



**BOYS & GIRLS CLUB**  
**OF BENTON COUNTY**

**PARENT HANDBOOK**

# **BOYS & GIRLS CLUB OF BENTON**

## **AFTERSCHOOL PROGRAM PARENT**

### **HANDBOOK**

#### **Boys & Girls Club Mission Statement**

The mission of Boys & Girls Club of Benton County (BGCBC) is to inspire and enable all youth, especially those who need us most, to realize their full potential as productive, responsible and caring citizens. Our vision is to ensure all kids who need us the most have access to a world-class club experience, which assures that success is within their reach, they graduate high school on time and they become productive members of our community.

BGCBC is an independent 501(c)3 non-profit organization that provides a safe facility, professional staff, fun environment, and programs to assist youth in developing self-esteem, values, and skills. We provide programs in the areas of Academic Success, Good Character & Citizenship, and Healthy Lifestyles.

#### **HISTORY**

BGCBC is a multi-unit organization which is affiliated with a national organization, BGCA of America (BGCA). BGCA has been in existence since 1906 and operates under a specific vision, mission, and clearly defined standards. Within Benton County there are 5 local Clubs as well as an athletic facility. BGCBC is a positive place for young people to belong. The program philosophy delivers the mission by using a national Formula for Impact which is structured to ensure that all programs generate a sense of belonging, usefulness, influence, and competence.

#### **PROGRAM PHILOSOPHY**

To provide children with age-specific and individually appropriate enrichment activities that promote opportunities for friendship, skill development, self-esteem, values, self-discipline, and respect for others through positive habits, attitudes, behaviors and choice.

#### **NON-DISCRIMINATION STATEMENT**

BGCBC is committed in all areas to providing an environment that is free from discrimination and harassment. All people are welcome at BGCBC regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability. We will not tolerate discrimination and harassment based upon an individual's sex, race, ethnicity, national origin, age, sexual orientation, religion, or any other legally protected characteristics. All Club staff, youth members, and volunteers are expected and required to abide by this policy. We strive to engage youth in programs that support the development of cultural competency. Our programs help youth understand and respect their own culture and the cultures of others, where they are able to contribute to a multicultural society and demonstrate acceptance for differences among people.

Dear parents:

WELCOME! We are delighted you have chosen the BOYS & GIRLS CLUB OF BENTON COUNTY (BGCBC) for your child's out-of-school time setting. We hope his/her experience with us will be happy and enjoyable. Parents are cordially invited to visit with us, ask questions, and observe at any time. The best assurance for the success of your child's experiences is a close cooperation and understanding between staff and parents. BGCBC's Program Director, Site Supervisors and staff are available to assist families enrolled in afterschool care.

BGCBC has been designed to provide safe, positive, supervised play and learning experiences for children in a nurturing environment in kindergarten through 5<sup>th</sup> grade. Activities include organized games, sports and outdoor activities, reading and art activities. Children are provided a nutritious snack daily. Discovery centers are part of the child's day to offer exploration and learning at a variety of developmental levels. BGCBC is an independent 501(c)3 non-profit organization governed by a local board of directors.

The following information has been prepared in order that you know the policies and better understand the program as we work together to provide your child a successful, enjoyable time at the Club.

Again, we thank you for entrusting the development of your child with the Boys & Girls Club of Benton County. We look forward to celebrating your child's success in the program.

With sincere appreciation,

Matt Taliaferro

CEO

Boys & Girls Club of Benton County

## **STATE LICENSE REGULATION**

BGCBC is licensed by the Arkansas Department of Human Services and meets or exceeds state standards for childcare centers. We are in compliance at all times with licensing requirements. To maintain compliance, centers must meet or exceed state standards necessary to protect the health, safety and welfare of the children attending the center. These standards include but are not limited to those relating to issues involving fire, health, safety, nutrition, discipline, visual backpack checks, enrollment capacity, and staff/child ratio.

## **REGISTRATION PROCEDURES**

To enroll a child in BGCBC, the following must be submitted before attending:

1. Completed Enrollment Application through Daxko
2. Behavioral Guidance Form
3. Shot record
4. Registration fee of \$20 per child (cash, check or money order)
- 5. Account must be in good standing**

Emergency phone numbers must be on file along with the names of authorized persons to pick up. Custody papers are required for those with special pickup requirements. Enrollment applications must be updated as necessary regarding all information contained on the form. Any changes in address, emergency information, phone numbers, changes in student pickup, etc. is the responsibility of the parent to call the BGCBC office at 479-631-3696. If child has a health and/or allergy plan, BGCBC needs that plan from the doctor's office when you send in the application. **Parents must register each year to reserve a spot on the site register.**

## **DAYS AND HOURS OF OPERATION**

BGCBC is open every day the school is open for classes. We are closed on Labor Day, Thanksgiving Break, Christmas Break, Spring Break, Memorial Day, Federal holidays and any time the schools close for inclement weather. BGCBC will close on scheduled faculty in-service days/professional days. BGCBC is open each day your child is required to attend school. Program hours of operation starts at 2:45 and closes at 6:00 pm each school day. Promptness in picking up your child is appreciated. We encourage all individuals who will be picking up a child to enter that BGCBC site's cell phone number into their phone. The listing of BGCBC cell numbers is in the last page of the handbook.

Late fees will be assessed beginning at 6:01. These fees must be paid with your next weekly payment in full to avoid late payment charges.

### **SIGNING A CHILD OUT OF OUR PROGRAM**

Each parent/guardian must sign the daily sign-out sheet, showing the time the child leaves the program and name of the adult picking up the child. State licensing requirements state that the authorized pick-up person must be at least 18 years of age. For the safety of the children in BGCBC, staff will ask the person who picks up the child for photo identification. Only those shown on the registration form will be allowed to remove the child from our program unless the parent or guardian who filled out the application informs the office beforehand. A court order must be on file in order for BGCBC to withhold a child from his/her parent. BGCBC shall follow the guidelines indicated by the courts regarding visitation. Staff shall not, under any circumstances, transport a child to an offsite location.

Parents/guardians with any questions or concerns may approach the BGCBC lead staff at that site, or contact the BGCBC Director, Ms. LeaAnn Singleton at 479-631-3696. A conference can be arranged during operating hours.

### **SNACKS**

Nutritious snacks are provided through Rogers Public Schools Food Program. Our menu is based on the National Afterschool Snack Program guidelines. If your child has a food or beverage allergy, a physician's statement must be on file. In the afternoon, a snack is provided to each child present by the Rogers School District. A monthly menu is on display at all times for your information.

### **REPORTING A CHILD'S ABSENCE**

Please call the BGCBC program office at 479-631-3696 or the site cell number (#'s on last page of handbook) to report your child's daily absence from BGCBC. Options to help you report your child's absence include emailing: [lsingleton@bgcbentoncounty.org](mailto:lsingleton@bgcbentoncounty.org).

### **MEDICATION PROCEDURES**

The policy set by BGCBC will be strictly followed. All prescription medicines must be in the original container with the following information on the label: Child's name, name of

the drug, directions for administration, physician's name, and date of prescription. **All non-prescription medicines must be in the original container, with the child's name and the date written clearly on the label.** A medication permit completed by the parent or guardian must accompany all medications. Any medication must be given to the staff to keep in a locked drawer. **Cough drops, lip balm, aspirins, inhalers and hand lotion, as well as medication and over the counter medication are examples of items children must not have in their backpacks.** This is for the safety of all children in the program. We can administer epi-pens and inhalers.

### **INJURIES**

If a child is injured while in the BGCBC program, staff shall administer minor first aid. Parents will be notified of all injuries and provided an Accident Report showing the details of the injury. Administrative staff and parents will be notified at once in the event of a major injury, and if necessary, the designated physician or 911 will be called. An authorization for medical treatment is part of the Enrollment Application and must be signed when you enroll your child. Parents are responsible for expenses incurred due to an injury.

### **ILLNESS**

Upon arrival each day, the staff will check each child to see that he/she has no symptoms of contagious illness. The following guidelines will determine if the child may not stat at BGCBC:

- Fever of above 99 degrees or more (Must be fever free for 24 hours to return)
- Vomiting
- Diarrhea
- Evidence of infection in eyes or nose
- Unexplained rashes or welts
- Head lice
- Severe coughing

A child with a communicable disease shall have a doctor's release and be fever free for 24 hours before returning to BGCBC. Children must be free of nits and lice to return to the program. If a child is exposed to a communicable disease while in the program, parents will be notified and pick up arrangements will be made. REMINDER: Per state regulations; all children go outside each day unless weather prevents such activities.

Please dress your child appropriately for the weather and provide safe running shoes. If a child soils his/her clothes, parents shall be called to provide clean, dry clothing or to pick up their child from the program. **Children may not stay while wearing soiled clothing.**

### **POSITIVE GUIDANCE PROCEDURES**

Our program philosophy is based on positive guidance. Holding each child accountable for his/her own behavior promotes respect and fairness. Staff shall encourage each child to learn from his/her own mistakes and find acceptable ways to handle difficult situations. Children and parents/guardians will be asked to review and sign a Behavior Guidance form as part of the enrollment process to ensure compliance with the AR Department of Human Services. When a challenging behavior occurs, parental assistance will be requested when all efforts by the staff are not successful. Open communication between parents, child, and staff will allow positive outcomes. Calming and re-direction efforts shall allow a child time to calm down and reflect on his/her behavior, consider the consequences and evaluate behavior alternatives.

We shall reserve the right to suspend a child from our program for a designated amount of time, or to expel a child from the program for an indefinite period of time, if all positive efforts are made and the child is unable to conform to the required acceptable behavior to maintain a quality, safe program for all children present.

### **DISCIPLINE PROCEDURES**

BGCC program policy focuses on positive guidance. Program guidelines limit discipline to re-direction and calming procedures. The guidelines listed below will be followed at all sites. Please be aware of these guidelines:

1. Child is given a warning after re-direction
2. If challenging behavior continues an Incident Report will be completed by a BGCBC staff member. If the problem continues, an Incident Report will be completed by a BGCBC staff member. Parents will receive a copy of the document and the director receives a copy for review. After reviewing, the Director will place the document in the child's file. Parents will be contacted and informed by the Director if the incident warrants further action be taken to find a positive solution. Number of incidents and severity will determine if a conference is necessary.
- 3.

4. Fighting or deliberately hurting another child will not be tolerated and will begin with a one-day suspension from the BGCBC program. Documentation will be given to child's parent and placed in the child's file.
5. Upon return to the program, behavioral expectations will be reviewed with the child and the parent. Continuation of challenging behavior will result in a five (5) day suspension.
6. BGCBC reserves the right to remove a child from the program for continuation of challenging behavior.

#### **PLEASE NOTE FOR SUSPENSIONS:**

A BGCBC staff member will contact the parent/guardian immediately to explain the situation and request that the child be picked up within a 30 minute period. If the parent/guardian is unable to pick up within 30 minutes, another individual indicated on the child's Enrollment Form or individual approved by the parent/guardian by phone will be contacted. The individual will need to provide a photo ID for staff to view upon picking up.

#### **ANTI-BULLYING POLICY**

BGCBC is a safe and positive place for kids. We have zero tolerance for bullying. Bullying is defined as unwanted, aggressive behavior that involves a real or perceived power imbalance including any act intended to cause intended emotional or physical harm or to threaten, intimidate, or damage reputations or friendships. Bullying includes teasing, taunting, name-calling, rumor-spreading, tripping, pushing, hitting, excluding other people, extorting money or other things of value, damaging property, or any other act intended to belittle or intimidate.

**Penalties:** Bullies may be suspended or expelled from the program.

**Reporting:** If you have been bullied, or if you have seen other students bullied, you should report this immediately to BGCBC staff, a counselor or the BGCBC Program Director.



## **PARENT/GUARDIAN CODE OF CONDUCT**

BGCBC is committed to providing a safe and nurturing learning environment for your child. In an effort to ensure your child's development is met in a positive way, we ask that you as the parent(s)/guardian(s) agree to the following:

- To make every effort to follow all policies and procedures as expressed in this handbook. You understand that it is your responsibility to read and comprehend the policies set forth and to follow them to the best of your ability.
- To strive to support the Club in the way you communicate with the children, the staff, and other parents. You will not be discourteous to, threaten, or use inappropriate language or actions towards any child (yours or other's), staff, or other parents / guardians either at or near Boys & Girls Club or at any Boys & Girls Club functions.
- To not approach any child other than your own to obtain confirmation, clarification, or "their view" on Boys & Girls Club-related issues, disputes, or disagreements between children. Such matters must be brought to the attention of BGCBC staff.
- To not approach any staff member requesting confidential information in regard to any child but your own.

Should you violate the above guidelines, you understand that your child's enrollment may be terminated.

## **ZERO TOLERANCE**

BGCBC will never tolerate violence in our programs and/or on our premises. If a child or family member chooses to bring a weapon, with malicious intent to the Club, he/she will be expelled immediately. 911 and the police will be called. CPS may also be notified in these circumstances. NO SECOND CHANCES.

## **STAFFING**

Our programs employ youth development professionals who take the work they do with children seriously. Prior to being hired, in accordance with state licensing and BGCA requirements, each staff must undergo a criminal background check, reference check and in-depth interview. Our professionals receive BGCBC and BGC of America program training. Trainings include, but are not limited to, child safety and CPR/First Aid training.

Please be aware that staff are not allowed to have outside contact with any youth in our programs. This includes but is not limited to babysitting, house sitting, e-mail / phone contact, social media etc as outlined in the Employee Handbook. Any prior relationships staff may have with children and/or families must be disclosed.

## **VOLUNTEERS**

Volunteers are vital to our programs and we encourage any parent or other adult to become a Club volunteer. Volunteers tutor, teach classes, coach, help with special events, fundraise and work in the office. All volunteers working directly with youth must undergo a comprehensive nationwide Criminal History Background Check, which is repeated yearly without exception.

If you would like to volunteer at the Club, please speak to a staff member. All potential volunteers must have a valid Social Security Number and provide a scanned copy of a photo ID in order to volunteer at the Club.

## **GRIEVANCE POLICY**

Honest differences of opinion regarding conditions of care or procedures will arise from time to time. When this happens, families are encouraged first to bring the matter to the attention of the Site Supervisor by asking to meet in private where concerns may be addressed. We recognize that not all challenges can be remedied through this informal basis. The following more formal, step-by-step procedure should be initiated:

- Address a letter to the Site Supervisor stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss.
- If this discussion does not resolve the concern, you may request to meet with the Program Director and/or Director of Operations. After listening to your concerns and reviewing the Site Supervisor's response, the Program Director/Director of Operations will make a final decision.
- If necessary, final resolution will involve the Chief Executive Officer of BGCBC.

This grievance resolution policy is only a guideline. We may decide in some circumstances, and at our discretion, to use a different procedure to look into or resolve challenges. All decisions regarding the resolution of concerns or complaints remain at our discretion and shall be final.

Our goal is to provide a quality, safe place for children. The procedure to address grievances does not include the option of confrontation while children are present. We strive for a positive working relationship with all involved. However, any situation deemed a threat to the safety and well-being of children in our care or our staff or a disruption to the regular operation of our programs will not be tolerated.

## **BGCBC PROGRAM FEES**

**Registration Fee:** \$20 per child per school year.

- The registration fee is non-refundable

**Tuition: \$60 per child per week.**

- Program site is located at the child's elementary school site.

**Late Pick-up Charge: \$1.00 per minute late per child.**

- The program closes at 6:00 p.m. each day

**Late payment charge: \$5.00 per week**

- Accounts must be paid in full each Monday to avoid late fees.

### **REFUNDS**

Under most circumstances, Boys & Girls Club memberships, deposits, and registration fees are non-refundable.

If a family requests a refund and it is approved:

- and has an outstanding balance, no refunds will be given. A credit will be issued and will be applied to open invoices.
- does not have any open invoices and is in "good standing" with BGCBC, a refund will be issued.

### **TUITION PAYMENT**

Tuition payments may be made weekly, monthly, semester, or annually. Once your child is registered for BGCBC, payment will be accepted online through Daxko. If more than one of your children attend BGCBC you can choose one payment for example with one check. Payment must be made with a check or money order only. **To ensure proper credit to your account, please make sure you put your child's name and school in the memo line.**

We appreciate those of you who pay monthly, bi-monthly and yearly. These options are always available; weekly payment is a minimum. For those families with more than one child, one check or money order with all combined charges is requested. **Failure to pay your account will result in removal from BGCBC. All accounts must be paid in full each week.**

## **DROPPING FROM THE PROGRAM**

Parents are asked to call the program office at 479-631-3696 if you plan to discontinue using our program. **You are responsible for your child's account until official notice has been received in the BGCBC office.** We ask for a minimum of one-day notice to close your account and cancel the food order. If you wish to restart BGCBC, you will need to call the program office, re-register your child with a current registration form, and pay the registration fee per child.

## **CONFIDENTIALITY**

All information on file is confidential and will not be discussed with anyone except parent/guardian, school officials and BGCBC staff. Staff will not release any information without expressed written consent from the parent/guardian. Parents may meet with the program Director and staff in private regarding any concerns they may have. Please share information with the program director or staff regarding any specific needs that may be helpful in providing quality care for your child.

## **PHOTOS IN AFTERSCHOOL CARE**

Photographs of children in BGCBC may be part of the activity when special events and presentations are scheduled. Photos of the children playing in activities are often enjoyable for the children and parents to share. BGCBC will not release any photos of children enrolled in the program for newspaper or publicity reasons without parental signed permission. If you prefer your child not be included in photos while at the program, please indicate on the Enrollment Form. As a courtesy, and to safeguard the students at our sites, we ask that all our parents and students refrain from taking pictures of children other than their own while visiting any BGCBC site.

## **YEAR END TAX STATEMENTS**

Statements will be sent to each family at the end of January showing the total amount of tuition paid each calendar year. Please let the BGCBC office know if you need this statement sent to a new address or e-mailed.

## **ITEMS BROUGHT FROM HOME**

**Parents are asked to NOT allow a child to bring toys or other items from home, including electronics which include phones, IPADS, tablets or any form of watches. This causes confusion for the other children and the items from home may become mixed up with BGCBC toys or be damaged. Balloons are not allowed in the BGCBC program, as they are considered a choking hazard for children. Each center has a variety of toys and activities available each day.**

### **LOST AND FOUND**

Each school has a designated area for lost and found. Items left in BGCBC will be placed in the school's lost and found area if BGCBC parents and/or children have not identified an item in one week. Please check with the staff as soon as you discover your child's belongings are missing. BGCBC is not responsible for lost items.

### **PRODUCT SAFETY RECALL INFORMATION**

BGCBC receives communication regularly from the office of the Attorney General and the U.S. Consumer Product Safety Commission regarding product safety recalls. Items in the center have been screened for safety. The website maintained by the Attorney General's office address is [www.childproductsafety.com](http://www.childproductsafety.com). At each site on the Parent Table is a AU.S. Consumer Product Safety binder available for review.

### **REPORTING CHILD ABUSE AND NEGLECT**

Under Arkansas law (Arkansas Law Ann. 42-807-818), requires that all BGCBC staff who suspect that a child in our care is being abused or neglected must make an official report on behalf of the site to Child Protective Services (CPS).. The child abuse hotline number is 1-800-482-5964. Arkansas State Law Reports are kept confidential. Referrals may be made to CPS without conferring with parents.

Reporting should be regarded as a request for investigation into a suspected incident of abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of the child. Making a report can be the beginning of a process to help parents with their challenges and to protect their children.

**Children may be subject to interviews by licensing staff, child maltreatment investigators or law enforcement officials to determine licensing compliance or for investigative purposes without parental notice or consent.**

### **EMERGENCY PROCEDURES**

In the event of an emergency, during afterschool care, which requires children to be evacuated from the school building, they will be taken to an alternative location. Parents will be notified and prompt parent pick up is essential. These locations are available to parents at registration.

### **IN THE EVENT OF A NATURAL DISASTER**

We are committed to providing your child with the best care possible at all times. We hold regular drills on how to care for youth after a disaster and review emergency scenarios in order to be able to handle a wide variety of crises. Please keep the following in mind:

- In the event of a natural disaster, such as a tornado, we have supplies and emergency preparedness plans to accommodate staff and children while they are on site. Staff are assigned a job within an Incident Command Matrix such as search and rescue, supply chief, first aid, and child care. Detailed lists and protocol assist in tracking children and staff during an emergency. If the Club becomes uninhabitable, and we are instructed to move to a safer place, we will post our location and means of transportation.
- After a disaster, we will continue to care for your child until you or an emergency contact is able to pick them up. We understand this may be for many hours after a disaster. It is a parent's/guardian's responsibility to provide any medications (3 day supply) their child may need in case of a disaster.
- Phone lines can handle only a small portion of calls at any one time. You may not be able to reach us by phone after a disaster. Unless you need to report a life-threatening injury to authorities, it is best to stay off the phone. Calling us takes us away from caring for children during emergencies.
- Check in with staff first before removing your child from our care. It will be very important we keep accurate, written records when releasing children. Taking your child without notifying staff will put that child on the missing list. This will cause needless delays for searchers who need to be looking for children truly in crisis.

**TELEPHONE NUMBERS FOR BGCBC**

<b>SCHOOL</b>	<b>SCHOOL PHONE</b>	<b>BGCBC CELL PHONE NUMBER</b>
<b>Fairview</b>	<b>479-631-3524</b>	<b>479-389-0233</b>
<b>Bellview</b>	<b>479-721-2852</b>	<b>479-389-0235</b>
<b>Darr</b>	<b>479-248-2008</b>	<b>479-389-0325</b>
<b>Bonnie Grimes</b>	<b>479-631-3660</b>	<b>479-389-0226</b>
<b>Eastside</b>	<b>479-631-3630</b>	<b>479-389-0238</b>
<b>Jones</b>	<b>479-631-3535</b>	<b>479-381-8937</b>
<b>Lowell</b>	<b>479-631-3610</b>	<b>479-389-0218</b>
<b>Mathias</b>	<b>479-631-3530</b>	<b>479-389-0222</b>
<b>Northside</b>	<b>479-631-3650</b>	<b>479-389-0220</b>
<b>Old Wire</b>	<b>479-631-3510</b>	<b>479-389-0227</b>
<b>Reagan</b>	<b>479-631-3680</b>	<b>479-389-0228</b>
<b>Tillery</b>	<b>479-631-3520</b>	<b>479-389-0224</b>
<b>Tucker</b>	<b>479-631-3561</b>	<b>479-389-0231</b>
<b>Westside</b>	<b>479-631-3640</b>	<b>479-389-0237</b>