



BOYS & GIRLS CLUB
OF THE PLATEAU

Family Handbook
2025 - 2026

Family Handbook



Boys & Girls Club of the Plateau Contacts:

Chief Executive Officer Carmen Waite 828-743-2775 ext. 101 carmen@bgcplateau.org	Vice President of Operations Sarah Pursel 828-743-2775 ext. 202 sarah@bgcplateau.org
Education Director Katie Harris 828-743-2775 ext. 105 katie@bgcplateau.org	Cashiers Club Director Paige Engelbrektsson 828-743-2775 ext. 104 paige@bgcplateau.org
Health & Wellness Director Brandon Norwood 828-743-2775 ext. 109 brandon@bgcplateau.org	Highlands Club Director Ariana Ramsey 828-743-2775 ext. 200 ariana@bgcplateau.org
	Teen Club Director Max Watson 828-743-2775 ext. 107 max@bgcplateau.org

CLUB SITES

Cashiers Club, 558 Frank Allen Road, Cashiers, NC 28717

Abell Teen Club, 558 Frank Allen Road, Cashiers, NC 28717

Highlands Club, 171 Hospital Drive, Highlands, NC 28741

Family Handbook

Contents

Parent/Guardian Acknowledgement Form.....	4
Section I: BGCP Introduction.....	5
Section II: Priority Outcomes and Activities.....	5
Academic Success.....	5
Health and Wellbeing.....	6
Character & Leadership.....	7
Section III: Program Hours and Attendance.....	8
Attendance Policy.....	8
Hours of Operation.....	8
Holiday and Bad Weather Policies.....	8
Drop-Off/Pick-Up Procedures.....	9
Late Pick-Up.....	10
Section IV: Honor Policy.....	10
Club Culture.....	10
Policy Breach and Code of Conduct.....	10
Code of Conduct.....	10
Reflection.....	11
Suspension.....	11
Section V: Staff and Volunteers.....	12
Structure.....	12
Safety Policies.....	13
One-on-One Contact Prohibition.....	13
Staff Training.....	13
Screening.....	13
Mandatory Background Checks.....	13
Mandatory Employee Reference.....	14
Mandatory Reporting.....	14
Required Immediate Reporting.....	14
24-hour Toll-free Child Safety Hotline.....	14
Commitment to Safety.....	14
Mandatory Annual Safety Assessments.....	14
Safety Committee.....	14

Family Handbook

State and Local Laws.....	14
Section VI: Communications.....	15
Member Concerns.....	15
General Information and Registration.....	15
Club Closings.....	15
Section VII: Health and Safety.....	15
Food at Club.....	15
Snack & Meals.....	15
Nut-Aware Policy.....	16
Medical Information.....	16
Medications.....	17
Emergency Policy.....	17
Confidentiality.....	17
Natural Disasters and Other Emergencies.....	17
Emergency Procedures.....	17
Safety Drills.....	17
Section VIII: Technology Acceptable Use Policy.....	18

Family Handbook

Parent/Guardian Acknowledgement Form

Boys & Girls Club of the Plateau (BGCP)’s Highlands and Cashiers sites are 21st Century Community Learning Centers (21st CCLC), which provide an out-of-school time program offered *free of charge* through a federal grant administered by the North Carolina Department of Education. The program offers academic support, academic enrichment, social-emotional well-being, and recreational opportunities for students. To get the full benefit of the program, your child should attend frequently.

Family engagement in our program is also encouraged. At least three family group activities will be offered during the school year. We ask that families attend at least one activity per semester. Family participation is very important to our program because of the 21st CCLC dual-capacity framework, meaning we serve both students *and* families.

Your child and family are expected to meet program guidelines and participate regularly. Staff use positive reinforcement to keep a positive and fun learning environment. To maintain that positive environment, we will not allow harassment or bullying. We have a “zero tolerance” policy for any weapons or controlled substances. We follow the practices and procedures described here in the BGCP Family Handbook.

Program hours are Monday - Friday from 2:30 p.m. - 6:30 p.m. during the school year and Monday - Friday 7:30 a.m. – 6:00 p.m. during summer camp. We do our best to provide extended program hours on school days when schools are not in session as well as afternoon/evening services on early release days, however we cannot guarantee we will be able to accommodate all school closure and early release days. Please read and discuss this family handbook with your child. Then, please sign this form and return it to the Boys & Girls Club front desk, to confirm your understanding and acceptance.

Member Name School

Parent/Guardian Name (Print)

Parent/Guardian Signature

____/____/____
Date

Please return this signed form to the Membership Coordinator or Front Desk Associate.

Section I: BGCP Introduction

The Boys & Girls Club of the Plateau (BGCP) serves youth from kindergarten through 12th grade in the Cashiers and Highlands communities. BGCP is nationally recognized by Boys & Girls Clubs of America as one of the top 20 Clubs out of 5,200 in the country.

Family Handbook

Mission: To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Our Commitment to Serve All Youth: We believe every kid has what it takes. The mission and core beliefs of Boys & Girls Clubs fuel our commitment to promoting safe, positive environments for all. Boys & Girls Clubs of America supports all youth and teens.

Section II: Priority Outcomes and Activities

Our Club offers a wide range of programs focusing on three key outcome areas: academic success, health & wellbeing, and character & leadership. BGCP is committed to ensuring that all children, especially those who need it most, have access to a safe and supportive environment after school and during the summer months. Specific activities offered at each site may differ depending on need and availability.

Academic Success

Boys & Girls Club of the Plateau incorporates BGCA's Project Learn program into daily activities at the Club. These programs aim to assist cognitive skill development and enrich the learning experience. Academic programs are designed to align with school-based metrics while increasing math and reading proficiency for all members. Enrichment programs like art, STEM, and fun-with-purpose activities provide opportunities for diverse engagement.

Power Hour is a key part of BGCP's Academic Success programming, providing daily homework help, tutoring, and other activities that can help students become curious, self-directed learners. During Power Hour, students receive homework help from staff and volunteers and complete assignments focused on literacy and math skills. Drills, flashcards, learning games, and workbooks are also available during power hour for those students who do not have homework.

Paired reading is an activity where older members (in 5th grade and above) read together with K-2 members. Paired readers take turns reading aloud, with the more skilled reader modeling fluent reading and providing assistance as needed. The social interaction makes reading more enjoyable, while the immediate feedback and support build confidence and skills.

Boost is a focused program designed to support students who are behind academically or below proficiency in reading and math. Specially trained staff work with small groups of 2-4 students, providing targeted activities to improve skills and help students get back on track. Boost sessions focus on activities tailored to the students' specific needs, addressing areas where they may be struggling.

Read to Learn is a specialized tutoring program for students in grades 1-4 focused on early literacy and foundational reading skills for students who have significant learning challenges and need targeted one-on-one support to progress. This program is phonics-based and uses the Wilson Reading Program.

Family Handbook

BGCP selected the Wilson Reading Program because it aligns with the phonics-based lesson plans students are receiving at school. Each student receives two hours of one-on-one instruction per week.

Workforce Readiness activities help prepare teens for college and careers while offering the opportunity to earn a stipend. Program leaders guide teens through career exploration activities to help them find their interests and passions. As teens discover their interests, they are assisted in developing skills that will make them more employable and apply their knowledge in real-world work experiences. This is accomplished through Virtual reality career exploration, group and individual activities, and service projects within the Club and the greater community.

STEM programs allow students to discover and explore age-appropriate activities focused on science, technology, engineering, and mathematics. BGCP uses a combination of staff-developed and BGCA curricula that align with NCDPI Science and Digital Learning standards. In addition, the Club works with the Smokey Mountain STEM initiative to provide engaging programming for our students.

Ultimate Journey is BGCA's environmental education program, created in partnership with the National Park Service. Throughout the program, students practice problem-solving, critical thinking, and decision-making. They research, write, partake in creative group activities, and have fun learning about our local ecosystem and environmental stewardship. BGCP implements this program with the support of partners at Highlands Biological Station and Highlands-Cashiers Land Trust. This program is designed to get students outdoors.

Dirt Club ignites members' curiosity as they learn a wide range of valuable skills and knowledge related to gardening, environmental science, nutrition, and sustainable living. Dirt club students learn the basics of gardening, including preparing the soil, planting seeds, and watering plants as they grow. Students learn about different types of plants and their life cycles, along with important environmental concepts such as the water cycle, photosynthesis, and the role of pollinators. Dirt Club incorporates lessons on nutrition and the benefits of eating fresh produce.

The Arts Curriculum aligns with the NCDPI's Visual Arts Standard Course of Study in the areas of visual literacy, contextual relevancy, and critical response. The Club's diverse arts program provides youth with many opportunities to try new mediums, develop new skills, and experiment with new art techniques and ideas. Each art block is designed to encourage group and individual creativity and achievement through unique craft projects and art experiments. In addition to visual arts, BGCP also exposes students to music and performing arts, such as acting, dance, Odyssey of the Mind, singing, and drum circles.

Health and Wellbeing

BGCP's health and wellbeing programs include the full spectrum of mind-body-spirit wellness, including Physical Health and Health Education enrichment activities designed to increase youth's physical activity while developing overall healthy habits. Our programs also meet NCDPI's K-12 Physical Health Education Essential Standards related to motor skills, movement concepts, health-related fitness, and personal/social responsibility.

Family Handbook

Triple Play is BGCA's comprehensive health and wellness initiative that strives to improve students' overall health. Triple Play seeks to increase physical activity and creates a space for students to learn new sports, skills, and cooperation. Triple Play teaches Club students to make healthier choices by educating them about good nutrition (Mind), making physical fitness a daily practice (Body), and developing individual strengths and good character (Soul). Play and field trips are important parts of our Triple Play curriculum.

Healthy Habits is a research-based BGCA program that educates and empowers young people to make healthy choices and adopt a healthy lifestyle. Healthy Habits curriculum teaches youth about the importance of nutrition, physical activity, and overall well-being.

SMART (Skills Mastery and Resistance Training) Moves is BGCA's prevention program designed to empower youth to avoid risky behaviors and make positive life choices. The program focuses on building social and emotional skills, enhancing decision-making abilities, and promoting healthy lifestyles. Through interactive activities and discussions, SMART Moves equips young people with the knowledge and skills they need to resist negative influences and thrive in school and life. The SMART Moves program aims to improve decision-making skills, increase knowledge about the consequences of risky behaviors, and increase self-confidence in making healthy choices.

Character & Leadership

BGCP wants all of our youth to succeed in life and have a strong moral compass that guides them through teen and adult decision-making. Character & Leadership programs strengthen resiliency, increase school attendance, and reduce behavior issues that disrupt learning.

Youth of the Month is a recognition program that acknowledges positive behavior and peer interactions and makes Club students aware of their leadership abilities and role in their community. Youth of the Month candidates are voted on by their peers and receive special recognition for their efforts and contributions to the Club.

Youth of the Year is a BGCA teen program that serves to recognize and celebrate the extraordinary achievements of Club teens. Teens apply and compete within the Club to represent BGCP by sharing stories of outstanding leadership, service, academic excellence, and dedication to living a healthy lifestyle. Through applying and competing in Youth of the Year, teens gain the leadership knowledge and skills they need for success in 21st-century life, work and educational settings.

Torch Club is designed for our preteen (grades 5-6) students, emphasizing leadership and community service. It supports young people as they develop essential life skills, become active students in their community, and build a strong foundation for future success. Through character-building activities, Students work together to identify needs in their community and plan and implement service projects to address those needs. Community service projects include organizing food drives, trash pickup, volunteering at local organizations, and organizing community events for peers at the Club.

Family Handbook

Keystone is BGCA's small-group leadership club for teens ages 14 to 18. Each local Keystone Club is an affiliate of the National Keystone Program – the unifying body for all Keystone Clubs across the country and military installations around the world. Keystone members benefit from following key focus areas of community service, academic success, career preparation, teen outreach.

Club Cash is a token economy that motivates members to be their best academically and socially. Members may earn Club Cash by completing homework, engaging in other productive academic activities during Power Hour, or displaying good citizenship by going above and beyond when demonstrating the elements of the Club's Code of Conduct. Club Cash can be redeemed by purchasing items at the monthly Club Store, and teens can redeem Club Cash for snacks in the Teen Club Store.

Section III: Program Hours and Attendance

Attendance Policy

BGCP membership is offered *free of charge*. There are two membership enrollment periods throughout the year. One is for after school programming during the school year and the other is for summer camp. Although we do not require members to attend a certain number of hours or days per week, attendance is a very important part of our program. To get the most out of the program, **your child should attend at least three days weekly for the full program year.**

Hours of Operation

After School: BGCP's after school program begins in late August and runs through late May (exact dates vary year to year) and operates Monday - Friday from 2:30 p.m. until 6:30 p.m. If additional hours are offered due to school closures, this will be communicated ahead of time.

Summer Camp: Summer camp begins in early June and ends in mid-August (exact dates vary year to year) and operates Monday - Friday from 7:30 a.m. until 6:00 p.m.

Holiday and Bad Weather Policies

BGCP's operations calendar is set at the beginning of the school year and strongly follows the calendar of the appropriate school districts, although exact start and end dates may vary from the school start and end dates. While BGCP observes many of the same federal holidays our calendar tries to accommodate school closures and early releases when possible. These dates are set in the operations calendar, but are subject to change.

In the event of severe weather conditions (or other emergencies ranging from power loss to a major catastrophic event), BGCP **may** decide to invoke the closing of a Club Site(s) for the remainder of the day, an entire day, or several days.

Family Handbook

Drop-Off/Pick-Up Procedures

Drop-Off/Scan-In: Each member must be registered prior to attending Club. Members are “scanned-in” to Club upon arrival by BGCP staff. This enters them into the MyClubHub database using a 4-digit identification number unique to each child. Parents and guardians must walk inside the lobby with their child when dropping off. Parents and guardians are not allowed inside the program spaces during program operating hours.

Pick-Up/Scan-Out: Members are only authorized to be picked-up by their legal guardian, who should be listed as their primary contact, or by individuals who are listed as emergency contacts and who must be over the age of 18 years old. If a child is to be picked up by someone who is not already authorized to do so, the primary contact must verify by phone or in person the full name of the person they are authorizing to pick-up their child. Any adult picking up a child must come into the lobby and notify the front desk staff who they are and which child they will be picking-up. Presentation of photo identification may be requested at any time by the front desk staff. The child is then “scanned-out” by the staff member in MyClubHub with their 4-digit identification number.

No Pick-Ups: While all adults who pick up a member must be authorized to do so, BGCP also understands that there may be adults who CANNOT have contact with members. Therefore, BGCP maintains a list of members who have specific individuals identified as “No Pick-up.” This list is made accessible to all programming staff. To add an individual onto this list, BGCP must receive copies of court custody documents stating that the individual does not have custody of the child. BGCP keeps these records on file for legal purposes.

Teen Self Check-Out: Club members under the age of 13 are not allowed to self check-out. Club members ages 13 and older may be granted permission to check themselves out during or after programming ends with parental/guardian consent. The member’s parent or guardian must first sign the Self Check-Out Permission Form. Additionally, for Club members ages 13-15, a parent or guardian must also give advance notice each day to allow the member to self check-out.

Club members ages 16 and above are allowed to self check-out without advanced notice as long as the permission form is signed by a parent or guardian.

Once Club members have self-checked out for the day, they may not check back in to Club.

BGCP reserves the right to revoke the self check-out privilege at any time.

Late Pick-Up

Members must be picked up by the time that BGCP closes. Please note that BGCP is not staffed later than 10 minutes after close, this means by 6:40 p.m. during the school year and 6:10 p.m. during the summer. Local authorities may be contacted for assistance if a student is not picked up after program hours and staff cannot reach any parent, guardian, or emergency contacts.

Family Handbook

Section IV: Honor Policy

Club Culture

BGCP attendance is a privilege that bears the responsibility of making good choices and acting with integrity. We want every Club member to be a benefit to our community. We call on our members to respect people, including themselves, and to respect our resources.

We value the opportunity to reflect upon our actions when we fall short of the standard and to take responsibility when necessary.

Everyone present at Club has the right to feel safe, the right to be treated with dignity & respect, and the expectation of equal opportunity, regardless of a person's circumstances away from Club. We intentionally hold ourselves and our members to high standards. We expect these standards to be upheld in all interactions with our Club members at all times, wherever they may be.

In the BGCP Community, we hope to convey a sense of pride in ourselves and in all our actions. This desire to be respected and to respect ourselves drives us forward as responsible citizens.

We ask all staff, volunteers, and members to join us in dedicating our Club experience to the following:

- We are honest. We tell the truth, even if it means someone may get in trouble.
- We are respectful. All people and things deserve our respect.
- We are brave. We stand up to those who would ask us to do something not honorable and to those who are acting dishonorably to themselves or others.
- We are supportive. We support our community through appropriate and meaningful channels, and we never ask another person to do something that would jeopardize their own integrity.

We understand that if we do not follow through on these promises and commitments that our standing in the Club could be jeopardized as well as administrative action taken as outlined.

Policy Breach and Code of Conduct

Code of Conduct

Members are expected to follow the BGCP Code of Conduct:

- RESPECT:
 - YOUR SELF
 - YOUR PEERS
 - YOUR STAFF
 - YOUR ENVIRONMENT
- BE A GOOD FRIEND
- TRY YOUR BEST

Family Handbook

The Code of Conduct is posted in each room in both English and Spanish and is reviewed on a regular basis with members and staff.

Reflection

Member behavior, both the good and the bad, is important for us to acknowledge. We recognize that all behavior is a method of communication. Club staff take the time to figure out what a member's behavior is communicating and will guide members in making good choices. We understand that every member learns differently and occasionally makes mistakes or less than desirable choices during learning processes. We strive to help members accept responsibility when the code of conduct or honor policy has been broken.

When a Club member behaves in a manner that is not respectful - to others, to themselves, or to resources - we will ask that they reflect upon and take responsibility for those actions. Reflection time may span from 3-10 minutes, and members are encouraged to reflect with Club staff on behaviors and making better choices next time.

SPECIFIC EXAMPLES OF BEHAVIORS THAT DISREGARD OUR HONOR POLICY AND WARRANT REFLECTION

- Not following directions/listening
- Throwing food or other items
- Talking or yelling over others
- Poor sportsmanship
- Stealing
- Intentional disruptive behavior
- Inappropriate use or waste of resources

Suspension

If a member behaves in a way that does not comply with the honor policy and puts either themselves or others in danger, physically or emotionally, this may result in suspension. Suspension will be handled on a case-by-case basis based on severity or repeat behaviors.

- Intentionally injuring others
- Blatant disregard of staff expectations
- Leaving a program area without permission
- Dangerous misbehavior in a moving vehicle
- Intentionally disrespectful behavior directed at staff (ex: backtalk)
- Non-compliance with repeated instructions
- Inappropriate touching self or others
- Stealing
- Spitting on or biting others
- Inappropriate sexual humor or language

Family Handbook

- Reference to drugs/alcohol
- Making threats or name calling
- Bullying or repeated targeting of others
- Malicious theft or defacing property
- Recording/transmitting/exchanging media, materials, and/or images that are sexual, derogatory, and/or threatening

WHAT HAPPENS IF A CHILD RECEIVES A SUSPENSION?

When a member receives a suspension, parents/guardians will be notified. The member and parent/guardian may be required to meet with the Health and Wellness Director and/or another club leader to review the honor policy depending on the reason for suspension. Multiple suspensions may result in indefinite or permanent expulsion from the Club.

THE FOLLOWING BEHAVIORS MAY RESULT IN AN IMMEDIATE AND INDEFINITE EXPULSION FROM THE PROGRAM:

- Possession of drugs, drug paraphernalia, tobacco, electronic cigarettes, or alcohol
- Suspected intoxication while on club property
- Violence toward another member, staff, or volunteer
- Sexual abuse of another member
- Making violent threats against staff or other members
- Possession of firearms, fireworks, knives, and any other hazardous object.

Section V: Staff and Volunteers

Structure

The BGCP team consists of full-time and part-time employees as well as volunteers who assist with tutoring and programming. Each site is equipped with a full-time Club Director and part-time Youth Development Professionals (YDPs) who work with the members. All staff and volunteers go through an extensive screening and training process and receive ongoing professional development to ensure continued education. All staff, paid employees and volunteers, are required to pass a background check.

We strive for a 1 to 15 staff-to-student ratio, with a maximum ratio of 1 to 20, which provides several benefits:

- more one-on-one attention from the staff;
- students get to know each other better; and
- staff can tailor instruction to students' individual needs.

Family Handbook

Safety Policies

The safety and wellbeing of young people is our number one priority. We work every day to create a safe, inclusive, and fun environment so kids can have every opportunity to be successful in life. We have no tolerance for inappropriate behavior of any kind, including child sexual abuse or misconduct, and we put resources behind that stance.

One-on-One Contact Prohibition

BGCP maintains comprehensive safety policies that protect youth, including but not limited to policies on supervision, transportation, and communication. BGCP prohibits isolated one-on-one interaction between Club participants and staff or volunteers, including board members, and visitors. This includes prohibiting one-on-one contact at any time at the Club, in vehicles or by phone, text, social media or any other means.

Staff Training

BGCP continually updates robust safety policies, programs, and training for staff and volunteers to promote child safety and protect young people from threats in our society. These resources include but are not limited to:

- BGCA-approved child abuse prevention
- BGCA-approved mandated reporting
- BGCA-approved grooming prevention

Ongoing training and supervision of staff are critical. We participate in a wide variety of child safety training through online courses and in person staff training. We also engage leading third-party safety experts to provide guidance for our policies and approaches, including Praesidium, the National Center for Missing & Exploited Children, and the National Children's Advocacy Center.

Screening

Mandatory Background Checks

Mandatory criminal background checks are required upon hire and annually for every staff and board member at BGCP. In addition, criminal background checks are required for any volunteer or community partner who has direct contact with children. All potential employees and volunteers are run through Veriscreen background checks, but must complete a comprehensive safety program.

Mandatory Employee Reference

Any employee interested in moving to another Boys & Girls Club is required to have a reference from their previous Club, even if the Clubs are within the same community.

Family Handbook

Mandatory Reporting

Required Immediate Reporting

BGCP staff and volunteers are all mandated reporters and are required to report any critical incident/safety concern to local authorities immediately. We are also required to report any critical incident to Boys & Girls Club of America within 24 hours.

24-hour Toll-free Child Safety Hotline

We encourage all staff, members and families to report any incident or situation they feel is unsafe. Through our national partnership with Praesidium, one of the nation's leading safety experts, BGCP members and staff have access to a confidential 24-hour toll-free Child Safety Hotline at 866-607-SAFE (7233) or SafeClub@Praesidiumnc.com.

Commitment to Safety

Mandatory Annual Safety Assessments

We employ a multi-tiered safety assessment approach to ensure we continually make improvements to safety at our Club.

Safety Committee

BGCP has a dedicated Board-led Safety Committee to provide input and guidance on local policies and safety strategies. Priorities and initiatives include:

- Regular Safety Inspections and drills
- Emergency Preparedness
- Regular review of policies and procedures

State and Local Laws

We comply with federal, state and local safety laws, including those impacting facilities and vehicles.

Section VI: Communications

Member Concerns

BGCP strives to maintain open and clear communication with parents and guardians regarding incidents, behaviors, and general member concerns. This type of communication is generally delivered in person, by phone, or via email by a director (Club Director, Health & Wellness Director, or Education Director) or by another leadership staff member on duty. The CEO is also available to speak with

Family Handbook

parents and guardians at any time. If you need a translator, please let us know. We will do our best to accommodate you.

Notifications are reports that YDPs complete as needed to keep families informed about their child's daily experiences and emotions. Notifications can capture a positive experience with the member that occurred that day or an incident that indicates a child needs behavior improvement.

Injury and Illness forms are used to document any injuries that occur and the first aid that staff provided. Injury & Illness forms must be signed by parents/guardians and will be kept on file at BGCP. A copy can be sent home with the parent/guardian upon request.

General Information and Registration

Email announcements, newsletters, and enrollment information will generally come from the Membership Coordinator. The Membership Coordinator sends out weekly emails to the contacts of all registered members with Club updates including closures, extended hours, weekly activities, field trips, and special programs. Please also refer to the Parent Portal for general information and updates.

Club Closings

In the event that BGCP must close prior to or during normal operating hours due to an emergency or disaster, BGCP will notify families as soon as possible either by phone calls, emails, or texts. The closing will also be announced on social media.

Club Contact Information can be found on the first page of this handbook.

Section VII: Health and Safety

Food at Club

Snack & Meals

A nutritious snack will be provided once daily during the school year and twice daily during the summer at no charge. Members are welcome to bring their own snacks from home, however, they may not share their snack with other members.

During summer camp, members should bring a packed lunch.

BGCP may provide additional snacks or treats for special events or celebrations during Club hours. BGCP teens may also use "Club Cash" to purchase snacks from the "Club store."

Please notify the Membership Coordinator of any special dietary concerns.

Family Handbook

Nut-Aware Policy

BGCP is a Nut-Aware Organization. This means that we cannot guarantee that all our facilities are nut-free, but we do take steps to be mindful of those who have nut allergies. We have detailed records of those who have nut allergies and will do our best to accommodate these members so that they do not have an allergic reaction while at BGCP. This includes but is not limited to the following:

- Informing staff about your child's allergy
- Training staff on proper precautions to prevent contamination
- Training staff on protocol if your child comes in contact with nut products
- Sanitizing surfaces & high touch areas
- Washing hands, especially after snack
- Asking other parents to bring alternative products, especially if they are in the same grade as your child
- Providing separated space while eating

Medical Information

Our staff provides a safe and healthy environment for all youth. Please list your child's medical conditions on the registration paperwork. If your child has a known medical or health condition (such as asthma, diabetes, ADD, autism, seizure disorder), be sure the Membership Coordinator knows what to do if a problem should occur during program hours. Please notify us of your child's physical or health condition so we can do our best to serve your family. If a child becomes ill while at BGCP, the parent, guardian or approved adult will be notified. Depending on the nature of the illness, the adult may be asked to pick up the student.

If a child has any of the following symptoms or behaviors, the parent or guardian will be notified to pick up the child immediately:

- Any communicable disease
- Chills and/or fever over 100 degrees Fahrenheit
- Nausea, vomiting or diarrhea
- Head lice
- Ringworm
- Pink eye
- An accident requiring medical attention

Medications

If a Club member is required to take medications (prescriptions or over-the-counter) while at the Boys & Girls Club or during any Boys & Girls Clubs events, the parent must complete the Medication Authorization form. The parent should bring the completed form and the medicine with the child. The medication will be secured in a locked box in a staff only space. No medicines or medical equipment may be kept with the child unless permission is granted by the child's parent or legal guardian. No prescription or over-the-counter medication will be administered to any child without written authorization from the child's parent or legal guardian.

Family Handbook

Emergency Policy

In case of an accident or illness, we will call the parent or guardian of a child. Please be sure we have your correct phone numbers and address on file. In serious emergencies, you will be contacted and 911 may be called. Directions from the Emergency Medical Technician (EMT) will be followed until you have arrived. If the EMT determines the need to transport the student and you have not yet arrived, the student will be transported to the hospital and accompanied by a staff member. Once you arrive on campus, you will be updated on the transportation of the student. The parent(s) or guardian(s) of the student will be responsible for the cost, if any, of the emergency vehicle and/or emergency room.

Confidentiality

To protect the members, staff, and families, BGCP does not use the last names of members in displays, comments, or communications posted publicly on social media platforms, news articles, or other public forms of communication initiated by the organization. First names and last initials may be used when recognizing individuals of the organization on these platforms.

In addition, BGCP requires permission from parents/guardians to take and share photos of each member.

Natural Disasters and Other Emergencies

Emergency Procedures

BGCP has procedures in place to address a disaster or emergency that may interrupt our Boys & Girls Club community. The Emergency Procedures Booklet (See Appendix) covers several of our plans to ensure the safety of members at Club. The Emergency Booklet is also available at the Front Desk at each site in both English and Spanish upon request.

Safety Drills

BGCP conducts a safety drill at least once every month. These drills are important to execute so that members and staff know what to do in case of an emergency at the club. Families are notified of when these safety drills will occur through the weekly emails that will be sent out. If you would not like for your child to participate in these drills please refrain from bringing them to the Club on these safety drill days.

Section VIII: Technology Acceptable Use Policy

Before a member will be allowed to use technology equipment or devices, both the member and their parent/guardian will need to read and sign the Technology Acceptable Use policy. This policy is outlined in the Membership Waivers and Permissions form that must be signed by parents or guardians during registration.

Family Handbook

In order for a member to use their personal device at Club, the member must be in 7th grade or above and the member and their parent/guardian will also need to read and sign the Technology Acceptable Use policy for teen members.

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: BGCP 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 always keeping devices with them. 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

Family Handbook

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: BGCP reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, BGCP reserves the right to inspect and/or review personally owned devices that are brought to the Club.

Family Handbook

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. BGCP 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.

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

Parental notification and responsibility: While the BGCP 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 values of members and/or their families. Because of this, it is not considered practical for BGCP 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 BGCP 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 BGCP Code of Conduct, 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.

Family Handbook

Appendix

Emergency Procedures

This booklet covers several of our plans to ensure the safety of members at the Boys & Girls Club of the Plateau. Our staff familiarize themselves with these plans and are prepared to run them.

FIRE ALARM

- € Immediately gather all members.
- € If any members are away from your group, immediately radio so a staff member can wait for them.
- € Leave all belongings and equipment.
- € Exit out an exterior door unless it is dangerous to do so.
- € Proceed to the designated meeting area.
- € Have all members form a single-file line.
- € Complete a roll call.
 - If all members are present, have them sit down.
 - If a member is absent and cannot be located, immediately inform a FTE that you have a Code Red.
- € If a member is with a field trip or club, note their name and inform the FTE completing the Club roll call.

LOCKDOWN

- € Immediately gather all members.
- € If any members are not with your group, immediately radio so a staff member is aware.
- € Leave all belongings and equipment.
- € If necessary, move into the building.

Family Handbook

- € Turn off all lights.
- € Instruct your members to sit on the floor by an interior wall.
- € Take a headcount.
- € Radio if you see anything suspicious.
- € If you see imminent danger near your room:
 - Secure the room
 - Call 911
 - Radio about the danger
- € Do not open any doors unless BGCP leadership or law enforcement give you instructions to do so.

Do not use your phones or post on social media.

TORNADO WARNING

- € Gather your members together.
- € If any members are in the restroom or not with your group, immediately radio this so staff are aware.
- € Leave all belongings.
- € If outside, move to designated take shelter areas.
- € Instruct your members to line up against an interior wall and:
 - Lie face down
 - Draw their knees up under themselves
 - Cover the back of their heads with their hands
- € Slack the #virtualstaffchannel with your grade and the room you are in.

If you are caught outside, take cover in the nearest available shelter. Remember, seconds count.