



BOYS & GIRLS CLUBS OF GREATER ST. LOUIS

PARENT/MEMBER HANDBOOK



Boys & Girls Clubs of Greater St. Louis Important Club Phone Numbers

Adams Park Club (314) 633-7900

Renee Bell, Club Director (314) 335-8201
Orevia Vongsa-Palazol, Membership Secretary (314) 335-8203

Ferguson Middle School Club (314) 335-8330

Eva Kain, Site Coordinator (314) 335-8331
Elizabeth Jones I, Membership Secretary (314) 335-8330

Herbert Hoover Club (314) 652-8300

Reggie Jones, Club Director (314)335-8101
Patricia Baucom, Membership Manager (314) 335-8102

O'Fallon Park Club (314) 932-1371

Shakira Nasiruddin, Site Coordinator (314) 932-1371 x.223
Natalie Wathen, Membership Secretary (314) 932-1371

Southeast Middle School Club (314) 335-8300

Kristin Black, Site Coordinator (314) 953-7795 or (314) 335-8300
Melissa Young, Membership Secretary (314) 953-7795 or (314) 335-8300

Twillman Elementary School Club (314) 335-8350

Billie Thurmond, Site Coordinator (314) 953-4885
Talina Dearing, Membership Secretary (314) 335-8350

Dental and Vision Services

Najma Nasiruddin, Health Services Assistant (314) 335-8122

**This handbook contains general
information about School Year
and Summer Camp Club Policies.**

Proud member of

United Way
of Greater St. Louis



As of November 2015

BGCSTL PARENT/MEMBER HANDBOOK

Table of Contents

Content:	Page:
CLUB LOCATIONS AND HOURS OF OPERATION	2
WELCOME	3
PARENT/STAFF COMMUNICATION	3
PARENT INVOLVEMENT	3
OUR CLUBS	4
COMMITMENT TO QUALITY	4
FIVE CORE PROGRAM AREAS	5
OUR MISSION	6
PROGRAM STRATEGIES	6
PRINCIPLES	6
NON-DISCRIMINATION POLICY	6
MEMBERSHIP	7
PROGRAM FEES	7
ENROLLMENT REQUIREMENTS	7
CLUB HOLIDAYS	7
INCLEMENT WEATHER	7
MEMBERSHIP CARDS	8
CHECK-IN & CHECK-OUT PROCEDURES	8
EARLY ARRIVAL - LATE PICK UP CHARGES AND POLICIES	8
MEALS/SNACKS	8
DRESS CODE	8
CLUB POLICIES	9
GENERAL POOL RULES	9
SURVEYS	9
DISCIPLINE	10
ANTI-BULLYING POLICY	10
REPORTING POLICY	10
GRIEVANCE POLICY- PROGRAM PARTICIPANTS	11
TECHNOLOGY	12
DESTRUCTION OF CLUB PROPERTY	12
PERSONAL PROPERTY	12
THEFT	12
PARENTAL NOTIFICATION	13
MEDICAL ILLNESS OR EMERGENCY	14
MEDICATION	14
SUDDEN CARDIAC ARREST	14
DISASTER PREPAREDNESS & EMERGENCY RESPONSE	15

CLUB LOCATIONS AND HOURS OF OPERATION

ADAMS PARK CLUB

4317 Vista Avenue, St. Louis, MO 63110, (314) 633-7900
Monday through Thursday 2:00 p.m. to 8:00 p.m.
Friday 2:00 p.m. to 6:00 p.m.

HERBERT HOOVER CLUB

2901 North Grand Avenue, St. Louis, MO 63107, (314) 652-8300
Monday through Thursday 2:00 p.m. to 8:00 p.m.
Friday 2:00 p.m. to 6:00 p.m.

FERGUSON MIDDLE SCHOOL CLUB

701 January Avenue, St. Louis, MO 63135, (314) 335-8330
Monday through Thursday 3:00 p.m. to 8:00 p.m.
Friday 2:00 p.m. to 6:00 p.m.

O'FALLON PARK RECREATION COMPLEX CLUB

4343 West Florissant, St. Louis, MO 63115, (314)932-1423
Monday through Friday 2:00 p.m. to 7:00 p.m.

TWILLMAN ELEMENTARY SCHOOL CLUB

11831 Bellefontaine Road, St Louis, MO 63138, (314) 335-8350
Monday through Thursday 3:50 p.m. to 8:00 p.m.
Friday 3:50 p.m. to 7:00 p.m.

SOUTHEAST MIDDLE SCHOOL CLUB

918 Prigge Road, St. Louis, MO 63138, (314) 953-7795
Monday through Friday 3:10 p.m. to 7:00 p.m.

Some Clubs are open on Saturdays for selected dates and times only.
Please request a copy of your Club's calendar for specific dates and times.



GREAT FUTURES START **HERE.**



TO THE PARENTS OF OUR MEMBERS

WELCOME

We at **Boys & Girls Clubs of Greater St. Louis (BGCSTL)** would like to thank you for selecting us! **This** is a great time for members to build character through leadership and discover new interests. When you visit **BGCSTL**, you will find a lively place with trained professional staff and volunteers that provide positive adult role models and mentors for youth. Club members will also be directed to study and engage in constructive activities through Club or community services. **Our Club** has interesting, educational and creative evening, weekend and camp programs to explore!

Remember, your membership includes **dental and vision services, computer classes, tutoring, homework assistance, arts & crafts, games room activities, fitness center, leadership and character building programs (Keystone, Torch, Kids, and Sports Clubs), Junior Staff Training, SMART Moves, financial literacy & much more!** Members truly have a great time and enjoy the exposure to new activities.

Welcome to our family! Your child's safety is important to us. This is a handbook of guidelines and policies to ensure that your child has a positive and rewarding experience. Please carefully read through this handbook. This is not an inflexible book of rules and laws. We are presenting our standards and information to you to help you understand general operating procedures. If you have any questions, concerns, or need additional information, talk with the Club's Site Coordinator, Director or the Vice President of Operations who will answer your questions or direct you to the appropriate personnel.

PARENT/STAFF COMMUNICATION

Good communication between parents and their child's caregivers is essential to provide the best possible care for each child. The format of communication may be formal or informal. **It is vital that you inform us of changes in your child's life that may affect behavior.** Changes at home include moving, hospitalization of a sibling or parent, alterations in the parents' relationship, or a death in the family. Home issues influence the way in which your child relates to others. Staff members can better provide for a child's needs if they are aware of the situation.

PARENT INVOLVEMENT

The Club believes that parental involvement is necessary for the success of any childcare program. As parents, you are welcome to visit the Club anytime you wish without prior notice. Your cooperation with all policies and procedures is appreciated. Take every opportunity to talk with staff about your child. Ask your child about the program every day and take time to read the available curriculums and the information that goes home. We also encourage you to volunteer any time or talents you may have to the program. As community members you can assist staff by educating them about resources/opportunities available in the area.

Welcome again, we look forward to getting to know you and your family!



OUR CLUBS

The **Herbert Hoover Club** is our original facility. Located in North City, this site operates at full capacity, 48 weeks a year, five days a week. The 78,000 square-foot facility houses a comprehensive Dental Clinic, Emerson Technology Center, Learning Center, MJL Aquatics Center, All-Star Baseball Field, art room, game room, teen center, performing arts studio, football field, fitness center and the administrative offices of the Club. A mobile vision clinic operated by Eye Care Charity of Mid-America serves this and the other five Club sites.

The **Adams Park Club** began operating in 2007 in South City at the Adams Park Community Center. Located in the Forest Park Southeast neighborhood, the 21,348 square-foot center offers organized sports, fitness and recreation activities as well as teen and education programs.

The Club's first school-based location, the **Southeast Middle School Club**, which is located in the Hazelwood School District in the Spanish Lake area, opened in 2008. This Club operates five days a week. It is a partnership with Hazelwood School District and St. Louis County and shares a gymnasium, performance stage, library, technology center, cafeteria, art room and game room with the school.

The **O'Fallon Park Club** located in North City opened in February of 2013 and is in partnership with the YMCA of Greater St. Louis and the City of St. Louis Department of Parks, Recreation and Forestry. The Club has offered a select number of programs and now operates at full capacity, 48 weeks a year, five days a week. The 79,000 square foot facility has a full-size double gymnasium – 12 basketball hoops plus volleyball nets, fitness center, elevated running/walking track, Teen Hub/game room, computer lab, 3 multipurpose rooms, classroom space, and in-door & out-doors pools.

Twillman Elementary School Club opened in the summer of 2013 and strengthens our partnerships with both the Hazelwood School District and the Spanish Lake community. This licensed Club operates five days a week, sharing a library, cafeteria, a computer lab and gymnasium with Twillman Elementary School. The center provides educational, recreational, and social activities.

Ferguson Middle School Club opened in the summer of 2015 to serve youth in Ferguson and the surrounding area. This Club operates five days per week and is open to all youth year-round, offering both an after-school program and summer day camp. In partnership with the Ferguson-Florissant School District the Club shares two gymnasiums, cafeteria, library, technology center, and offers a teen center with a fully operating music production studio.

Mentor St. Louis, founded in 1995, matches caring adults with elementary school children to enhance literacy and reading skills, trigger discussions, creative thinking and build students' self-esteem. The school-based model operates a mentoring program in five St. Louis public elementary schools; and in Roosevelt and Normandy High Schools, through our BE GREAT: Graduate program. The afterschool model takes place at all six of the Club locations.

COMMITMENT TO QUALITY

BGCSTL envisions a future in which success is within reach of every child in the St. Louis region, empowering themselves and influencing future generations toward making a difference for themselves, their community, and the global community.

In an effort to enrich the lives of youth in the St. Louis community, BGCSTL regularly assesses and aims to improve not only its programming, but also the organization as a whole. BGCSTL uses the Standards of Organizational Effectiveness provided by Boys & Girls Clubs of America (BGCA), United Way's assessment of our adherence to its Quality Standards, and the Core Capacity Assessment Tool provided through the Deaconess Impact Partnership. Based on these appraisals, BGCSTL has formed a capacity building and strategic plan for the organization. The strategic plan is focused on 3 areas of the Boys & Girls Club movement: increase our impact on existing Club members, build a stronger organization, and expand the influence of the Club beyond its walls.

BGCSTL is a chartered member of BGCA. For more than a century, Clubs have helped put young people on the path to great futures. Boys & Girls Clubs annually serve nearly 4 million young people, through membership and community outreach, in over 4,100 Club facilities throughout the country and BGCA-affiliated Youth Centers on U.S. military installations worldwide. Boys & Girls Clubs of America is highly respected. In its 2014 Philanthropy 400 report, *The Chronicle of Philanthropy* ranked BGCA 21st among all nonprofit organizations and #1 among youth serving organizations for the 21st consecutive year.



BOYS & GIRLS CLUBS OF GREATER ST. LOUIS

FIVE CORE PROGRAM AREAS

Since 1967, Boys & Girls Clubs of Greater St. Louis (BGCSTL) has been providing a safe place for children to learn and grow. Our mission is to inspire and enable youth ages 6 to 18 to realize their full potential as productive, responsible and caring citizens. BGCSTL now serves nearly 8,000 kids, including 3,200 registered Club members at five sites and within several other schools in the St. Louis region.

The Club is open during hours that kids are most likely to need a safe place to go — after school and during summer. Membership fees are kept low to allow any child the opportunity to join.

BGCSTL’s “Formula For Impact” is a research-based theory of change that calls for us to consistently provide the most powerful Club Experience possible by implementing the Five Key Elements for Positive Youth Development, offering high-yield activities, providing targeted programs, and encouraging regular attendance – all of which we know help youth achieve priority outcomes: Academic Success, Good Character & Citizenship, and Healthy Lifestyles.

Each of our sites offers tested, proven and nationally recognized programs in five core program areas:



The Taylor Family Character & Leadership Development Programs

Programs in Character and Leadership Development empower youth to support and influence their Club and community, sustain meaningful relationships with others, develop a positive self-image, participate in the democratic process and respect their own and others’ cultural identities.



E. Desmond and Mary Ann Lee Education & Career Development Programs

Programs in Education and Career Development enable youth to become proficient in basic educational disciplines, apply learning to everyday situations and embrace technology to achieve success in a career.



Health & Life Skills

Programs in Health and Life Skills develop young people’s capacity to engage in positive behaviors that nurture their own well-being, set personal goals and live successfully as self-sufficient adults.



The Arts

Programs in The Arts enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts and creative writing.



Sports, Fitness & Recreation

Programs in Sports, Fitness and Recreation develop fitness, positive use of leisure time, skills for stress management, appreciation for the environment and social skills.

GREAT FUTURES START **HERE.**

MISSION STATEMENT

Our mission is to inspire and enable youth ages 6 to 18 to realize their full potential as productive, responsible and caring citizens. We provide positive alternatives through diversified programming created to better an individual's options and opportunities.

PROGRAM STRATEGY

Programs are based on the **Youth Development Strategy**, which assures that all members have a positive experience that contributes to a positive sense of self-esteem. This is done by developing:

A Sense of Competence: A feeling that each child can do something well and be respected by his or her peers, as well as important adults in their lives. The challenge is to find ways that assure that children (even the least talented) that they can do something well.

A Sense of Usefulness: A feeling that each child has something to contribute and the opportunity to do something of value for other people.

A Sense of Belonging: A feeling that each child fits in and is part of the group.

A Sense of Influence: A feeling that each child has a chance to be heard, listened to and can influence decisions.

OUR PRINCIPLES

Boys & Girls Clubs:

- are for boys and girls of all races, religions and ethnic cultures
- have full-time professional leadership
- require no proof of good character
- make sure that all boys and girls can afford to belong
- are building centered
- are non-sectarian
- have an open door policy
- have a varied and diversified program
- are guidance oriented

NON-DISCRIMINATION POLICY

BGCSTL operates on a non-discriminatory basis, affording equal treatment and access to services without regard to sex, race, ethnicity, national origin, religious beliefs, medical condition, disability, marital status/family structure, sexual orientation, or other affiliations. Children with disabilities or other special needs, as defined by the Americans with Disabilities Act (ADA), are welcomed into the program and reasonable accommodations in the best interest of the child are made as necessary.



MEMBERSHIP

All youth participating in any program offered by Boys & Girls Clubs of Greater St. Louis must have a current membership. The annual membership fee is \$25 per child. **All membership fees are non-refundable!**

We accept cash, check or charge for payment of any fees. In the event a check is returned to us due to insufficient funds, a \$30 processing charge will be assessed. If Health Care USA, Missouri Care, or Home State Health is your medical provider, they will cover the cost of your child’s membership. Please contact your health care representative to get a voucher. This voucher must be presented at the time of registration.

Taking a picture for identification is a part of the membership process. The photo identification is needed to gain access to the Club. All members are required to wear their identification badge while at the Club and participating in any Club activities. Photos are taken daily as needed.

PROGRAM FEES

Some programs are included with annual membership. Other programs may have an additional one-time or reoccurring fee. Fees are subject to change without notice. The fees are shown below.

CHILD CARE/YOUTH DEVELOPMENT PROGRAMS	
SCHOOL YEAR	
After School Club (6-12 yrs.)	Sliding Fee Scale
Teen Center (13-18 yrs.)	\$0/No Additional Fee
SUMMER	
Summer Day Camp (6-15 yrs.)	Sliding Fee Scale
Junior Staff (16-18)	\$0/No Additional Fee

SEASONAL SPORTS	
Football	\$70
Cheerleading	\$30
Baseball	\$0
Track & Field	\$55
Basketball	\$55
HEALTH PROGRAMS	
Dental and Vision Care	\$0/No Additional Fee

ENROLLMENT REQUIREMENTS

In order to enroll your child(ren) to become a member of BGCSTL we must have the following:

1. BGCSTL membership enrollment application, filled out entirely, no blanks, front and back
2. Parent/Member Handbook Acknowledgement form signed
3. Copy of child’s immunizations
4. Copy of child’s birth certificate (ages 6 to 9)
5. Copy of child’s Asthma Action Plan

Your child's application cannot be processed without these documents!

We ask that your child's attendance be consistent with the structure of the program. In order to develop strong group cohesion and reduce disruptions in programs, it is beneficial that your child(ren) attend on a regular basis.

CLUB HOLIDAYS

All Clubs are closed on the following holidays. Please feel free contact the Club to verify other Club closings.

New Year’s Day	Martin Luther King Birthday
Memorial Day	Independence Day
Labor Day	Thanksgiving Day and Thanksgiving Friday
Christmas Eve	Christmas Day

INCLEMENT WEATHER

Closing the Club for weather conditions is at the sole discretion of the Club President. **You can also call the administrative office (314) 335-8000 following the operators’ instructions for club opening/closing status.**

MEMBERSHIP CARDS

Every child will receive one complimentary membership card at the time of enrollment. Additional cards can be purchased for \$2.00. Membership cards are required in order to check-in and check-out daily, as well as for program participation, checking equipment in and out. *Without a card, members will not have access to some Club activities.* Members should respect their cards. Lost or stolen cards should be reported promptly and re-purchased within 24 hours.

CHECK-IN & CHECK-OUT PROCEDURES

Upon arrival or at departure each Club member is required to scan themselves or report to the Front Desk that he/she does not have a card and needs to be scanned in. *Members without a membership card will be processed separately to allow for manual scanning; members must also be manually scanned out of the Club.*

Members must always be picked up by their Parent/Legal Guardian. Any person other than the Parent/Legal Guardian picking up a member, must be designated at the time of enrollment, or have written and/or verbal permission from the Parent/Legal Guardian. Photo ID verification is required. Calls to arrange rides home may be made once per day and are limited to one call per family.



Members Walking or Bicycling Home: Members ages 12 and up may walk or ride their bicycles home. Written permission by a parent/guardian must be on file. Parents may provide permission on the membership application in advance.

EARLY ARRIVAL - LATE PICK UP CHARGES AND POLICIES

Boys & Girls Clubs of Greater St. Louis does not permit and is not responsible for children left on the Club grounds and/or parking lot prior to Club hours. All members must be picked up by the times shown. A fee of \$10.00 is assessed if you, a guardian or another adult that you designate does not pick up your child by this time. This money must be paid in cash. All late fees must be paid by Friday of the week they occurred. Members cannot return to the Club until the late fee is paid. The late pick up charge is \$10.00 per occurrence/per child.

MEALS/SNACKS

Clubs serve a healthy dinner to members during the after-school program. During the Summer Day Camp program, the Club provides breakfast, lunch and snack for all members. These meals are provided in partnership with Operation Food Search. All members are encouraged to eat these nutritionally balanced meals. Please inform the staff of any food allergies and/or special dietary requirements. **No meals from fast food restaurants are allowed. This includes parents bringing fast food meals to their child.**

DRESS CODE

To ensure the safety of all members and to hinder any distractions by inappropriate attire, a dress code is enforced.

These are the guidelines:

1. Shorts' length must fall to the fingertips when hands are extended down by the youth's side.
2. No halters, tube tops, sheer tops or shirts revealing the midriff are allowed.
3. No shirts or t-shirts with inappropriate language, logos, discriminatory statements, sexual content or gang symbols are allowed.
4. No emblems, quotes, remarks or any saying (as stated in item #3) on the rear panel of pants.
5. All pants and shorts must be worn at the waist, no sagging.
6. No hats, caps or headbands can be worn in the Club.

If a child is in violation of this dress code, a parent/guardian will be called and the member will be sent home for the day.

CLUB POLICIES

BOYS & GIRLS CLUBS OF GREATER ST. LOUIS IS A RECREATIONAL AND EDUCATIONAL PROGRAM FOR YOUTH AGES 6 TO 18. PLEASE READ THE FOLLOWING INFORMATION CAREFULLY.

1. Members must always wear membership card while they are at the Club.
2. No personal toys, games or sporting equipment are permitted at the Club.
3. **Boys & Girls Clubs of Greater St. Louis is not responsible for lost items or lost articles of clothing.**
4. Members are **NOT** allowed to use the telephones until one hour before closing during the school year and summer camp unless it's an emergency. Parents are allowed to call to see if their child(ren) has arrived.
5. Any members attending a field trip or participating in a transportation program must have a permission slip signed by a parent or guardian. **Verbal or phone permission is not acceptable.**
6. **Only Club members are allowed into the swimming pool.** Boys & Girls Clubs of Greater St. Louis swimming pool is located at the Herbert Hoover Club (see general pool rules).
7. Members are not allowed to loiter on the premises before and after Club hours.
8. Staff cannot administer any medication to any member.
9. Parents or guardians must inform Boys & Girls Clubs of Greater St. Louis staff upon registration if their child is on any medication or under a doctor's care.
10. Boys & Girls Clubs of Greater St. Louis reserves the right to suspend or revoke membership (without refunds) for disciplinary reasons or violation of Club policies.

Cell Phones

Members are not permitted to have and/or use cell phones at the Club during participation in activities, programs, fieldtrips or camp.

GENERAL POOL RULES

1. **ALL MEMBERS MUST DRESS IN SWIM-WEAR FOR THE SWIMMING POOL**
2. FOR GIRLS - ONE PIECE SWIMSUIT (NO EXCEPTIONS) AND SWIM CAPS ARE PREFERRED
3. FOR BOYS - SWIM TRUNKS MUST HAVE A NET-LINING IN THE INSIDE OF TRUNKS (NO EXCEPTIONS)
4. EVERYONE MUST BRING A TOWEL EACH TIME YOU SWIM AND FLIP FLOP/WATER SHOES (OPTIONAL)

Pool Rules *(In the pool, on deck and in the locker rooms)*

- | | |
|--------------------------|--|
| ⊘ NO RUNNING | ⊘ NO JUMPING IN THE SHALLOW PART OF THE POOL |
| ⊘ NO PUSHING | ⊘ NO HANGING ON THE ROPES |
| ⊘ NO EATING AND DRINKING | ⊘ NO BACK FLIPS, NO BACK DIVES INTO THE POOL |
| ⊘ NO HORSEPLAYING | ⊘ NO SWIMMING WITH OPEN SORES |

NOTE: MEMBERS MUST OBEY THE LIFEGUARD AT ALL TIMES. ANYONE CAUGHT BREAKING ANY OF THE LISTED RULES MAY LOSE THEIR PRIVILEGE TO SWIM.

These guidelines apply to members, as well as parent(s), guardian(s) and any other person authorized to pick up child(ren) while they are at the BGCSTL Club. Failure to comply with these regulations may result in a ban from Club facilities and functions.

SURVEYS

BGCSTL periodically surveys its members about his or her Club experience and behaviors, skills and attitudes using Boys & Girls Clubs of America's (BGCA's) National Youth Outcomes Survey or other survey instruments. This survey helps to ensure our Club's programs meet the needs and interests of your child(ren). All information provided in this survey is kept private and confidential. Your child(ren)'s participation is voluntary. Please notify the Site Coordinator or Director if you would prefer that your child(ren) not participate.

GREAT FUTURES START **HERE.**

DISCIPLINE

Members are expected to behave in an appropriate manner creating a fun-filled learning environment. Members will treat each other and staff with respect following Boys & Girls Clubs of Greater St. Louis rules.

When negative behavior occurs, Club staff will attempt to redirect the child's behavior. If the child's behavior remains disruptive, he or she will be given a time out. If the disruptive behavior continues beyond the time out, the child's parent or guardian will be contacted to discuss ideas for solving the problem or conflict. Disciplinary measures include a time out and/or exclusion from certain activities. Repeated disciplinary problems can result in a child being suspended for a day or more. The child's membership can be revoked if all appropriate attempts to redirect the child's behavior fail. This behavior is documented through the Individual Member Report.

All fights will result in an immediate one-day suspension.

Boys & Girls Clubs of Greater St. Louis adheres to the following methods of discipline. It is our policy never to use physical or mentally abusive forms of discipline.

1. Discipline will be in proportion to the particular inappropriate behavior and enforced within an appropriate time.
2. Children will not be subjected to verbal or physical abuse.
3. Members will be informed of the inappropriate behavior and given time out or excluded from certain activities as warranted by the child's behavior. Parents/guardians may also be called if necessary.

ANTI-BULLYING POLICY

Bullying behavior or threats are taken seriously. Bullying is seen as a discipline issue and will be dealt with through the normal discipline procedures.

What is bullying behavior? Bullying is -

- Physical:** pushing, hitting, kicking, stealing, threatening gestures
Verbal: name-calling, teasing, taunting, intimidating, humiliating, spreading malicious gossip, sexual harassment, racial abuse/slurs, homophobic abuse
Written: text and email messages, notes
Silent: exclusion from activities, rude gestures

All staff and volunteers are expected to be vigilant and alert to cases of bullying. Reports can be made by staff, volunteers, parents and members. Suspected cases of bullying should be reported immediately to the Director. Reports will be immediately investigated using the Club discipline guidelines. Incidents will be recorded and monitored.

REPORTING POLICY

We are required by law to immediately report suspicion of child abuse or neglect to the Child Protective Services unit of the Department of Social Services. BGCSTL requests that any volunteer, parent, or staff members who suspects that abuse or neglect has occurred notify us immediately so that we may initiate the process of notifying the state or "Hot Line" and coordinate support for the family. If the Director is not available, the Vice President of Operations or President should be contacted.

TECHNOLOGY

Members have access to the Club's Technology Center each day to help with homework and to teach members valuable technology skills. The use of the Club computers and access to the internet is a privilege not a right and requires responsibility. We strictly monitor internet access and teach members the importance of online safety. Members who violate our technology policy by using it inappropriately will have their privileges revoked.

DESTRUCTION OF CLUB PROPERTY

Documented intentional destruction of Club property by a Club member will result in an immediate three-day suspension. For destruction of property with a value of more than a \$500 replacement cost, a financial obligation can also be levied with terms of repayment discussed with parent/guardian.

PERSONAL PROPERTY AND STORAGE

Boys & Girls Clubs of Greater St. Louis respects the privacy of its members, staff and visitors. However, accepts no responsibility for nor bares liability of personal items (i.e. book bags, coats, musical instruments & sports equipment, etc., etc.) brought to the Club and is damaged, lost or stolen.

THEFT

No thefts are accepted and all documented thefts will be handled in accordance with the severity of the crime. Petty thefts (items with a replacement value of less than \$50) will result in a three-day suspension from the Club. Members will be required to **work off** their payment through Club service at the standard minimum wage rate. Documented thefts of items with a replacement of \$51 to \$100 dollars will result in a one week suspension. Parent/guardian will be notified of the infraction. Included in the discussion will be terms of repayment.

For any documented theft with a replacement value of more than \$100, parent/guardian is called and law enforcement summoned. Club membership will be revoked.





**BOYS & GIRLS CLUBS
OF GREATER ST. LOUIS**

Grievance Policy for Program Participants

Boys & Girls Clubs of Greater St. Louis (BGCSTL) operates on a non-discriminatory basis, affording equal treatment and access to services without regard to sex, race, ethnicity, national origin, religious beliefs, medical condition, disability, marital status/family structure, sexual orientation, or other affiliations. Children with disabilities or other special needs, as defined by the Americans with Disabilities Act (ADA), are welcomed into the program and reasonable accommodations in the best interest of the child are made as necessary.

We encourage all participants and employees to take steps to minimize harassment by making your objections clear, by not playing along, immediately reporting harassment, telling the harasser to stop, and not engaging in conditional reporting.

BGCSTL cannot resolve matters that are not brought to its attention. Any participant who has a complaint of or who witnesses discrimination or harassment by anyone, including employees and non-employees, has a responsibility to immediately bring the matter to the Club's attention. To bring instances of discrimination or harassment, a participant must notify any of the following individuals who are responsible for enforcing this policy: Your child's Club Site Coordinator/Director or Indigo Sams, VP of Operations at (314) 335-8003.

BGCSTL will thoroughly and promptly investigate all claims of discrimination and harassment in as confidential a manner as possible, consistent with its need to gather facts and make determinations. BGCSTL will meet with the complainant to discuss the results of the investigation and, where appropriate, review the proposed resolution of the matter. If an investigation shows that harassment or discrimination has occurred, BGCSTL will take corrective action, including such discipline up to and including termination of membership or employment, as appropriate. BGCSTL reserves the right to impose disciplinary action even if there is no technical violation of the policy, if it is determined that the behavior was nonetheless inappropriate for the workplace.

Complaints of discrimination and harassment will be kept as confidential as possible. Additionally, BGCSTL will not subject any participant to retaliation because he or she has reported what he or she reasonably believes to be an incident of discrimination or harassment. If a participant believes he or she is being harassed or retaliated against for having made a good faith complaint of discrimination or harassment, the participant must report such retaliation to BGCSTL by contacting any of the individuals listed in the previous section so that the complaint of retaliation may be investigated and dealt with in an appropriate manner.

Discrimination complaints may be filed when an applicant or current Club member believes that she or he has been discriminated against on the basis of race, sex, religion, color, national origin, age, disability, or any other factor protected by law.

BGCSTL will make every reasonable effort to resolve any legitimate deficiencies identified by the complainant within fifteen (15) working days of the initial complaint.

TRANSPORTATION

All members participating in BGCSTL Transportation Services must provide written consent/permission slip signed by a parent or guardian. **Verbal or phone permission to allow a child to participate in Transportation Services, including field trips are not accepted. At no time can Club staff or volunteers transport members in their personal vehicle.**

Transportation Consent Agreement: BGCSTL recognizes and acknowledges that there are certain risks of physical injury associated with being transported by van/bus by a BGCSTL staff member, be aware in signing the transportation “waiver/form/permission slip” for your minor child/ward to be transported by van/bus by a Boys & Girls Clubs of Greater St. Louis (BGCSTL) staff member and any activities associated therewith you will be waiving your rights to all claims for injuries you and/or your minor child/ward might sustain arising out of being transported by van by a BGCSTL staff member and you will be required to indemnify, hold harmless and defend Boys & Girls Clubs of Greater St. Louis, its elected officers, employees and agents, instructors, sponsors, or individuals (herein collectively “BGCSTL”) for any claims arising out of your minor child/ward being transported by van/bus by a BGCSTL staff member.

In consideration of my minor child/ward being allowed to be transported by van/bus by a BGCSTL Staff member, as the Parent or legal guardian of a participant under 18 years of age, I recognize and acknowledge that there are certain risks of physical injury associated with being transported by van/bus by a BGCSTL staff member. I agree to assume the full risk of injuries that may be sustained by any minor child/ward of mine, as a result of being transported by van/bus by a BGCSTL staff member and all activities connected or associated therewith. I agree to waive and relinquish all claims on behalf of my minor child/ward that the minor child/ward may have against BGCSTL as a result of the minor child/ward’s being transported by van/bus by a BGCSTL staff member.

I do hereby fully release and discharge BGCSTL and its officers, employees and agents, instructors, sponsors, or individuals from any and all claims from injuries, damage or loss which I, or any minor child/ward may have or which may occur to my minor child/ward on account of his/her being transported by van/bus by a BGCSTL staff member. I further agree to indemnify and hold harmless and defend BGCSTL officers, employees and agents, instructors, sponsors, or individuals from any and all claims sustained by me or my minor child/ward, and arising out of, connected with, or in any way associated with being transported by van/bus by a BGCSTL staff member. The invalidity or unenforceability of any of the provisions hereof shall not affect the validity or enforceability of the remainder of the Agreement.

All members are under the direct supervision of the Club’s employees. Unacceptable behavior may result in the loss of the privilege to ride the van/bus. Club members are not to have drinks or food on the van/bus. Club members are responsible for their personal property and should report a problem to the driver immediately.

PARENTAL NOTIFICATION

It is very important that we have up-to-date contact information for parents/guardians and emergency contacts. If your phone number or address changes, you are required to let us know as soon as possible. The phone numbers provided on the application are the only way we have to notify parents in case of an accident or other emergency. Emergency situations, which may require BGCSTL to close or evacuate the building, make it necessary for staff to contact a parent and/or guardian, please make sure staff members can do that efficiently by providing updated information.

MEDICAL ILLNESS OR EMERGENCY

Should your child become ill while at the Club, he or she will be removed from their activity so that isolation precautions and/or control measures may be implemented. A parent or guardian will be notified to come and pick up the child as soon as possible. Parents may need to contact an emergency person to pick up the child.

Members with known communicable and contagious illnesses will be sent home. A child may return to the Club after and illness has been evaluated by a physician, medication prescribed, and any period of contagion has passed as determined by a licensed physician. A written statement from your child's doctor is required.

In the event of an accident or medical emergency, our staff will take the appropriate emergency measures to ensure the necessary care and protection of your child. To comply with State of Missouri child care licensing regulations and other best practices, BGCSTL's program staff is trained youth professionals and CPR and first aid certified.

MEDICATION

Policy prohibits staff members of the BGCSTL to administer prescription or over-the-counter medications of any kind. This includes skin cream, sunscreen, and insect repellent. If your child requires emergency medication, such as an inhaler or Epipen, you are required to provide the medicine in its original container and labeled with the child's name, instructions for administration, including the times and amounts for dosages and the physician's name. If your child is asthmatic, you must provide an inhaler to the Club and a valid asthma action plan.

Members are not allowed to keep or carry their own medication while at the Club. All emergency medications and plans will be locked in a storage cabinet at your child's Club. **(Medicines that are out of date or not in the clearly labeled original container are not permitted and will not be accepted by BGCSTL staff.)**

If a situation arises that your child should need emergency medication, BGCSTL staff will then allow him/her access to their emergency medication and allow him/her to administer the medication themselves. **BGCSTL staff will not administer medication to a child.** Parents will be notified immediately when a child needs access to their emergency medication.

SUDDEN CARDIAC ARREST

According to the American Heart Association, Sudden Cardiac Arrest (SCA) kills more than 300,000 people of all ages each year, making SCA the leading cause of death in America. Because our first concern is the safety and wellbeing of all of those in our community, we have engaged CardioReady, a national leader in cardiac emergency response since 2004, to implement our Public Access Defibrillation (PAD) program and certify BGCSTL for cardiac emergency preparedness. As part of this engagement, we have worked to ensure that many of our staff are trained in CPR and the use of AEDs and can serve as qualified trained responders to a cardiac emergency.

We have placed AEDs (Automated External Defibrillators) at the following locations:

Club Location	AED Location Description
Adams Park Club	Mounted 1st floor north side of stairs between exterior boys & girls restroom doors.
Ferguson Middle School Club	Mounted on wall next to entry door inside BGCSTL office on 2 nd Floor, Rm 124
Herbert Hoover Club 1	Mounted on wall to the east of the front desk.
Herbert Hoover Club 2	Mounted on right side wall (south wall) outside the Program Office double doors.
O'Fallon Park Club	Mounted inside the BGCSTL office on NW wall.
Southeast Middle School Club	Mounted on wall outside BGCSTL office door.
Twillman Elementary School Club	Inside BGCSTL office

Should you witness an event, please notify Club staff immediately and alert them of the situation and its gravity. Should you witness the collapse of anyone on BGCSTL's premises, please take immediate action and contact 911, stating "THIS IS AN EMERGENCY".

DISASTER PREPAREDNESS & EMERGENCY RESPONSE

Each Club has an individual disaster preparedness plan and emergency kits/supplies. All BGCSTL staff receive emergency response training and practice with members by conducting monthly fire and quarterly disaster drills. In the event of an emergency situation, Boys and Girls Clubs of Greater St. Louis has outlined the below response plan.

Please know that Boys and Girls Clubs of Greater St. Louis will make every attempt to notify you so it is vital that you keep your emergency contact information up-to-date. Keep this information where you can easily access it so that you will know how to contact us in the event of an emergency.

BGCSTL Club	Nearby Evacuation Location	Away Evacuation Location
Evacuation / Relocation of Members	If the emergency is confined to the immediate area at the Boys and Girls Clubs of Greater St. Louis e.g. fire, and the children cannot stay on the premises, the children will be taken to:	If the emergency is more wide spread and encompasses a larger area such as the neighborhood due to an environmental threat, e.g. flood, and the children cannot remain in the immediate area, they will be transported to:
Adams Park Club	Lamb's Bride 1324 Tower Grove / St. Louis, MO 63110 314-531-2425	Mullanphy School 4221 Shaw Blvd. / St. Louis, MO 63110 314-772-0994
Ferguson Middle School Club	January Wabash Park 501 N. Florissant / St. Louis, MO 63135 314-521-4661	McCluer High School 1896 S. Florissant Rd. / St. Louis, MO 63031 314-506-9400
Herbert Hoover Club	World Impact 3108 North Grand / St. Louis, MO 63107 314-533-8313	Columbia School 3120 St. Louis Ave / St. Louis, MO 63107 314-533-2750
O'Fallon Park Club	Prince Hall Family Support Center 4411 N Newstead Ave / St. Louis, Mo. 63115, 314-877-2400	Herbert Hoover Club 2901 N. Grand Avenue / St. Louis, MO 63107 314-652-8300
Southeast Middle School Club	Larimore Park 11726 Larimore Rd / St Louis, MO 63138 314-335-8000	East Middle School 1865 Dunn Rd. / St. Louis, MO 63138 314-953-5700
Twillman Elementary School Club	Trinity High School 1720 Redman Rd. / St. Louis, MO 63138 314-741-1333 or 314-757-6198	Southeast Middle School Club 918 Prigge Rd. / St. Louis, MO 63138 314-953-7795
The children and staff will remain at these locations while you or your emergency contact is notified of the situation.		

Notification

1. Every effort will be made to contact you as soon as the children and staff are safe. If we cannot reach you, we will contact your alternate emergency contact. Children will only be released to you or your alternate emergency contact during times of emergency.
2. Information about the event can be obtained through KMOX News Radio Station (AM 1120).

Please rest assure that Boys and Girls Clubs of Greater St. Louis staff will remain with and care for the children at all times during an emergency to ensure the children's safety. As always, please don't hesitate to contact the Director if you have any questions or concerns.

Policies, procedures and fees of the BGCSTL programs are subject to change as warranted by the needs of the organization. Notice of any changes will be provided. It is the intention of the BGCSTL to offer exceptional service to the families of our Clubs'. We want every child to feel comfortable in the environment we provide. Please contact our office's to voice your comments, questions, concerns or suggestions. We need your help to ensure the best possible Club experience!

ANY QUESTIONS? PLEASE INQUIRE ABOUT THE NEXT PARENT/MEMBER ORIENTATION OR MAKE AN APPOINTMENT TO SPEAK WITH STAFF.