BOYS & GIRLS CLUBS
OF UTAH COUNTY

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. 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.

Utah Department of Health & Human Services: You Have Rights:

Clients have the right to:

- Be treated with dignity.
- Be free from potential harm or acts of violence.
- Be free from discrimination.
- Be free from abuse, neglect, mistreatment, exploitation and fraud.
- Communicate and visit with family, attorney, clergy, physician, counselor, or case manager, unless therapeutically contraindicated or court-restricted
- Privacy of current and closed records.
- Be informed of agency policies and procedures that affect client or guardian's ability to make informed decisions regarding client care, to include:
    - Program expectations, requirements, mandatory or voluntary aspects of the program consequences for non-compliance.
    - Reasons for involuntary terminations from the program and criteria for re-admission program service fees and billing.
    - Safety and characteristics of the physical environment where services will be provided.

If you feel your rights have been violated:

- **Call:** 801-528-4242
- **Email:** licensingconcerns@utah.gov
- **Mail:** 195 N. 1950 W, Salt Lake City, UT 84116

  (please include program name in the letter or email)

Frequently Asked Questions

How much does the program cost?
Afterschool Programs:

- Annual Membership Fee: $20 per child (one-time annual fee, June 1-May 31)
- Afterschool Programs: $200 per month (breaks down to only $50 per week) *(Bell rings to 5:30 pm)*
- Specialty Classes: $50 per term *(*classes meet twice per week for 45 min-1.5 hours; terms are typically 8–10 weeks*)*

Summer Programs:
See the website for summer program cost breakdowns by location: https://bgcutah.org/summer/. Summer program fees are due prior to programs beginning on June 1. Payment options are available.

Is financial assistance available?
We believe every child deserves access to a safe, supportive environment where they can learn, grow, and thrive. No child is turned away due to an inability to pay. Families who may need assistance are encouraged to contact us to discuss available options and determine eligibility.

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?
Please see our refund policy here.

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:
English Sign-Ups
Spanish Sign-Ups

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