



# 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, offers volunteer opportunities for local community members and university students, and provides 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**

The Club best meets the needs of the individual members by teaming up as parents and staff. For this reason, the organization is dedicated to regular and meaningful communication between parents and staff.

Each month parents can pick up a calendar or view it on the website [www.bgcutah.org](http://www.bgcutah.org). Please refer to this calendar frequently, as it will be the most current document on the latest happenings at the Club. Please talk to staff members upon picking up your child each day. In addition, contact the staff at any time throughout the program with any concerns regarding your child. If concerns are regarding a staff member, please discuss them with the Directors, and they will handle the situation appropriately.

Enrollment at the Boys & Girls Clubs of Utah County requires a completed registration form containing contact information. This information is necessary in case of an emergency, and also to inform you of events at the Club. If your contact information changes at any time, please let the director know as soon as possible.

## **Club Rules and Policies**

### **Boys & Girls Club Rules: The Big 5 (Expectations We Have for Ourselves and Others)**

1. Mutual Respect
  - a. Complete appreciation of others
  - b. Collaboration is key
  - c. Contribute positively
  - d. Trust must be maintained
2. Active Attention
  - a. Tasks are paused
  - b. Attention is towards the speaker
  - c. Thoughts are on topic
  - d. Questions are saved
3. Participation
  - a. Involvement=Learning
  - b. Questions=Learning
  - c. Hard=Learning
  - d. You have the right to pass
4. Respect the Classroom
  - a. Our space is your space
  - b. Use materials correctly
  - c. Put materials away after each use
5. Respect at After School
  - a. Make After School a safe place
  - b. Help keep our space clean
  - c. Respect all staff members
  - d. Help all students

### **Dress Code**

Members' dress should be appropriate for the activities and modest in nature. Please avoid wearing yoga pants, spaghetti-strap tops, midriff shirts, shirts with negative messages, and gang attire. All sandals must have a back strap. Any youth violating the dress code may be sent home.

### **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. Youth must leave all money, games, cell phones, toys, etc. at home.

### **Medication Policy**

BGCUC does not store or administer prescription or over-the-counter medications. Certain allergy medications may be stored and administered on a case-by-case basis.

### **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. Parents/Guardians must come into the Club and show the staff member a picture ID card when child(ren) are picked up each time. Once Club staff are well-acquainted, the parent/guardian will no longer require ID. Until staff informs the parent/guardian, they must continue to show ID every time child(ren) are checked.
2. Staff will only release your child(ren) to people who are on the "Authorized Pick up List" filled out during registration. Notify staff if additional people need to be added to the list. People on the child(ren) list must also show staff a picture ID when picking up child(ren).
3. Parents/Guardians must be on time when picking up child/(ren).
4. Parents/Guardians must have an emergency pick-up plan (i.e., a neighbor or friend to pick up child(ren)). It is understood that conditions are sometimes beyond one's control (inclement weather, traffic, etc.), so if these conditions arise, parents/guardians must notify the staff as soon as possible and put their emergency plan into effect. Two staff members will remain with the child/(ren) until one hour after closing. 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. Parents/Guardians will be warned about

their late pick-up, resulting in a write-up. The second offense will be written up as the final warning. Third offense will result in the child(ren) dismissal from the program.

### **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 continue, a third warning will be given, and the child will be suspended.
4. Continued behavioral problems may result in permanent dismissal.

#### ***Please note:***

*\* 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 Boys & Girls Club computers and other Club technology for 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, Net Positive 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, download unauthorized apps or programs, etc. while using Club 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	• Discolored nasal discharge
• Sore throat	• Undiagnosed rash
• Severe Cold	• Diarrhea
• Inflamed or watery eyes	• Vomiting

Parents and/or emergency contacts will be called to pick up their child if the child comes with, or develops, 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 need. Staff encourage parents to come on any of the 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 concern 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 discuss the issue with the Program Manager or Site Coordinator/Director, Area Director, Regional Director, Director of Operations, and/or the Executive Director, respectively.

## Frequently Asked Questions

### How much does the program cost?

Summer program fees are due prior to programs beginning on June 1. Payment options are available.

If you are in need of financial assistance, you must first apply for childcare subsidy. Once your childcare subsidy application is submitted and a case number has been sent to [provoclubhouse@bgcutah.org](mailto:provoclubhouse@bgcutah.org), continue the process with DWS to finalize your subsidy application.

No child is ever turned away due to the inability to pay.

If your childcare subsidy application is denied, please send your denial letter to [provoclubhouse@bgcutah.org](mailto:provoclubhouse@bgcutah.org), and your family will be considered for a possible scholarship.

There is an annual membership fee of \$20 per year (June 1-May 31). Payment is made upon registration and acceptance into the program, and an invoice is sent via email through the PayPal system by the site coordinator. The annual membership fee expires every May 31, regardless of when the member joins the club.

### Afterschool Programs: *(Bell rings to 5:30 pm)*

\$260 per month

Specialty Classes: *(45min – 1.5 hours, depending on the class, until approximately 4:30)*

1 Specialty Class: \$20 per month

2 Specialty Classes: \$30 per month

3 Specialty Classes: \$40 per month

4 Specialty Classes: \$50 per month

### Summer Programs:

See the website for summer program cost breakdowns by location: <https://bgcutah.org/summer/>

### How can I pay?

After registering and being accepted into the program, an invoice is sent via email through the PayPal system by the site director.

### What if a circumstance arises and I need a refund?

Staff are hired based on the number of youth who register for the program. If for any reason you wish to cancel your child's enrollment in a program, you must send an email to [afterschool@bgcutah.org](mailto:afterschool@bgcutah.org) requesting a refund, or contact the main office at 801-371-6247 to leave a message, and someone will contact you.

-All refunds requested before the beginning date of the program will be charged a 10% processing fee (resulting in a 90% total refund).

-All refunds requested during the first week of the program will be granted a 75% refund.

-All refunds requested during the second week of the program will be granted a 50% refund.

-No refunds will be granted after the third week of the program.

-No refunds will be granted for the \$20 annual membership fee.

All refunds paid via credit card, online, or in person will not be reimbursed the current service fee of the assessment percentage that was originally collected.

We hope this refund process will be viewed as reasonable and necessary to allow us to support the programs in an organized fashion. Should you feel that you have a case for special consideration, please email [afterschool@bgcutah.org](mailto:afterschool@bgcutah.org) to explain and to request a phone call.

**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 who is not on the pick-up list.

**What does my child need to bring to the Club?**

On the days the Club is doing outside field trips, we ask that your child bring a water bottle and sunscreen, but these are not required. We ask them not to bring any electronic devices, including cell phones, since they are distracting and are easily stolen.

**What services are available to parents to support relationships with their child?****Families Talking Together (FTT) Class**

Please consider supporting the Club by registering for a one-time, free, virtual parent class at a time that works best for you.

Families Talking Together teaches parents proven skills and strategies to help tweens and teens navigate peer pressure, romantic relationships, and avoid high-risk behavior.

Schedule here: [tinyurl.com/FTTBGCen](https://tinyurl.com/FTTBGCen).