

# *Member – Parent Handbook*

## **WELCOME:**

Thank you for considering the Boys & Girls Club of Farmington (FBGC) for your child. We welcome you and your family and hope this booklet will give you an overview of our programs and expectations. Our goal is that this club be a positive, safe, and fun place for your child to be; to learn and grow through ongoing relationships with caring adult professionals. Please feel free to ask any questions you have.

## **MISSION:**

The mission of our Club is to inspire and enable all young people, especially those who need us most, to reach their full potential as productive, responsible, and caring citizens.

## **PHILOSOPHY:**

The Club seeks to help develop youth into positive, contributing members of their community. We do this by giving members opportunities to develop a sense of competence, usefulness, belonging, and influence. This Club is the member's Club and we are here for them. However, with ownership and membership come responsibilities. We expect members to be positive participants of our little community; expect them to take care of their Club and fellow members; treat people with respect; display upstanding character and values; listen to staff; learn to resolve problems in a productive way; try to contribute to making their situation better. Our wish is that through being here we can help members succeed in building positive self-identities; develop educational, employment, social, emotional, and cultural competencies; build community involvement; improve their health and well-being; grow their moral compass.

## **MEMBERSHIP:**

The FBGC is open to youth ages 6 through 18. We cannot accommodate youth outside of these ages and all 6 year olds are required to present proof of age before becoming members. Membership is open to youth without regard to race, color, religion, or national origin. The membership year is from June 1<sup>st</sup> thru May 31<sup>st</sup> each year and each child must have a current membership in order to access our services.

## **MEMBERSHIP CARD:**

All members are issued a membership card and are responsible for bringing it with them to check in and out of the facility on every visit. The membership card is used to check members in and out of the facility, for statistical tracking, and for safety. Therefore, members are required to bring their card each time they come to the Club. In order to make sure this occurs parents are required to replace any membership card that is lost.

## **SCHOLARSHIPS:**

The FBGC'S policy is that no child is denied access in the Club due to economic hardship. A scholarship fund exists to help families who cannot afford Club fees. Please ask for forms at the front desk. An appointment will be scheduled so you can submit financial documentation and receive a determination.

## **FEES:**

Fees vary according to the program for which you are registering. Please check with the front desk to get fee information for the program in which you are interested. To participate in any activities, the child must be a member of the Club.

## **REFUNDS:**

Only the legal guardian of the child may disenroll their child from the program. If a parent requests a program refund, there will be a \$10.00 processing fee. The refund will not include the basic membership fee or any late fee charged. If a refund is due, for any reason, the refund will only be processed after the end of the program. Only the person who wrote the check (or paid cash) for the fees may receive the refund. Refunds **must** be requested within 30 days of the end of the program or they will not be issued.

## **HOURS OF OPERATION:**

All Clubs open and close promptly as posted. We require that parents ensure their children do not arrive early or leave late. Parents will be called to pick up any members still in the Club close to program closing time. A \$15.00 per hour late fee per child (with a one-hour minimum) will be assessed to the parent and will be applied five minutes after the program closing time. If a child remains at the Club long past pick-up time, the proper authorities will be notified to pick up the child. If you have an emergency situation at pick up time, please notify us immediately so we can work with you.

**SCHOOL YEAR HOURS – Main Unit**

Monday - Friday 2:45 p.m. – 7:00 p.m.

Teen Center - 7:00 p.m. – 9:00 p.m.

**SCHOOL YEAR HOURS – Hilltop Unit**

Monday – Friday 2:45 p.m. – 7:00 p.m.

**SUMMER HOURS – Main Unit**

Monday – Friday 7:45 a.m. – 5:30 p.m.

Teen Hours: Tuesday & Thursday 6:00 – 8:00 p.m.

**SUMMER HOURS – Hilltop Unit**

Monday – Friday 8:00 a.m. – 5:00 p.m.

Teen Hours: every other Wednesday & Friday -- 6:00 - 8:00 p.m.

These hours of operation are subject to change, we will attempt to notify parents and members.

**HOLIDAYS:**

The Club will be closed on the following holidays:

New Year's Day	Memorial Day	Thanksgiving Day
Good Friday	Labor Day	Christmas Day

**TRANSPORTATION:**

The Farmington School District provides limited bussing to the Club. All scheduling, tracking, and assigning of spaces are done by the school and parents must sign up for this program at the schools.

**VISITORS:**

Visitor's passes may be issued at certain times for temporary entry and are valid for two consecutive days of entry. After that, a membership must be purchased for the child to continue attending the Club. Visitors must abide by all the same rules as Club members. During certain times of the year, visitor's passes are not available. Please check in advance.

**NON-MEMBERS:**

During sporting events and other program events, a small entrance fee will be charged at the door for all spectators. Season passes are available. Non-member children must be supervised by their parents at all times, as there is no service available for supervising them. Failure to do so will result in expulsion from the facility.

**HEALTH / ILLNESS:**

If a member becomes ill while at the Club, the parent or legal guardian will be immediately notified. For the safety and health of all our staff and members of the Club, parents will be required to pick up members who become ill within one hour of notification. We do not have facilities to segregate sick members, so for any child not picked up with-in the hour the standard late fee will be charged.

In an emergency we will make every attempt to contact parents. However, in the event that no responsible party can be located or in the case of acute emergency, you have authorized the Club to act on your behalf on the child's membership application. The Club does not provide health insurance for members.

If your child requires medication, the responsibility for taking the medication correctly and on time belongs to the parent and the member. Club staff cannot take responsibility for dispensing medications and the member is responsible for knowing when they are supposed to take them. The Club will keep the medication for the child during the day to ensure that no other children have access to it. However, the member is responsible for remembering when they need to take the medication. Please notify the staff if your child is on continuous or one-time medication. If a child is found to have medication of which the staff has not been notified, we will contact the parent or guardian to ascertain if the child should be taking it.

### **SPECIAL NEEDS:**

Club staff has limited training in dealing with members with special needs. If your child has special needs, please alert staff when you register your child so we can determine if we have the resources and personnel to meet their needs. The FBGC cannot accept responsibility for special needs of which we are unaware.

### **LOST & FORGOTTEN CARDS:**

Replacement cards are \$5.00 each and parents will be charged when they are issued. When a member does not bring their card three times, a warning note will be sent to parents reminding them of the membership card policy. After that, the next time the member does not bring their card, they will be unable to participate in any Club activities and their parent will be called to pick them up, bring the child's existing card, or purchase a replacement card. If this occurs, the second time, a \$15.00 fee will be assessed, which must be paid before the member can return to the Club.

### **PICKING UP MEMBERS:**

The Club staff requests that you do not pick-up your child before 4:00 pm on any school day. We have a large number of members that arrive from schools simultaneously and it is impossible to both check-in and check-out members at the same time. Therefore, if you must pick-up your child while check-in is still underway, you will not be able to get your child's membership card. It will be kept at the front desk and will be available the next time the child attends the Club.

Also, for safety and tracking reasons, parents need to come in to the Club and sign the register to indicate that they picked-up the child. This enables staff to track who collected a child and have that information available should there be a question at a later time.

### **OPEN DOOR POLICY:**

The Club has an Open Door Policy for all members in the sixth grade and above. For the safety of your child, if the parent allows the child to leave and return to the Club, we require a signed letter on file giving that permission. If the child is allowed to walk home at the end of the day, we require a signed letter on file stating this. The parent is responsible for deciding and knowing when a child may leave the Club, with whom they go, and where they go. Therefore, parents should be sure to explain to their children that they must stay at the Club. The Club is not responsible for children leaving to go to stores, restaurants, or other establishments during Club hours.

If a child is found to have left the Club unauthorized, a parent will be notified. If the child returns on their own, the parent will be required to pick up the child. If the child has left the Club, the parents must speak with staff about the incident before the child will be allowed to return.

No open-ended permission slips will be accepted other than those allowing a child to walk home at the end of the day. All other permission slips must be for a specific activity on a specific day only.

### **PERSONAL PROPERTY:**

We encourage all members to leave walkmans, cell phones, cameras, hand-held video games or any other electronics and games at home. They can cause friction between members, may be lost, damaged, or stolen, and therefore are not allowed at the Club. If they are brought, the member should secure them in their bag. The Club will not be responsible for any damages, loss or theft.

### **TELEPHONE USAGE:**

Members are allowed to use the phone only in emergencies such as illness.

The use of personal cell phones by members at the Club is prohibited other than behind the front desk. If a child has been required to call a parent on their cell phone, they need to communicate that to the front desk staff and use it under staff guidance in the reception area.

### **MEMBER EXPECTATIONS:**

The Club is a fun place to be and it will be more fun for everyone if you understand and meet expectations.

1. Bring and turn in your membership card every day and be sure you sign in and out each time.
2. Gum is not allowed on Club property.
3. Vandalism, graffiti, or destruction of property is prohibited. Anyone caught will be required to make restitution.
4. Run only in designed areas in the Club and not on the carpet.
5. Stay on Club premises until you are picked up, and stay in your age group.
6. Eating and drinking is allowed in designed areas only.
7. Listen to the staff and do what they say.
8. Alcohol, drugs and weapons are strictly prohibited.
9. Clothing that is deemed provocative or that contains messages about violence, drugs or gangs will not be permitted. Nor will clothing that displays any gang affiliation.
10. No foul language and cursing.
11. No fighting.
12. Smoking is not allowed anywhere on Club property.
13. Ball caps can only be worn straight forwards or backwards in the Club.
14. The School District dress code will be followed. Members not adhering to this will be sent home to change their clothes, or provided a temporary alternative.
15. Children are not to sell any products within the Club.
16. Electronic items such as - cell phones, hand-held video games, walkmans, or cameras should not be brought to or used at the Club.
17. Clean-up after yourself in each area.
18. Treat other members and staff the way you would like them to treat you.
19. Please use equipment appropriately. For example, not bounce or throw balls in non-gym areas inside; do not use pool sticks as bats.
20. Talk to staff if you have a problem.
21. And most importantly have fun.

### **DISCIPLINE:**

Staff attempts to resolve problems using positive discipline. Members are given time to explain and discuss incidents and staff attempts to resolve issues in a low-key manner. However, if necessary, members may be written up, required to do Club service, or suspended. Disciplinary measures can range from Club service through parent conference to permanent expulsion and legal measures if necessary. For extremely egregious offenses, the child may have their membership revoked. If you are asked to come and pick up your child, you must do so within an hour or be charged a late fee.

If your child is restricted or expelled from the Club, there will be no refunds. The parent is financially responsible for reimbursing the Club for any costs associated with repairing property damaged by their child.

### **PARENT ROLES:**

At the FBGC we value the parents of our members as the primary caring adult dedicated to supporting the growth of their children.

As such we consider ourselves as partners in caring and instilling positive values in your child. If you have any problems or concerns about the Club or your child, please communicate them to the Unit Director and give us an opportunity to review and respond to them.

Please remember that all rules are enforced with the safety and positive development of your child in mind. Please make sure that both you and your child are familiar with the contents of this booklet. If you are contacted regarding a meeting with staff, please make yourself available as soon as possible so we can resolve any situations quickly. We expect that parents will support the Club rules and member expectations with their children, making sure that members are aware that Club imposed discipline will be supported in the home.

Finally, the Club works best when parents are involved. We and your child appreciate your attendance at Club events such as orientations, awards, celebrations, open-houses, and the like. We know that you want the best for your children and we want the same for all.

Needs may arise that the Club staff needs to contact you, the parent or guardian of a member. These needs may be in matters of illness, discipline, a late pick up, etc. It is VERY important that the Club has current phone numbers for you and an alternative emergency phone number in case we can't reach you. If your phone number(s) change during a program, please advise the Club immediately in order for us to update our records.

Please remember that we want your child to be safe, have fun, and benefit from their attendance and involvement with the Club. Not every situation that occurs can be covered in this handbook.