our commitment to promoting safe, positive and inclusive environments for all.

Each of our Clubs provides unique academic, social and recreational opportunities for our members. Your child's active participation in Club programming, focused on their academic and social development, will help ensure they have a great time, connect with friends and continue to explore their interests for the future.

This handbook was created to open the door of communication, it includes important safety information, membership details, and more.

If at any time you have questions or concerns, please contact your Club's Staff. We value your feedback, and suggestions are always welcome.

Thank you again for choosing The Boys & Girls Clubs of the Colorado River!

MEMBERSHIP

The Boys & Girls Clubs of the Colorado River are for youth ages 5-17 (18 if currently enrolled in high school).

No one will be deterred from joining. Scholarships are available for Members that are unable to pay.

To become a member, youth must have their parent or guardian submit a Membership application, these can be found on our website at www.clubriver.org

To ensure quality and safety, a “waiting” period of at least two business days is required before a new member may attend after submitting a membership application.

Please do not send your child to the club until you have received a registration confirmation.

All Members must renew their membership at the beginning of every program (after school program, and summer program). Parents/guardians must submit a new Membership application, and the applicable forms that coincide with that program.

MEMBER ELIGIBILITY CHECKLIST

To support the success and safety of all individuals at the club, it is important that participants are “Club ready.”

To assist in determining if your child is “Club ready,” the following criteria have been developed:

- Youth can participate in Club programs independently or with minor accommodations.
- Youth can use the restroom independently.
- Youth can take direction and follow instruction from staff.
- Youth is comfortable with, and able to interact in a group environment. Youth can successfully participate in a group.
- Youth does not require physical intervention for redirection, direction, assistance, or for any other reason.

If you believe that your child may not be ready, or have questions about the above, please feel free to schedule a meeting with the Unit Director for clarification.

ACTIVE PARTICIPATION

The club offers a host of tested, proven and nationally recognized programs in core program areas that closely align with the developmental needs of all young people:

- Career Development
- Character & Leadership
- Sports & Recreation
- The Arts
- Health and Wellness

All members must participate in a program or an activity during the program hours. This ensures that each child is benefiting from the program's enrichment features and all children are being supervised by an adult for safety and appropriate behavior.

If a child cannot participate in provided activities or programs with little to no accommodations, their enrollment in the program may be discontinued.

PICK UP AND DROP OFF

BGCCR adheres to a strict pick up and drop off policy. Guidelines under this policy include, but are not limited to:

Members MUST sign in and out with the Membership team at the front desk when entering and exiting the Club.

Members who are able to "walk home" as selected on their membership application, are able to check themselves in and out at the front desk, and no Parent/ Guardian identification is required to sign them out (this means that the Members are able to leave the Club at their discretion). Members eligible to "walk home" must be 13 years of age or older or accompanied by a sibling at least .

Members who are not able to "walk home" as selected on their membership application MUST be signed out by their Parent/ Guardian or authorized pick up person at the front desk, and PHOTO IDENTIFICATION IS REQUIRED to do so.

Adding/ Removing of Authorized pick up persons, or requests for any information regarding members over the phone is prohibited.

At any time the PRIMARY on the account may establish a phone PIN that will allow them to retrieve information from the front desk over the phone (see the front desk to set up your phone pin). It is the Parent/ Guardian's responsibility to provide this pin to trusted authorized pick up persons and update/ remove this pin when necessary. *No Members may be dropped off before 2:30 PM for the After-School Program or before 7:30 AM on*

full days as the Club cannot be held responsible for the supervision of such Members.

LATE/ NO PICK UP

Although we want to make the afternoon commute and pick up as easy as possible for everyone, it is important to us that our staff are able to end their day on time.

Immediately following Club closure, if your Child has not been picked up: Staff will call the Parent/ Guardian and inform them that their child needs to be picked up, if the Parent/Guardian is unavailable; Staff will call the emergency contacts, and other listed contacts.

If the Member has not been picked up after **30 minutes** and there has been no contact with a parent or listed emergency person, the authorities will be called and the Member will be removed under their protection. Late fees will be charged as follows:

\$2 per minute, for the first 3 instances.
\$5 per minute after 3 instances.

The 6th instance may result in your child being removed from the program. These fees apply per child, they are not scholarship eligible, and **MUST** be paid before your Child returns to the program

Members need to be picked up on time. If not, late pick up fees will apply. **NO EXCEPTIONS**

PERSONAL BELONGINGS

BGCCR highly discourages Members from bringing personal items to the Club. If items are brought to the Club, the Club is not responsible for lost or stolen items as items cannot be secured.

Member's belongings are to be maintained in a designated area in the Club (lockers/cubbies). These areas are shared by all Members and do not lock. Members must ensure that this area is kept as neat and orderly as possible.

Items that are lost throughout the club/ vehicles usually appear within 24 hours in our lost and found. Adults are the only persons permitted to search lost and found.

At the end of each month, lost and found articles are donated to our thrift stores. provide to members in need.

PROHIBITED ITEMS

Items that are never allowed at the Club include weapons, cigarettes, vapes, alcohol, drugs, matches, lighters, illicit materials, and anything else that could be a danger to any person or the facility at the Club. Possession of any of these items is grounds for immediate expulsion!

CELL PHONES/ COMMUNICATION DEVICES

BGCCR highly discourages Members from bringing personal items to the Club.

Texting and videotaping are not permitted at any time. Failure to follow these guidelines will result in disciplinary action and confiscation of the phone. The cell phone may be retrieved by the parent at the end of the day. Incidents of failure to follow these guidelines will result in the member not being able to bring the device back to the club, even to leave it in their bag or cubby.

Members may request a phone call home when necessary and they will be allowed to call home from the front desk phone. In the event of a phone outage members will be allowed to request to call home from their cell phone from the front desk.

Cell phones, smart watches and any other communication devices may not be used while on club property. If you feel your child must have a device, it must remain in their backpack, TURNED OFF while at club and during field trips.

Exceptions to this policy are made for our teen centers only. Teens may bring a cell phone and use it only during permitted times and on permitted days as specified by the teen center unit director or the staff. All teens bringing a cell phone or device to the club must have a cell phone contract filled out before bringing their cell phones or devices.

The club is not liable for lost, stolen, or broken devices.

FIELD TRIPS

Members must have a completed and signed Field Trip Permission form to participate in an off-site activity. These forms authorize medical treatment in case of emergencies and are taken along on the activity. Club rules are enforced for all off-site activities, and Members must follow the code of conduct on and off site. Members understand that by

attending field trips they are representing BGCCR, and they need to conduct themselves accordingly. Field trip sign ups are first come first served, unless otherwise specified. Members must not have had disciplinary action/ suspension the week before or the week of the scheduled field trip to attend.

CLUB TRANSPORTATION

All Members participating in the After School Program transportation to the Club (provided by the Club) MUST have a signed transportation agreement on file. Request a form from the front office, or access and print it from our website www.clubriver.org.

PARENT/ GUARDIAN CODE OF CONDUCT

One of the primary goals of the Boys & Girls Clubs of the Colorado River is to provide a safe and supportive environment for Club members. Parents involved in Club functions or on Club property are expected to follow the same Norms/Rules that our Members and Staff follow. Failure to speak respectfully or follow the Clubs Norms/Rules may result in revocation of pick up/ drop off/ attendance privileges. This means that your child will still be able to participate in Club activities, and attend the Club, but you will need to provide someone else to bring them, pick them up, and attend family events with them.

MEMBER CODE OF CONDUCT

To insure the integrity of the program, it is necessary for members to follow rules and guidelines designed to keep our programs safe and fun for all. Members agree to follow the 5-BEs: *BE Safe, BE Respectful, BE Responsible, BE Fair, BE a Member.*

1. BE Safe: Members will follow staff instructions and posted signs. Members will keep their hands, feet and objects to themselves. Members will stay within designated boundaries.
2. BE Respectful: Members will be tolerant and accept other people's differences. Members will use good manners and language. Members will be considerate of the feelings of others, they will not threaten, hit or hurt anyone.

3. BE Responsible: Members will not lie, cheat or steal. Members will use self-control and be self-disciplined. Members will think before they act – consider the consequences. Members will be accountable for their words, actions and attitudes. Members will set a good example for others. Members will clean up after themselves and put things where they belong.

4. BE Fair: Members will play by the rules. Members will take turns and share. Members will be open-minded and listen to others.

5. BE a Member! Members will have fun. Members will try to make new friends. Members will participate in programs and activities.

DISCIPLINARY ACTION

All participants are expected to respect themselves, other members, the staff and the program facilities.

We stress the need for each Member to take personal responsibility for her or his own actions.

If a member does not follow the above guidelines, one or more of following consequences may occur, depending on the severity of the action:

- Verbal warning
- Mediation
- Parent/Guardian conference
- Removal from current program area
- Limitation on program participation (ex. Member may be banned from the gym)
- Suspension or expulsion - If the violation is repeated frequently or is particularly severe (Physical violence, threats, bullying, destruction of property, Theft)

These consequences can happen in any order depending on the severity of the action.

Please be aware that refunds will not be given to participants who are suspended or expelled.

Members who are suspended from school will not be readmitted to the program until they are eligible to return to school. Members who are expelled from school for unsafe behavior must request a meeting with their Unit Director and Director of Operations and provide proof of progress towards changed behavior before the possibility of returning to the club.

NORMS/ RULES:

There are a few of these norms that are the same across all Clubs, they are listed below.

- Respect yourself, others, and all property
- Play fairly and be honest
- Avoid inappropriate language
- Resolve disagreements in a positive manner
- Running and screaming is reserved for the gym and outside areas, only with the appropriate direction from staff.
- Listen during appropriate times and assemblies
- Tobacco, drugs, alcohol, and weapons are prohibited
- Take care of your club building, grounds, and equipment
- Have fun

COMMUNICATIONS:

Communication is an integral part of the success of club programs. A strong communication link must exist between club staff and the home in order for the club to be a safe place and members to learn and grow.

Incidents, accidents (requiring first aid), and behavioral problems taking place at the Club are documented on our member incident/ accident/ disciplinary report and provided to the parent/ guardian for signature at member pick up.

Any member who is having problems with other members should report the problem to a staff member immediately.

BGCCR has a zero tolerance bullying policy, and will act swiftly once advised of concerns regarding bullying. Some Members find it hard to speak to Staff for various reasons when incidents occur, PLEASE encourage your children to communicate with Staff immediately when an incident at the Club occurs.

GRIEVANCE PROCEDURE:

It is the club's intention to provide an effective way for members and parents/ guardians to bring thoughts, suggestions, ideas, and concerns to the attention of the appropriate staff. Therefore, an informal grievance procedure has been established for the benefit

and use of the members and parents/ guardians.

Discussion of the problem/ incident with the staff and or Unit Director is encouraged as a first step.

If the member or family feels the incident was not addressed fully at the staff and Unit Director level a meeting may be requested with the Director of Operations; who will investigate, consider the facts, and may review the matter with the Chief Executive Officer.

If the family is not satisfied with the decision and wishes to pursue the matter further, they may prepare a written summary of the concerns and request that the Board of Directors review the matter.

This request should be made through the Executive Director.

The Board, after a full review of the facts (which may include a review of the written summary of the problem, interviews with the people involved, and further investigation if necessary), will inform the member of its decision and the Board decision will be final.

ZERO TOLERANCE BULLYING POLICY

Bullying occurs when a club member or group of club members engages in written or verbal expression or physical conduct that:

- Will physically harm another club member, damage their property, or place another member in reasonable fear of harm; or
- Is sufficiently severe, persistent, or pervasive that the action or threat creates an intimidation, threatening, or abusive environment for another member.

If a member acts in an aggressive manner with the intent of harming another member they will be suspended.

MEDICAL CARE & COMMUNICABLE DISEASES

During Club activities, if a member exhibits signs of any accident or illness, a First Aid/CPR certified staff member will take the member's temperature, provide an ice pack, or administer basic first aid as needed.

If necessary, the member's contacts will be called to pick up the member as soon as possible. Please do not have your child attend if:

- They are running an elevated temperature (100.0°F or higher).
- They have head lice, scabies, hand foot & mouth or other communicable skin or hair conditions
- They show signs of any type of rash (without a provided Doctors note advising that it is not communicable/ infectious).
- They have a contagious illness/condition.
- They are nauseous, vomiting, have diarrhea or are complaining of a severe headache.
- They receive an injury that requires further medical attention.

Children who are sent home with a contagious illness/condition will not be readmitted to the program without a doctor's note.

MEDICATIONS

Staff are not allowed to administer any prescription or over-the-counter medications. Please administer all medications prior to the start of the program. Please do not send your child to the program with any type of medication (unless previously discussed with your Unit Director). If your child is in need of medication in the event of a bee sting or other allergy please bring this to our attention upon registering your child. Medication brought to the Club will be stored in a safe place away from ALL Members unless previously approved by your Unit Director.

INCONTINENCE ISSUES

If your child has an accident at the Club they will be provided a change of clothes and sent in to clean themselves up. Our Staff are not able to help the Members clean up after an accident. They may advise the Member on what to do; from outside of the closed restroom door, but may not help them.

An incident report will go home advising you of the accident, and clean up that took place after.

Members enrolled in the program are expected to be fully potty trained at the time of enrollment, frequent accidents will result in a meeting to discuss options or set up a plan to help your child to continue coming to the Club.

PHOTOGRAPHS/ VIDEOS

Participants may be photographed during regular or recreation programs or activities to be used in newsletters, newspapers, and/or any other promotional materials. Photos may also be used for social media purposes including but not limited to BGCCR's Social Media accounts. If you DO NOT wish for your child to be photographed, please notify your Clubs Front office Staff.

MEMBER DRESS CODE

Members must dress in a manner that allows full participation in our programs. Please keep in mind the Club will follow all dress code expectations outlined by the partnering school districts. The below dress code requirements are non optional:

Sneakers or closed toed shoes only, no flip-flops or sandals.

No half-shirts, skirts above mid-thigh and or any clothing that does not cover appropriately.

No offensive, demeaning, vulgar, disruptive clothing will be permitted.

UPDATES AND IMPORTANT INFORMATION

Updates and important information will be posted on your Club bulletin/ white boards and on the social media of the Club your Child attends. It is your responsibility to stay up to date with this information by reading the bulletin/ white boards/ social media accounts of the Club your child attends.

ACKNOWLEDGEMENT

By enrolling my child I acknowledge that my child and I have read, and agree to the contents of this Member/ Parent handbook.