

**GREAT FUTURES START HERE.**



**BOYS & GIRLS CLUBS  
OF UTAH COUNTY**

**MEMBERSHIP  
HANDBOOK  
2018-2019**

FOR MORE INFORMATION, VISIT OUR WEBSITE AT  
[WWW.BGCUTAH.ORG](http://WWW.BGCUTAH.ORG)

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# WELCOME TO THE BOYS & GIRLS CLUBS OF UTAH COUNTY!

“**Great Futures Start Here!**” The Boys & Girls Club Program keeps kids safe, provides a valuable service for single and dual working parents, supports public education initiatives, provides volunteer opportunities for local community members and university students, and offers a “**Positive Place for Kids.**”

## MISSION

*The mission of Boys & Girls Clubs of Utah County is to inspire and enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens and leaders.*

## PARENT INVOLVEMENT

Needs of the members are met by teaming up as parents and staff. The Club is dedicated to regular and meaningful communication. Pick up a calendar each month to know the happenings at the Club. You are encouraged to talk to your child’s staff member each day and speak to them about any concerns you have regarding your child. If you have any concerns regarding your child’s staff member, discuss them with the Director to handle the situation appropriately.

When you enroll your child at the Club, you are required to complete a registration form containing your contact information. This information is necessary not only in case of an emergency, but also to inform you of events at the Club. If your contact changes at any time, please update your information.

## EMPLOYEES / VOLUNTEERS

- All staff must be 18 or older to be employed and 21 or older to work in teen centers.
- All staff must complete extensive background checks.
- Staff are CPR and first aid certified and attend trainings year round to work with children.

Volunteers are an integral part of the Club experience. The Club welcomes volunteers wishing to share their time and/or talents. If you, or someone you know, would like to volunteer at the Club, please go to [www.bgcutah.org](http://www.bgcutah.org) and request information.

Background checks are required of all volunteers prior to working with the children.

## ATTENDANCE

Attendance is **not** mandatory. There is not a set time within Club hours that a member must be dropped off; however, parents should be aware of the field trip schedule so no child is dropped off after field trip departure. When a member arrives, they are added to the roll. Once checked in, the member is not allowed to leave until an authorized person on the pick-up list checks them out. If a member is authorized for self-checkout, he or she may leave at any time, but must check out with a staff member before leaving.

## CLUB RULES

1. Respect Club members, staff, and property.
2. Keep your hands, feet, and body to yourself.
3. Use appropriate language.
4. Follow directions of Club staff.
5. Have fun!

## DISCIPLINE POLICY

*Praise does more to change a child's behavior than punishment.*

1. First Offense: Member will be given a verbal warning.
2. Second Offense: Member will be given a written citation; parents will be notified.
3. Third Offense: Member will be given a written citation along with a parent meeting.
4. Fourth Offense: Member will be given a written citation along with possible suspension from the club for a period of time determined by the site director.

***Please note:***

***\* Certain behavior could result in suspension depending on severity***

***\*Refunds will not be given for suspensions***

***\*Parents may set up an appointment with the director to discuss individual needs and concerns***

## MEMBERSHIP FEES

The membership fee must be received at the time of registration and is non-refundable. Membership expires one year after the date of registration. All other Club fees are due the first of each month or prior to the beginning of service. A bounced check will result in a \$25 fee and all subsequent payments must be made using cash, money order, or credit card.

## REFUNDS

Program fees can be refunded before the program starts, but not after. If you cancel your child's program registration after payment has been made, the payment will be refunded less a \$5 cancellation fee. If your child is terminated from the program due to behavior or violation of club policies the program fee is non-refundable.

## TRANSPORTATION

It is the responsibility of the parent or guardian to make transportation arrangements to and from the Club. Staff members are not permitted to give rides to any Club member.

### PICK-UP

For the safety of your child, these mandatory policies are in place:

1. You must come **into** the Club and show the staff member a picture ID card when you pick up your child **each time**. Once Club staff are well-acquainted with you, they will let you know you no longer need to show ID. Until staff let you know, you must continue to show ID every time you check out your child.
2. Your child will be released to people on the “Authorized Pick-up List.” Notify the office to add/remove a name. All authorized people must show a picture ID when picking up your child.
3. Be on time when picking up your child. A late fee will be charged if you are late (see fee list below). Students may not return to the program until the late fee is paid.
4. Emergency pick-up plan (i.e., a neighbor or friend to pick up your child). Conditions are sometimes beyond one’s control (inclement weather, traffic, etc.), if these conditions arise, it is imperative you notify the staff and put your emergency plan into effect.

\*Staff will remain with the students until one hour after close. If Club staff have not been contacted by that time and you or the emergency contact cannot be reached by phone, the student may be released to the local police department. Continued late pick-up will result in dismissal from the program.

## LATE PICK-UP FEES

- \$1.00 per minute late until 30 minutes
- Every 10 minutes after that adds \$20 per family
- If children are consistently picked up late, action may be taken towards suspension.

## FIELD TRIPS

Field trips are first come, first serve. Failure to follow member rules may impact a member's ability to participate in field trips. PERMISSION SLIPS are required for all trips. Field trips are not mandatory and a child may stay back with the program if desired. Parents are encouraged to attend field trip days (if your schedule permits). The field trips are a lot of fun!

## DRESS CODE

Any youth violating the dress code may be sent home.

- No spaghetti straps
- No midriff shirts
- No negative messages on t-shirts
- No gang attire
- All sandals must have a back strap

## MONEY AND PERSONAL PROPERTY

The Club is not responsible for lost or stolen items. Your child should leave all money, games, cell phones, toys, etc. at home.

## TELEPHONE CALLS

The Club's phone is for emergency calls ONLY under the direction of a staff member.

## MEDICATION

Staff only administer prescription medicines that are:

1. In an original and properly-labeled prescription bottle
2. Accompanied by a Medication Release form signed by the child's physician.
3. Brought to the Club by a parent. A child cannot legally transport medicines to and from the Club.

\*\*Over-the-counter medicines can only be administered with a note from the doctor and with the medication in the original package.

## TECHNOLOGY

Members can access the firewall secured internet under staff supervision for enrichment and educational activities. Open DNS content filters and firewalls are in place to prevent viruses, malware, adware, and inappropriate content. NetSmartz is employed for internet safety training for your child and staff.

Members who do not follow program rules and/or Staff directions, intentionally try to work around firewalls, download unauthorized apps or programs, etc. while using technology lose their technology privileges and are subject to Discipline procedures.

## HEALTH AND SAFETY

A student may not attend any Club programs with any type of communicable disease, including any of the following symptoms:

- Fever over 100
- Sore throat
- Severe Cold
- Inflamed or watery eyes
- Discolored nasal discharge
- Undiagnosed rash
- Diarrhea
- Vomiting

You will be notified by a staff member if your child becomes ill. Arrangements must be made immediately to pick up your child.

## EMERGENCY CARE

When the staff deems emergency medical attention is needed, they will call 911 and make every effort to contact the parent or the emergency contact. After 911 has been called, it is up to the paramedics to decide on the appropriate action and medical care facility. The parent will be responsible for all medical costs.

## HEAD LICE

If a member is found to have nits, or lice, the member will be sent home and will not be allowed to return to the Club until the child has been treated and one week has passed since treatment.

## BATHROOM ACCIDENTS

If your child is prone to bathroom accidents, a set of clean clothes should be brought to the Club in case of an accident. If a child has an accident and the Club does not have a clean change of clothes for that child, the parent will be contacted and the child must be taken home to change within one hour. Staff members will not help a child change out of soiled clothing; the child must change self or a sibling may assist. If the child cannot change by self, a parent is contacted to clean and change the child's clothes.

## PARENT/STUDENT GRIEVANCE

In the event you or your child feels any of these policies have been administered incorrectly or unfairly, or you have a problem with the program or staff, either of you may make a formal complaint. Talk with the child's immediate staff member first. If the issue remains unresolved or if that staff member is unavailable, you may then discuss the issue with the Program Manager or Area/Site Director, Director of Operations, and the Executive Director, respectively.

## HOLIDAYS/CLOSURES

### Summer Break

Clubhouse (Session Schedule)

Open 8:30 to 6:00

School Locations

All Sites Closed

Independence Day (July 4)

Labor Day

Fall Break

Thanksgiving

Winter Break (Christmas/New Years)

Martin Luther King Jr. Day

President's Day

Spring Break

Memorial Day

*\*School sites are closed anytime the school is closed\**

*If any other closure dates arise, they will be announced  
in a timely manner.*

## EMERGENCY AND SNOW CLOSURES

- If there is a snow day and school is cancelled, there will be no program at the school sites.
- If there is a snow day and school is cancelled, there will be no program at the Clubhouse for those schools that use the pick up van service.
- Please check our website, Facebook, and local news stations in cases of inclement weather to verify if the site is open.
- In case of an unexpected closure, parents will be notified via email or phone.

## TAX ID AND NON-PROFIT STATUS

The Boys & Girls Club of Utah County is a non-profit, 501(c)(3) organization as classified by the Internal Revenue Service. Our tax identification number is **87-0293260**.

## FINANCIAL ASSISTANCE

- NO Child is ever turned away because of financial reasons.
- Application must be made to the Child Care subsidy program and a determination letter received.
- If application is accepted by the State of Utah, the Boys & Girls Club will follow your child care plan.
- If denied by the State of Utah for Child Care subsidy, an application for financial aid can be filed through the site director.
- Proof of income is required.
- Parents/Guardian must apply yearly to qualify.

# CLUBHOUSE LOCATION

Boys & Girls Club of Utah County—Provo Clubhouse  
1060 East 150 North, Provo, Utah 84606  
801-371-6242

# SCHOOL SITE LOCATIONS

Dixon Middle School, 750 West 200 North, Provo

Franklin Elementary, 350 South 600 West, Provo

Geneva Elementary, 665 West 400 North, Orem

Merit Academy, 1440 W Center Street, Springville

Sharon Elementary, 525 North 400 East, Orem

Timpanogos Elementary, 449 North 500 West, Provo

Mount Nebo Junior High, 851 West 450 South, Payson

Walden High School, 4230 N University Ave., Provo

Walden Middle School, 4230 N University Ave., Provo

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