Parent Handbook

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 Statement

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.

Parental Involvement

At the Club, we believe we can best meet the needs of our individual members by teaming up as parents and staff. For this reason, we are dedicated to regular and meaningful communication between parents and staff.

Each month you can pick up a calendar or view it on the website www.bgcutah.org. Please refer to this calendar frequently, as it will keep you up to date on the latest happenings at the Club.

We also hope you will talk to your child’s staff member when you pick up your child each day. In addition, we encourage you to contact your child’s staff at any time throughout the program with any concerns you may have regarding your child. If you have any concerns regarding your child’s staff member, we ask that you discuss them with the Directors and they will handle the situation appropriately.

When you enroll your child at Boys & Girls Clubs of Utah County, 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 let us know as soon as possible.

Club Rules and Policies

Boys & Girls 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!

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

Bathroom Accident Policy

If your child is prone to having bathroom accidents, a set of clean clothes should be brought to the Club to be kept 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; either the child must change by him/herself, or a sibling may be asked to assist. If the child cannot change by him/herself, a parent will be contacted to assist in cleaning up and changing the child’s clothes.

Money and Personal Property

Boys & Girls Clubs of Utah County is not responsible for lost or stolen items. We recommend that youth leave all money, games, cell phones, toys, etc. at home.

Medication Policy

We can 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. We cannot legally have a student 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.

Attendance Policy

Attendance is not mandatory. There is no set time within Club hours that a member must be dropped off; however, parents should be aware of the field trip schedule so that no child is dropped off after the field trip departure. As soon as a member arrives, they will be added to the roll. Once a member is checked in, they are not allowed to leave unless someone on the authorized pickup list has checked 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.

**Pick-up Policy**

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 is 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. We will only release your child to people who are on the “Authorized Pick up List” you filled out during registration. Please notify us if you would like to add a name to the list. Those people on your list must also show us a picture ID when picking up your children.
3. Please be on time when picking your children up. A late fee will be charged if you are late picking up your child (see fee list below). Students may not return to the program until the late fee has been paid.
4. Parents must have an emergency pick-up plan (i.e., a neighbor or friend to pick up their children). It is understood that conditions are sometimes beyond one’s control (inclement weather, traffic, etc.), so if these conditions arise, it is imperative that parents notify the staff as soon as possible and put their emergency plan into effect. *Staff will remain with the students until one hour after close. If BGC staff have not been contacted by that time and the parents 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 Pickup Fees**

- $1 per minute late until 30 minutes
- Every ten minutes after that adds $20.00
- If children are consistently picked up late, action may be taken towards suspension.

**Discipline Policies**

At Boys & Girls Clubs of Utah County, we believe that praise does more to change a child’s behavior than punishment ever can. If a child becomes disruptive, our first action is to inform the child how he or she is breaking the rule and we explain why the rule is in place and who is hurt when we do not abide by it. In most cases, this is enough to change the child’s behavior since children are usually unaware that their behavior is causing a problem. If a child becomes continually disruptive, we will follow the procedures outlined below, as well as follow the protocols in our Guidance Matrix.

1. Should inappropriate behavior occur, the concern will be discussed with the child, and a written warning will be given.
2. Should inappropriate behavior continue, a second warning will be given and the parents
will be notified.
3. Should inappropriate behavior still continue, a third warning will be given and the child will be suspended.
4. Continued behavioral problems may result in permanent dismissal.

Please note:
*Refunds will not be given for suspensions.
*Parents may set up an appointment with the program director to discuss individual needs and concerns.

Computer and Internet Policy

During program hours, members may have the opportunity to use computers and other technology for enrichment and educational activities. Members will be actively supervised by program Staff while using technology. Open DNS content filters and firewalls are in place to prevent viruses, malware, adware and inappropriate content. Also, NetSmartz is a resource employed to ensure youth/Staff receive training on internet safety.

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

Health and Safety

What should I do if my child is sick?

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

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

Parents and/or emergency contacts will be called to pick up their children if children come with, or develop, any of these symptoms during the day.

Head Lice Policy

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.

Emergency Care

When the staff deems emergency medical attention is needed, they will call 911 and then 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.

Field Trips

Field Trips are available to all members who are enrolled in the Club programs. Field trips are not mandatory and a child may stay back at the Clubhouse/Program if he/she wishes. We also encourage parents to come on any of our field trip days (if your schedule permits). The field trips will be a lot of fun!

Parent/Student Grievance Policy

In the event you or your child feels any of these policies have been administered incorrectly or unfairly or one of you has a problem with the program or staff in any way, either of you may make a formal complaint as part of our grievance policy. 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.

Pricing

Pricing varies based on the program. The Clubhouse pricing is $25 per month. The school programs are $60 per school year. A child may not attend programming unless the registration fee has been paid. The programs accept cash, check, and credit cards. Childcare subsidy is also accepted, but it takes a few days to process. Inform the Area/Site Director that you would like to pay through subsidy at least a few days before payment due date. Payment plans may be arranged in advance.

Frequently Asked Questions

How can I pay?
You can pay by check, cash, credit card, or through state assistance (if you qualify). Payment can be made at the Clubhouse/Program or over the phone.

When is payment due?
Within the first 5 days of program.

Can I just pay for the days my child comes?
No. If you register for the program, you register for the entire month/term.

What if I can’t pick up my child on any given day?
When filling out the registration form, there is a place for you to list authorized pick-ups. Please include as many people as you can on that list so that if you can’t pick up your child, someone else on the list can. We cannot release a child to anyone that is not on the pick-up list.
What does my child need to bring to the Club?
On the days that we are doing outside field trips, we ask that your child bring a water bottle and sunscreen, but these are not required. We ask that they do not bring any electronic devices, including cell phones, since they are distracting and are easily stolen.

Deana Anderson, Site Director
Dixon Middle School

Jana Boydston, Area Director
Cherry Hill/Geneva/Sharon Elementary

Emma Brannon, Site Coordinator
Timpanogos Elementary

Sarah Jensen, Area Director
Goshen Elementary/Mount Nebo Junior High

Bri Merritt, Site Director
Provo Clubhouse

Austin Simcox, Site Director
Walden High

Bryan Sours, Site Director
Walden Middle

Suzzie Wilson, Site Coordinator
Sunset View Elementary

Shanni Call,
Director of Operations
Boys & Girls Club of Utah County

David Bayles
Executive Director
Boys & Girls Club of Utah County