



BOYS & GIRLS CLUB
OF BENTON COUNTY

Club Family Handbook

This handbook is intended to provide information about Boys & Girls Club of Benton County's policies and procedures to the parents and guardians of Club members. It is not a contract and is subject to revision at any time, without prior notice, by Boys & Girls Club of Benton County.

It is the goal of Boys & Girls Club of Benton County to provide affordable, quality youth programs in a safe environment. To accomplish this goal, we ask for your commitment to the policies and procedures in this handbook.

Updated: November 2020

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GENERAL INFORMATION

MISSION

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 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 a 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 serve children ages 6-18 and 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, Boys and Girls Club 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 19 local Clubs (5 traditional sites and 14 school-based sites) 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, character and leadership development, 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.

ADA POLICY

BGCBC seeks to serve all people. It is our intention to include people of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. This includes individuals with a physical, mental or emotional need that substantially limits a major life activity, individuals with a record of such need, or individuals who are regarded as having such needs. Despite our best efforts, it may not be possible in certain circumstances for BGCBC to accommodate the disability or special needs of a particular child. This could occur in the following examples:

- The individual's disability or special needs present a significant direct threat to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level; or
- The required accommodation would require a fundamental alteration to BGCBC youth programs or otherwise would present an undue burden for BGCBC.

For some youth, special accommodation needs may appear later, or may differ over time. BGCBC will make ongoing assessments of your child's needs and will require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations or supervision needs may jeopardize the placement of or continued participation by your child in the program. All children are expected to abide by the Code of Conduct or stated behavior expectations. An individual plan of care stating needs is required prior to starting the program.

PARENT/GUARDIAN CODE OF CONDUCT

BGCBC is committed to providing a safe and nurturing learning environment for your child. 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 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. If a member's behavior is considered bullying, we will work with the parents/guardians on age-appropriate interventions and consequences. If the bullying behavior does not stop, the Club member may lose his/her right to attend the Club.

Additionally, 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.

DRUGS, ALCOHOL AND TOBACCO

The use of illegal drugs, controlled substances, recreational drugs, alcohol, and tobacco and other smoking or vaping materials is prohibited at BGCBC. If suspicion of impairment occurs, we will ask you to call a taxi or an emergency contact to pick up you and your child. If you choose to leave with your child, we will call 911 and CPS.

CLUB HOURS & LOCATIONS

HOURS OF OPERATION

<p>School Year Traditional Sites: Monday-Friday, 2:30 PM -7:00 PM</p> <p><i>**Pea Ridge Unit closes at 6:30 PM**</i> <i>**Full days (e.g. during breaks & when school is closed): 7:30 AM – 5:30 PM</i></p> <p>School Year: School Based (SKC) and 21st Century Sites: Monday-Friday: 2:30 – 6:00 PM</p>	<p>Summer Traditional Sites: Monday-Friday, 7:30 AM - 5:30 PM</p> <p>Summer School-Based (SKC) Sites: Closed</p>
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TRADITIONAL SITE LOCATIONS

Bentonville Unit
2801 N Walker St.
Bentonville, AR 72712
(479) 273-7187 EXT. 201

Rogers Unit
409 S 8th St.
Rogers, AR 72756
(479) 273-7187 EXT. 401

Rogers Teen Center
704 W Cypress
Rogers, AR 72756
(479) 273-7187 EXT. 501



Bentonville Teen Center

2801 N Walker St.
Bentonville, AR 72712
(479) 273-7187 EXT. 201

Bella Vista Unit

2260 Forest Hills Blvd
Bella Vista, AR 72715
(479) 273-7187 EXT. 301

Pea Ridge Unit

1442 N Davis St.
Pea Ridge, AR 72751
(479) 273-7187 EXT. 601

ROGERS SCHOOL-BASED (SKC) AND 21ST CENTURY SITE LOCATIONS

- Lowell Elementary Unit: 479-505-2777
- Northside Elementary: 479-504-6113
- Westside Elementary: 479-504-6129
- Tucker Elementary: 479-504-6139
- Joe Mathias Elementary: 479-504-6136
- Tillery Elementary: 479-504-6114
- Reagan Elementary: 479-504-6126
- Jones Elementary: 479-504-6128
- Old Wire Elementary: 479-504-6111
- Bonnie Grimes Elementary: 479-504-6112
- Eastside Elementary: 479-504-6121
- Belleview Elementary: 479-504-6138
- Janie Darr Elementary: 479-504-6122
- Fairview Elementary: 479-504-6137

CLUB CLOSURES DURING HOLIDAYS AND BREAKS

BGCBC typically will open clubs for full days during Spring/Fall breaks and professional development days but follow the local School Districts' calendars for all half days and holidays. Our Clubs will be closed on the following holidays (day or days adjusted dependent on what day of the week they fall):

- New Year's Holiday
- Martin Luther King, Jr. Day
- Memorial Day
- Fourth of July (the entire week)
- Labor Day Holiday
- Columbus Day
- Thanksgiving Holiday
- Christmas Holiday

Additionally, the Club is typically closed the week after school ends and the week before school begins for staff training, professional development and to clean the Clubs.

INCLEMENT WEATHER

BGCBC facilities will be closed if local schools are closed due to inclement weather. Notifications of Club closures will be made on the Club's Facebook account and with local TV stations. If schools dismiss early due to inclement weather or have canceled after school activities, our sites will be closed to ensure the safety of all. If it becomes necessary to close a Club while children are present, we ask that parents pick up as soon as possible.

STAFFING AND COMMUNICATION

STAFFING

Our programs employ youth development professionals who take the work they do with children seriously. Prior to being hired, each staff must undergo a criminal background check, reference check and in-depth interview. Our professionals receive BGCBC and BGCA program training. Training includes, but is not limited to: child safety, mandatory reporting and CPR/First Aid training.

We run a strict staff to child (1:20) ratio to ensure Club safety.

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, work in the office, and help with building repair and maintenance projects. All volunteers with repeated youth contact must undergo an annual comprehensive nationwide Criminal History Background Check and complete mandatory training. The background check and training are 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.

COMMUNICATION

The front desk or the information board is the first place to look for notices about activities, schedules, or program sign ups. Please check in with the Unit Director to ensure your email is up to date. Our website (www.bgcbentoncounty.org) is where you will find more information about our programs. Feel free to send us an email at info@bgcbentoncounty.org if you have questions or messages for staff.

UPDATING PERSONAL INFORMATION

If any of the following changes occur, please update your DAXCO account.

- Change in phone numbers, home address, workplace, school, doctor, dentist, health/dental insurance, or emergency contact
- Changes in individual's authorization to pick up a child
- Changes in allergies, health, or immunization status

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 Unit Director 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 or send an email to the Unit Director or send an email 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 Chief Operations Officer and/or Unit Director. After listening to your concerns and reviewing the Unit Director's response, the Chief Operations Officer will either make a final decision or elevate the matter to the CEO.
- If necessary, a final resolution will involve the Chief Executive Officer of BGCB.

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 high-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.

REGISTRATION AND BILLING

MEMBERSHIP REQUIREMENTS

Traditional Sites:

- Bentonville Unit (Youth) Kindergarten (6 years old) – 6th grade
- Bentonville (Teen): 7th grade – 12th grade
- Pea Ridge: Kindergarten (6 years old) – 12th grade
- Bella Vista: Kindergarten (6 years old) – 12th grade
- Rogers (Youth): Kindergarten (6 years old) – 6th grade
- Rogers (Teen): 7th grade – 12th grade

Rogers Elementary SKC and 21st Century Sites:

- Kindergarten (5 years old) – 5th grade

REGISTRATION AND ENROLLMENT PROCEDURES

Each site has limited spaces available during the school year, vacation breaks, and summer camp. Registration is offered on a first come, first served basis unless otherwise stated. All information received is kept confidential.

For billing and refund questions, please see the section regarding billing procedures.

Your enrollment must be complete before your child can begin attending the Club. The following items must be completed, signed, and submitted to the Club at least 48 hours prior to your child's first day:

- Application (completed IN FULL); can be filled out online
- This handbook, read and signed
- Behavior contract

ATHLETIC REGISTRATION

All athletic programs have a "register by" date. Please check our website (www.bgcbentoncounty.org/athletics) for additional information or with our athletic director. At the time of registration, please indicate your child's buddy/team and coach request. Program specific requests may include jersey size, preferred practice location and times. We try our best to make these accommodations, but requests are not guaranteed.

BILLING PROCEDURES

Registration fees are required to be paid in full to be considered enrolled in the program. If payment is not made your child will not be allowed to attend/participate.

Failure to pay fees within two months for after school and 2 weeks for summer will result in your child not being able to attend the Club. Please contact the Unit Director if a special payment arrangement needs to be made.

SCHEDULE OF PAYMENTS

School Year: All monthly invoices will be posted to accounts on the 1st of the month.

Summer: Invoices will be posted weekly on Mondays

Athletic Programs: Payment is due in full at time of registration.

ADDITIONAL FEES

Late pick-up fee: A fee of \$1.00/per minute will be charged to your account after the program closes.

Non-sufficient funds check fee: A fee of \$50.00 will be assessed if a check is returned.

Credit card chargeback fee: A fee of \$50.00 will be assessed to your account.

REFUNDS

Under most circumstances, Boys & Girls Club memberships, deposits, and registration fees are non-refundable. For example, if your child has attended the Club at any time for the month (school year) or week (summer) in question or started an athletic season, no refund will be issued.

If you feel you are due a refund, you can make a request by sending an email to membership@bgcbentoncounty.org. Please note the following:

- and has an outstanding balance, no refunds will be given. A credit may 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.

SCHOLARSHIP/FINANCIAL AID

BGCBC is committed to providing quality programming that is affordable and accessible to all families. BGCBC offers multiple types of scholarships:

- **Need based:** To qualify for a need-based scholarship, parents are REQUIRED to complete a TANF form AND provide a letter from your child’s school district showing eligibility for free/reduced lunch.
- **Sibling:** To qualify for a sibling scholarship, you must have multiple children from your household enrolled at the Club
- **Foster Care:** To qualify for a foster care scholarship, you must provide proof of guardianship

All scholarships run from the beginning of the school year through the end of our summer session and require membership application to be filled out in full via our website at www.bgcbentoncounty.org/register. For questions regarding scholarships, please email membership@bgcbentoncounty.org.

If you are awarded a scholarship, your portion is expected to be paid in full by the required due date. Families must reapply for scholarships each fiscal year.

OVERDUE ACCOUNTS

If your account becomes past due, you will receive a notice (phone call and/or email) that your account is delinquent, and that program participation may be terminated within two weeks of non-payment. Collection actions may be taken if payment is not received within 45 days. **Please coordinate with your Unit Director if a payment plan is needed.** Overdue accounts and/or payment plans, if not dealt with and paid on time, will lead to suspension. Your child will not be eligible to participate in any BGCBC activities until all fees are paid in full.

AVAILABLE PAYMENT OPTIONS

1. Automated payments and credit card payments can be processed through DAXCO:
<https://operations.daxko.com/Online/5301/MembershipV2/MyAccount.mvc>
2. Locked Drop Box – No Cash – Place check or money order in lock box outside the front doors of our Bentonville Club (2801 N Walker).

CHILD PRIVACY

LEGAL MATTERS

Certified copies of a child custody agreement and legal orders regulating parental access to children and their school records need to be filed with the Unit Director.

To remain neutral, we will not release attendance records without a court order requiring us to do so. Court ordered documentation search requests will incur a \$50/hour fee with a minimum of two billable hours (\$100).

PHOTOGRAPHY AND VIDEOGRAPHY RELEASE

As a part of every program registration, photography and videography release is chosen by the parent/guardian. If you would like to update or change this information, please see your Unit Director. The photo release reads:

I give the Boys & Girls Club of Benton County (BGCBC) permission to use my child's image, voice, and/or appearance as such may be embodied in any photo, video recording, audiotape, digital images, publications, and other media, publicity, and communication tools used to promote BGCBC. I understand that the images may be used by BGCBC, including but not limited to, in print publications, online publications, presentations, websites, and social media.

I have read, understand, and consent to this release. I also release and discharge the BGCBC from any and all claims in connection with the use of the produced items.

HEALTH AND SAFETY

CONTAGIOUS ILLNESS

The Arkansas Department of Health requires BGCBC to exclude children with symptoms of contagious diseases. If it is evident your child shows any of these symptoms while in our care you will be contacted to pick them up immediately. We will not provide care for children who have stayed home from school or if the child is determined sick at school 30 minutes prior to school releasing. If the child's school contacted the parent(s) or guardians 30 minutes before school ends, we expect the child to be picked up no later than 30 minutes after arriving at the Club. Symptoms include, but are not limited to:

- Diarrhea (three or more times in a 24-hour period)
- Vomiting (twice or more in a 24-hour period)
- Body rash, including ringworm (not from diapering, heat or allergies)
- Pink eye or eyes with pus or mucus draining from them
- Sore throat - especially with fever or swollen glands
- The presence of lice, nits or scabies (may return as soon as all presence is eliminated)
- Pertussis (whooping cough)
- Simply not feeling well: unusually tired, pale, lack of appetite, difficult to wake, confused or unusually irritable
- Fever above 100 degrees

LICE

If a child is found to have head lice while at the Club, the family will be contacted and asked to pick up their child immediately. Because lice are considered to be contagious, we must look after the best interests of all the children attending our program. Children will not be allowed to return to the program until they are lice and nit free.

PRESCRIPTION MEDICATION

A Medication Authorization Form must be completed for any prescription medication you wish your child to receive while at the Club. All medications will be kept in a locked, secure location and will be pulled out in order to be self-administered by the child. BGCBC will not administer any medications (e.g. insulin) to your child. See Unit Director for medical forms. Please be sure that medications are stored in their original containers with the original label that include:

- Child's name
- Name and strength of medication
- Directions, time, dosage and method of administration
- Length of time to be given ('from' date and 'to' date)

For life threatening and/or chronic conditions (i.e. asthma, allergies, diabetes, ADD/ADHD), you will be required to fill out a medical plan. This plan will contain information about signs of an emergency and steps to take if a child needs daily and/or emergency medication.

NON-PRESCRIPTION MEDICATION

Non-prescription medication must be in its original container and will be given only when the dosage and frequency are on the label, and is age-appropriate for your child, unless different instructions are provided by the child's physician. Medications are stored in a space not accessible to children. Parents may authorize the following classifications of non-prescription medications: antihistamines, non-aspirin fever reducers/pain relievers, decongestants, anti-itching ointments and sunscreen.

HAND WASHING

Hand washing procedures that are communicated to the children adhere to the following steps: wash hands with warm water and soap for 20 seconds, dry hands, and turn off the water with a paper towel. These precautions are in place to help reduce the occurrence of infectious disease. Children will be asked to wash hands during transitions.

EMERGENCY RESPONSE PLAN

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 during 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 (1 week 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.

ACCIDENTS

Emergency Treatment

Examples: Uncontrolled bleeding, seizures, second and third-degree burns, shock, fractured bones

Non-Emergency Treatment

Examples: Extreme vomiting, severe pain, fever of 100 or above, cut that requires stitches

First Aid Treatment Only

Examples: Minor cuts, scrapes, bumps, etc., low grade fever up to 100, headaches, stomach ache

Steps We Follow:

1. Call 911
2. Administer CPR or First Aid
3. Contact parent/guardian
4. Transport to nearest hospital (if necessary)
5. Complete and file accident or medical report

Steps We Follow:

1. Administer First Aid
2. Contact parent/guardian
3. Transport to nearest hospital (if necessary)
4. Complete and file accident or medical report

Steps We Follow:

1. Administer First Aid, if necessary
2. Document in incident report
3. Notify director of accident or illness
4. Contact parent/guardian if issue does not resolve

MANDATORY REPORTING

Arkansas State Law 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). 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.

PROGRAM POLICIES

PERMITTED ITEMS

Your child may bring the following items from home to the Club:

- Clothing appropriate for outside play
- Closed-toe shoes
- Homework
- Books (must be content appropriate)

PROHIBITED ITEMS

The following items are not allowed, under any circumstances, at the Club. If your child is caught with any of these items, immediate disciplinary action will follow.

- Drugs
- Alcohol
- Tobacco items
- Weapons, real or fake

- Weapon-like novelty items such as switchblade combs and bullet key chains
- Real or toy handcuffs and restraints
- Flammable substances
- Alcohol or drug related clothing and paraphernalia

Note: This is not an exhaustive list of prohibited items. If your child is found in possession of an item not on this list that a staff member deems inappropriate and/or unsafe, immediate disciplinary action will follow.

DRESS CODE

- No straps less than 2 inch wide, cut-off t-shirts, midriff shirts/blouses, and netted shirts
- No shirts, hats, buttons, etc. displaying obscene or inappropriate printing; or advertising of alcohol, drugs, or tobacco products, either explicit or implied
- No offensive clothing and offensive writings and drawings on the body, books, and clothing
- Rips, tears, or holes in clothing must not expose skin or undergarments above mid-thigh
- Short shorts or dresses/skirts, including splits, must extend below mid-thigh
- No clothing which sags (the waistband of pants, shorts, skirts, or jeans must be above the hip bones)
- No shoes with wheels
- No cleats

TECHNOLOGY ACCEPTABLE USE POLICY

Boys & Girls Club of Benton County is committed to providing a safe use of technology and online safety for members, staff and volunteers. The acceptable use policy provides the framework for those safety practices and procedures.

CLUB MEMBER USAGE

Before a member will be allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally owned devices shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Club purposes shall include program activities, career development, communication with experts and/or Club peer members, homework and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire

with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

Authorized use: Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy.

Appropriate use: Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Monitoring and inspection: BGCBC reserves the right to monitor, inspect, copy and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

Loss and damage: Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online. Inappropriate communication includes but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or disrespectful language or images typed, posted or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others;
- Knowingly or recklessly posting false or defamatory information about a person or organization; or

- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a member is told to stop sending communications, that member must cease the activity immediately.

Cyberbullying

Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. This behavior is cyberbullying, which is defined as bullying that takes place using emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff or community is subject to disciplinary action.

Examples of cyberbullying include, but are not limited to:

- Harassing, threatening or hurtful text messages, emails or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites or fake profiles.

Members may not attempt to gain unauthorized access to the Club's network, or to any other computer system through the Club's network. This includes attempting to log in through another person's account or accessing another person's files. Members may not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco or other drugs; engaging in criminal activity; or threatening the safety of another person. Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

Monitoring and inspection: Boys & Girls Clubs (local name) reserves the right to monitor, inspect, copy and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs (local name) reserves the right to inspect and/or review personally owned devices that are brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections but the member may be barred from bringing personally owned devices to the Club in the future.

Internet access: Personally owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. BGCBC reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks or other services. Members must follow Club procedures to access the Club's internet service.

Parental notification and responsibility: While BGCBC Technology Acceptable Use Policy restricts the access of inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some material might not fit the particular values of

members and/or their families. Because of this, it is not considered practical for BGCBC to monitor and enforce a wide range of social values in student use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

Digital citizenship: Club members shall conduct themselves online in a manner that is aligned with the BGCBC Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the BGCBC, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

Club-owned-and-operated technology: Members are expected to follow the same rules and guidelines when using Club-owned technology. Club technology and systems are the property of the Club, are intended to be used for Club purposes and are to be used during approved times with appropriate supervision. Club members shall never access or use Club technology or systems without prior approval.

Digital citizenship and technology safety training: All members who wish to use a Boys & Girls Clubs device or equipment will be required to successfully complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

LOST AND FOUND

BGCBC is not responsible for any lost or damaged items brought from home. Please help us by labeling everything with your child's name and leaving valuables at home. Stray clothing and items will be placed in the lost and found area each day. Unclaimed clothing and items will be donated to charity at the end of each month.

BEHAVIOR MANAGEMENT

SUPPORT PROTOCOL

BGCBC strives to be an inclusive community to all who we serve. Open lines of communication between BGCBC staff, families and school staff help to ensure that we do our best to make sure all participants are successful. If your child has a diagnosed disability or has special medical needs, a support protocol meeting will need to take place prior to entering the program. This is to ensure our staff and your child are set up for success and can accommodate the needs of the child. This is also available to those families that have a child without a diagnosis, but feel that extra support would be helpful for the child's success in our program.

DISCIPLINE POLICY

The goal of our programs is to provide a safe, fun experience for all participants. To accomplish this goal all participants are expected to respect themselves, each other, the staff and the program facilities. While we strive to be sensitive to children and their family's cultural and individual values, age-appropriate behavior is expected of all children enrolled in our programs. Discipline will be based on an understanding of the child's needs and will encourage the child to develop self-control, appropriate behavior, and respect for the rights of others. Each child will be listened to and treated with respect and fairness by staff members. Staff may approach inappropriate behavior by using such methods as problem solving, alternative activities, and logical consequences for their actions.

Staff use positive techniques of guidance, redirection, anticipation and elimination of potential problems, positive reinforcement, and encouragement. Techniques of competition, comparison, and criticism are avoided. In addition, consistent, clear rules and expectations for the site are explained to the children. Staff will work with parents to establish open communication and to problem solve the child(ren) behavior. Follow up at home may be necessary.

Physical interventions will be used in an emergency situation only when protecting a person from physical injury, to obtain possession of a dangerous object or protect property from serious damage. Staff who have to use physical interventions are trained in nonviolent crisis intervention techniques. These techniques are a last resort method when de-escalation and other positive intervention techniques have failed.

Parents/guardians will be notified immediately if a child is in danger of hurting himself/herself, others, or the environment and if physical interventions had to be used. Should this occur, you are expected to pick your child up immediately – if unable, your emergency contact should be willing and able to do so. Your child will not be allowed to attend the program again until a protocol support meeting has happened.

The Club, under no circumstances, will use corporal punishment, ridicule, or name calling as forms of discipline.

SERIOUS BEHAVIORAL MISCONDUCT

Instances of serious behavioral misconduct will result in a parent meeting and/or suspension. The following behaviors are examples of serious behavioral misconduct and are not limited to:

- Fighting with another member, staff person, volunteer, or parent
- Bullying of any kind, verbal or non-verbal threats
- Acts of threat toward another member, staff person, volunteer, or parent
- Physical endangerment - drugs, alcohol, cigarettes, tobacco products, inhalants
- Destruction or theft of Club property or another member's property
- Racial or sexual harassment (including inappropriate physical contact)
- Bringing or using weapons with malicious intent to the Clubs; Ex: guns (toy), knives, sling shots, firearms, firecrackers or anything that is intended to be used as a weapon
- Running away from staff, program and the facility. Failure to stay within audio or visual supervision.

If you or your child engages in any of the above behaviors, we reserve the right to suspend him/her from our Clubs. Duration of suspension will be determined at the parent meeting. However, the child will not be able to return before the parent meeting.

If your child's school calls you to pick them up due to behavioral or disciplinary actions, they will not be able to attend the Club that day. If your child has also been suspended or expelled from school, they will not be able to attend BGCBC for the duration of the suspension.

RUNAWAY CHILD

A very rare, though serious, incident is when a child chooses to leave the Club grounds or breaks from their field trip group. Running away forces others into unsafe situations.

Our staff are instructed to NOT leave the rest of the group or risk the safety of the group by following children who leave on their own. The following policy is in place:

- If a child chooses to leave the group and the supervision of the staff member(s), he / she will not be chased or followed if it risks the safety of the group.
- Staff leaders will notify police of a runaway child and give a description and general whereabouts.
- The primary caregiver (parent or guardian) will be notified immediately. If unable to contact the primary caregiver, the emergency numbers will be contacted.

A runaway situation, where a child has placed the staff and other children at risk by their actions, is grounds for suspension or expulsion.

PROGRAM TERMINATION

BGCBC reserves the right to suspend or remove any child from our programs. Staff and parent(s)/guardian(s) have the right to request a parent conference at any time. The following are circumstances in which the director could terminate program participation. In every instance, complete efforts will be taken to try to solve the problem before termination.

- If parents/guardians disagree with a Club policy, and if attempts made to reconcile differences between the parent/guardian and the Unit Director fail, participation will be discontinued. Fees will not be refunded.
- If a child's behavior puts him/her, other children, or staff at risk and is disruptive to the total program and every attempt to work with the child and his or her parent(s) fails to produce ongoing improvement, services will be discontinued. Fees will not be refunded.
- Additional grounds for terminating services include chronic late pick up, non-payment of program fees, failure to comply with program policies, failure to disclose required information, or other standards indicated in this handbook, etc. Fees will not be refunded.

SCHOOL YEAR

TRANSPORTATION

After-school transportation to our Clubs is provided by the school district at no extra cost from the following schools to our facilities:

Bentonville Unit: Thomas Jefferson, Sugar Creek, Cooper, Mary Mae Jones, Central Park, Centerton Gamble, Apple Glen, R.E. Baker, Elm Tree, Osage Creek, Willowbrook, Vaughn, Ruth Hale Barker, Old High, Ardia Ann, Creekside, and Brightfield

Bentonville Teen Center: Ruth Hale Barker, Old High, Ardis Ann, Creekside, Brightfield, Fullbright, Lincoln, and Washington

Bella Vista Unit: Thomas Jefferson, Sugar Creek, Cooper, R.E. Baker, Old High, and all Gravette schools

Pea Ridge Unit: Pea Ridge High School, Pea Ridge Primary, Pea Ridge Intermediate and Pea Ridge Middle

After-school transportation to our Clubs provided by staff at no extra cost from the following schools:

Bentonville Teen Center: Grimsley, Bentonville High, and Bentonville West High

Rogers Unit: Eastside, Frank Tillery, Jones, Arkansas Arts Academy, Oakdale, Lingle, Northside, Elmwood, and Kirksey

Rogers Teen Center: Rogers High, New Tech High, Heritage High, Arkansas Arts, Lingle, Oakdale, and Kirksey

If a member is suspended from school or the bus, they cannot attend the Club.

CHECK OUT PROCEDURES

Children will be released only to the parent/guardian, or a person authorized in writing by the parent/guardian to pick the child up from the facility. A person picking up a child may be required to show ID every time. Children will NOT be released to individuals without identification for the first pick up time. Staff will need to confirm who is authorized for pick up based on information stated in your child's paperwork. Please update your authorized pick-up information in Daxko as needed.

Please observe the following guidelines when checking your child out of the facility:

- Provide the name(s) of your child/children to the front desk assistant.
- Staff members will then locate your child and tell them it is time to leave.
- Make sure your child has all necessary belongings with him/her.
- Please ensure staff acknowledgement of your child's departure.

LATE PICK UP

Prompt pick up is an important acknowledgement of our staffs' time. While we understand that situations can happen when you are running late, please understand that we have a responsibility to our staff to

have them leave the Club promptly after their shift. If you are running late, please call the site to inform staff.

If a child has not been picked up by closing, the parent is responsible for paying additional fees. A \$1/minute fee will incur for each minute you are late to pick up your child – “official time” is that which is onsite and is due at time of pickup. Staff will fill out the time the child is picked up.

If attempts to reach the parent/guardian or emergency contacts are not successful, children not signed out of the program may be placed in the custody of local law enforcement, or Child Protective Services (CPS). CPS may be reached at (501) 682-0405 24 hours-a-day. If a parent is running more than 30 minutes late, we will determine if this is something that needs to be reported to CPS.

HOMEWORK

Power Hour homework time will be provided in the Learning Center on Monday-Thursday during the school year for youth to receive assistance with their homework. While our staff encourages all children to do their best work, we are not able to tutor each child on an individual basis. Other educational activities will be available for children who do not have homework. Homework is scheduled for a specific time each day that works best for the program and around other scheduled activities.

SNACKS AND MEALS

Nutritious meals and snacks are core to our out-of-school programs which promote healthy lifestyles (including physical fitness and nutrition education). Please see your Club for menus and times of snack/meals as they vary by location.

Members may bring their own snack/lunch.

Please inform us if your child has any dietary restrictions. We may ask you to provide additional snacks for your child.

SUMMER PROGRAM

CHECK-IN/OUT PROCEDURES

Children will be released only to the parent/guardian or a person authorized in writing by the parent/guardian to take the child to or from the facility. A person picking up a child may be required to show ID every time they pick up the child. Children will NOT be released to individuals without identification for the first pick up time. Staff will need to confirm who is authorized for pick up based on information stated in your child's paperwork. Please update your authorized pick up information with the child care director as needed.

Please observe the following guidelines when checking your child in and out of the facility:

- CHECK IN: Provide the name(s) of your child/children to the front desk assistant so that he/she can mark your child's attendance. If you choose to drop your child off without walking them in the building, it is your responsibility to ensure your child enters the building and adheres to the proper check-in procedures.
- CHECK OUT: Provide the name(s) of your child/children to the front desk assistant. Staff members will then locate your child and tell them it is time to leave. Please ensure staff acknowledgement of your child's departure.

ITEMS TO BRING EACH DAY

- Appropriate clothing (see Dress Code)
- Closed toe shoes
- Backpack
- Water bottle
- Sunscreen (**Note: Staff are can only help apply spray sunscreen.*)

FIELD TRIPS AND VEHICLES

Field Trips are by sign-up only and there will be a limited number of spots for each field trip. To sign up, the account must not be past due. Payment for field trips is due at the time of sign-up. Your child must be at the Club at the time of departure. No refunds will be given if your child misses the field trip.

We transport Club members on buses to field trip destinations. Children must follow all rules of the van / bus or risk losing the privilege to go on field trips. We follow all Arkansas state safety seat requirements.

A sack lunch will be provided for all Club members attending field trips.

CLUB T-SHIRTS

Club members are required to wear a Club t-shirt when attending any field trips or outings for safety purposes. Club t-shirts can be purchased at the front desk.

SNACKS AND MEALS

Breakfast, lunch and a snack are provided at no extra cost. Please see your Club for menus and times of snack/meals as they may vary by location. Nutritious meals and snacks are core to our out-of-school programs which promote healthy lifestyles (including physical fitness and nutrition education).

Please inform us if your child has any dietary restrictions.

LATE PICK UP

Prompt pick up is an important acknowledgement of our staffs' time. While we understand that situations may arise that can cause you to run late, please understand that we have a responsibility to our staff to have them leave the Club promptly after their shift ends. If you are running late, please call the site to inform staff.

If a child has not been picked up by closing, the parent is responsible for paying additional fees. A \$1/minute fee will incur for each minute you are late to pick up your child – “official time” is that which is onsite and is due at time of pickup.

If attempts to reach the parent/guardian or emergency contacts are not successful, children not signed out of the program may be placed in the custody of local law enforcement, or Child Protective Services (CPS). CPS may be reached at (501)-682-0405 24 hours-a-day. If a parent is running more than 30 minutes late, we will determine if this is something that needs to be reported to CPS.

ATHLETIC PROGRAM

PHILOSOPHY

BGCBC athletic programs provide youth of all ages, regardless of their athletic ability, the opportunity to learn new skills and develop self-esteem, teamwork and leadership skills. Sports programs emphasize fun and full participation for every youth. Coaches and spectators are encouraged to demonstrate good sportsmanship and positive support for all players and officials.

For our sports leagues, we focus on the development of fundamental skills needed to play the sport. Winning is not the priority. We define success as sportsmanship, skill building and team dynamics that will be emphasized by coaches, parents, volunteers and staff. At certain levels, score will be kept and visible to spectators as we recognize winning is something that everyone will strive for, however, the attention will be made to improving over the course of a season.

GOALS

- To provide a safe and fun playing environment for all players
- To provide an opportunity for players of all skill levels to compete, strive for success, build relationships, and learn about good sportsmanship.
- To provide an athletic experience that will have a lasting impression on the players participating in the programs.

- To provide positive guidance through respect, discipline, class, honesty, loyalty, hard work, commitment, and dedication.

LEAGUE CONDUCT

Coaches, players and spectators will demonstrate good sportsmanship through verbal and non-verbal actions, appropriate language and abstaining from drugs, alcohol and tobacco at all BGCBC events. Furthermore, parents and coaches will be asked to read, sign and adhere to our Code of Conduct policies in order to ensure an enjoyable experience for all participants. We strive to maintain a positive attitude and demeanor during all games and practices. This includes any comments made towards players, staff, coaches, and referees.

We also ask that you help us maintain clean facilities by following food/drink policies and cleaning up after you leave. Failure to comply may result in suspension or being asked to leave the event.

FIRST AID

First Aid kits will be on-site, if needed. In the event of a serious medical injury that requires immediate medical attention, 911 will be contacted.

OFFICIALS AND REFEREES

All coaches and referees have gone through a nationwide background check.

We are appreciative of our volunteers who help make our athletic programs successful. Please help us show this appreciation through mutual respect.

PRACTICE & GAME CANCELTION

If practice is cancelled due to inclement weather, the athletic director will contact you via email or phone. If practice needs to be cancelled for any other reason, the coach of your child's team will contact you in a timely manner.

You can follow the Boys & Girls Club of Benton County Athletics Facebook page for updated information regarding games, practices and more: <https://www.facebook.com/Boys-Girls-Club-of-Benton-County-Athletics-453048738828955/>

Parent Acknowledgement

This acknowledges that I, _____, have read, reviewed, and understand the information provided in my Parent Handbook.

Child/ren Name: _____

Parent/Guardian Name (Printed): _____

Parent/ Guardian Signature: _____ Date: _____