

GREAT FUTURES START **HERE.**



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

PARENT/MEMBER HANDBOOK



Academic Success

**Good Character &
Citizenship**



Healthy Lifestyles



Proud member of

United Way
of Greater St. Louis



As of September 3, 2024

Boys & Girls Clubs of Greater St. Louis (BGCSTL)

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. As such, we have adopted and adhere to BGCA's national standards for care that at a minimum include staff ratios, staff training, health and safety standards, and mechanisms for assessing and enforcing our compliance with the standards. We conduct national criminal background checks for all employees and volunteers who work with children, as well as, screening under the Family Care Safety Registry. Staff-to-youth ratios should not exceed 1:16 (licensed sites) or 1:20 (exempt sites).

About Boys & Girls Clubs of America

For more than 160 years, Boys & Girls Clubs of America ([BGCA.org](https://www.bgca.org)) has enabled all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens. Boys & Girls Clubs of America maintains the highest Guidestar Platinum Seal of Transparency and is ranked #7 (2021) on the Chronicle of Philanthropy's list of "America's Favorite Charities." Consumer Reports has recognized Boys & Girls Clubs of America as one of the "Best Charities for Your Donations."

In a typical year, Boys & Girls Clubs serve 3.6 million young people, 1.7 million through membership and 1.9 million through community outreach – in nearly 5,000 Club facilities, including Clubs located in cities, towns, public housing, on Native lands throughout the country, and serve military families in BGCA-affiliated Youth Centers on U.S. military installations worldwide. They provide a safe place, caring adult mentors, fun and friendship, and high-impact youth development programs on a daily basis during critical non-school hours. Club programs promote academic success, good character and citizenship, and healthy lifestyles. In a Harris Survey of alumni, 54 percent said the Club saved their lives. National headquarters are located in Atlanta. Learn more at [Facebook](#) and [Twitter](#).



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

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.**

BGCSTL PARENT/MEMBER HANDBOOK

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IMPORTANT BGCSTL CONTACT AND OPERATION INFORMATION

CLUB LOCATIONS

ADAMS PARK CLUB Fe'Dale Waters, Club Director (314) 335-8201 Membership Data Assistant (314) 335-8202 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.	HAZELWOOD ELEMENTARY SCHOOL CLUB at LARIMORE ELEMENTARY SCHOOL Audrey Wilson, Site Manager (314) 953-4885 Membership Data Assistant (314) 335-8350 1025 Trampe Ave., 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.
BENTWOOD TOWNHOMES CLUB Jaime Downs, Site Manager (314) 380-0228 (direct) Membership Data Assistant (314) 335-8140 5500 Eagle Valley Dr., St. Louis, MO 63136 (314) 764-4798 Monday, Tuesday, Thursday, 3:00 p.m. to 7:00 p.m. Wednesday, Friday, 3:00 p.m. to 6:00 p.m.	HERBERT HOOVER CLUB Reggie Jones, Club Director (314) 335-8101 Membership Data Assistant (314) 335-8102 2901 North Grand Ave., St. Louis, MO 63107, (314) 335-8000 Monday through Thursday, 2:00 p.m. to 8:00 p.m. Friday, 2:00 p.m. to 6:00 p.m.
BOYS & GIRLS CLUB OF BETHALTO Kathleen Wilson, Sr. Exec. Director (618) 377-6030 Membership Data Assistant (618) 377-6030 324 E. Central St. Bethalto, IL 62010 Monday through Friday, 2:00 p.m. to 6:30 p.m.	MATHEWS-DICKEY CLUB Tom Sullivan, Club Director, (314) 679-5225 Membership Data Assistant (314) 679-5251 4245 N Kingshighway, 63115, (314) 382-5952 Monday through Thursday, 3:30 p.m. to 8:00 p.m. Friday, 3:30 p.m. to 6:00 p.m.
TEEN CENTER OF EXCELLENCE Grace Conner, Club Director (314) 335-8241 Membership Data Assistant (314) 335-8240 9200 West Florissant, Ferguson, MO 63136, (314) 335-8240 Monday through Friday, 3:00 p.m. to 7:00 p.m.	

MENTOR ST. LOUIS - MENTORING SERVICES

Jaime Downs, Manager (314) 380-0228 (direct)
Membership Data Assistant (314) 335-8140

ADAMS ELEMENTARY SCHOOL 1311 Tower Grove Ave. St. Louis, MO 63110	ASPIRE ACADEMY 5421 Thekla Ave St. Louis, MO 63120	JEFFERSON ELEMENTARY SCHOOL 1301 Hogan Street St. Louis, MO 63106
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SEASONAL/TEAM SPORTS

SEASONAL/TEAM SPORTS - MATHEWS-DICKEY CLUB Raefel Merriweather, Athletics Director (314) 679-5265	SEASONAL/TEAM SPORTS – ALL OTHER SITES Sharmane Buford, Athletics Director (314) 335-8141
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CLUB SERVICES

DENTAL SERVICES Dental Clinic Office (314) 335-8180 Reggie Jones, Club Director	VOLUNTEER SERVICES Laura Gregory, Volunteer Services Director (314) 335-8141
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Some Clubs are open on Saturdays and Sundays for selected dates and times only.

Please request a copy of your Club's calendar for specific dates and times.

Mentor St. Louis (MSL) program times vary.

Please contact the program staff at each location for more information.

GREAT FUTURES START **HERE.**



BOYS & GIRLS CLUBS
OF GREATER ST. LOUIS

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), Teen Job Training, SMART Moves, financial literacy & much more!** Members truly have a great time and enjoy the exposure to new activities.

Welcome to our Club community! 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 Director/Site Manager, Area Director, or the Vice President of Programs & Club Services 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!

LOCATIONS and PROGRAMS

The **Herbert Hoover Club (HHC)**, founded in 1967, is our original facility located in North St. Louis City. The 78,000 square-foot state licensed 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.

The **Adams Park Club (APC)** 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 state licensed center offers organized sports, fitness and recreation activities as well as teen and education programs.

Mentor St. Louis (MSL) joined the BGCSTL family in 2009. MSL 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 St. Louis public elementary schools.

Hazelwood Elementary School Club (HESC) formerly Twillman Elementary School Club, opened in the summer of 2013 and strengthened our partnerships with both the Hazelwood School District and the Spanish Lake community. This state licensed Club operates five days a week, sharing a library, cafeteria, and gymnasium with Larimore Elementary School

Bentwood Townhomes Club (BWTH) opened in 2017 in partnership with the owners of Bentwood Townhomes to provides after-school, teen, sports and summer programs to their families. The site features a multi-purpose space, gymnasium, computer lab, and playground.

Teen Center of Excellence (TCOE) opened in 2019 and expands our commitment to serve the youth of Ferguson which started with the opening of the Ferguson Middle School Club in the summer of 2015. The TCOE is one of the first in the country. The 26,856 square-foot facility houses a nutrition education center, outdoor garden, gymnasium, intellectual commons, theater, green and drama room, fitness zone, gaming room, music and art studio, innovation center and office space.

St. Louis Internship Program (SLIP) joined the BGCSTL family in 2020 but has been serving youth since 1992. SLIP's goal is to provide hope and opportunity for high school students in financial need through paid summer internships, intensive work readiness training, and year-round college and career planning, in partnership with businesses and community organizations, and to build the St. Louis community by developing motivated, well-trained, and talented future employees.

Boys & Girls Club of Bethalto (BGCBC) joined the BGCSTL family in 2021 but has been serving youth from Bethalto and 15 surrounding communities for more than 50 years. This Club features a game room, gym, Teen Center, art room, and several multi-purpose spaces. It is adjacent to a beautiful park where youth access the basketball court, baseball field, and nature trail.

Mathews-Dickey Club (MDC) joined the BGCSTL family in 2021 but has been serving youth from the St. Louis region since 1960. This 50,000-square-foot facility includes two gyms, swimming pool, dance room, music room, teaching kitchen, computer lab, as well as tennis courts and a street hockey rink.

BGCSTL Child Care Site Status:

Our Licensed child care sites adhere to all MO Dept. of Elementary and Secondary Education's Licensing Rules for Child Care Centers. Exempt sites are not regulated by licensing requirements.

Licensed Sites: Adams Park Club, Hazelwood Elementary School Club, and Herbert Hoover Club

Exempt Sites: Bentwood Townhomes Club, Mathews-Dickey Club, and Teen Center of Excellence

State of IL Child Care Site: Boys & Girls Club of Bethalto

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BOYS & GIRLS CLUBS
OF GREATER ST. LOUIS



SIX 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 all young people, especially those who need us most, to reach their full potential as productive, responsible and caring citizens. 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 six core program areas:



CHARACTER & LEADERSHIP Programs

Programs in Character and Leadership help youth become responsible, caring citizens and acquire skills to participate the democratic process, develop leadership skills and gain opportunities for planning, decision-making, contributing to Club and community and celebrating our national heritage. They empower youth to support and influence their Club and community, sustain meaningful relationships with others, develop a positive self-image, and respect their own and others' cultural identities.



EDUCATION Programs

Programs in Education enable youth to graduate from high school on time, ready for a post-secondary education and a 21st-century career by becoming proficient in basic educational disciplines, apply learning to everyday situations and embrace technology to achieve success in a career.



CAREER & WORKFORCE READINESS Programs

Programs in Career & Workforce Readiness help young people meet the workforce challenges of tomorrow, explore their interests and passions, develop their employability skills, apply their knowledge to real-world work experiences.



HEALTH & LIFE SKILLS Programs

Programs in Health and Wellness develop young people's capacity to engage in positive behaviors that nurture their own well-being, set personal goals and grow into self-sufficient adults.



THE ARTS Programs

Programs in The Arts enable youth to foster their creativity, give them outlets for self-expression, and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts and creative writing.



SPORTS, FITNESS, & RECREATION Programs

Programs in Sports, Fitness, & Recreation develop physical fitness, reduce stress and promote a positive use of leisure time, appreciation for the environment and interpersonal skills.

GREAT FUTURES START **HERE.**

MISSION STATEMENT

The mission of the Boys & Girls Clubs of Greater St. Louis (BGCSTL) is to inspire and enable all young people, especially those who need us most, to realize their full potential as productive, responsible and caring citizens.

BGCSTL provides after-school, teen, sports and summer programs to youth across the Bi-State Region while also providing a safe place for them to learn and grow. The Clubs serve youth across the region at seven locations, including: Adams Park Club, Bentwood Townhomes Club, Boys & Girls Club of Bethalto, Hazelwood Elementary School Club, Herbert Hoover Club, Mathew-Dickey Club, and the Teen Center of Excellence. We also operate the Mentor St. Louis and St. Louis Internship programs.

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!** 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.

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 Healthy Blue or Home State Health is your medical provider, they will cover the cost of your child's membership.

Healthy Blue: Please contact your representative to request a membership gift card. The gift card can be used to complete payment for membership.

Home State Health: Please contact your representative to request a voucher. This voucher must be presented at the time of registration and will be accepted as payment for membership.

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. Copy of child's immunizations
3. Copy of child's birth certificate (ages 6 to 9)
4. Copy of child's Asthma Action Plan and/or Allergy 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. Parents or guardians must inform BGCSTL staff upon registration if their child is on any medication or under a doctor's care. 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
Juneteenth	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. Notice of closures will be posted on the Club website and/or local news channels.

CHECK-IN & CHECK-OUT PROCEDURES

Upon arrival or at departure each Club member is required to report to the Front Desk (designated check-in location) to be checked-in and out by Club staff.

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. Members are not allowed to loiter on the premises before and after 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 snack or meal to members during the after-school program. During the Summer Day Camp program, the Club provides breakfast, lunch and snack for all members. Meals are sometimes provided in partnership with local health agencies. 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.

RESTROOM POLICY

BGCSTL is committed to providing a clean, safe environment and enforces the following restroom policy for members, staff, volunteers, and other adults. Restrooms located in program areas have been designated for use by MEMBERS ONLY (children only). Adults may only use designated adult restrooms. MEMBERS ONLY Restrooms shall be regularly monitored by staff. Monitoring includes walk-throughs, inspections, staff placed at the entrance to listen and observe to ensure appropriate restroom conduct and/or limiting the number of restroom users at one time. Staff will intervene, document, and immediately notify Club leadership should inappropriate conduct be observed.



CLUB TELEPHONE

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.

CELL PHONES/MOBILE DEVICES/AUDIO & VIDEO RECORDING

Right to Privacy: Members and parents/guardians are not permitted to record audio or video of others on Club property or while participating in Club programs, activities, or fieldtrips and shall not share, post on the internet, or otherwise electronically transmit images of others. The Club specifically prohibits the use of personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy.

Authorized Use: With prior authorization from Club staff, personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only.

Appropriate Use: Members and parents/guardians 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 personally owned device, as determined by Club staff, can lead to disciplinary action including, but not limited to, confiscation of the device, deletion of video/recording, 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. BGCSTL reserves the right to monitor, inspect, copy and review a personally owned device that is brought to the Club. Parents/Guardians will be notified if such an inspection takes place.

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

GENERAL POOL RULES

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).

- 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 (NYOI) or other survey instruments. In 2011, BGCA launched the NYOI, a system grounded in the Formula for Impact and built to measure the impact of Clubs in three priority areas: Academic Success, Good Character and Citizenship, and Healthy Lifestyles. This survey helps to ensure our Club's programs meet the needs and interests of your child(ren). Other survey information and samples available upon request. All information provided in this survey is kept private and confidential. Your child(ren)'s participation is voluntary. Please notify the Club Director or Site Manager if you would prefer that your child(ren) not participate.

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 (a brief, supervised separation from the group based on a guideline of one (1) minute of separation for each year of the child's age). 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.**

"Leave the Bench" Policy – Members must remain in designated areas as directed by staff. When staff are actively addressing negative behavior, an altercation, or managing a safety related incident, it is imperative that all members, including those not directly involved, immediately follow the directions of staff as they de-escalate the situation. This policy allows staff to focus on those directly involved in the situation and avoid additional safety concerns related to members not directly involved engaging in the situation to participate, intervene, or observe. Because these actions could possibly place staff and uninvolved members in harm's way or create additional safety risks for staff to address; failure of involved and uninvolved members to immediately follow safety directives from staff (*even if their actions are well-intentioned*) may result in disciplinary action.

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.

STAFF/MEMBER INTERACTIONS

BGCSTL is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, BGCSTL prohibits **unauthorized** one-on-one interactions between youth and staff/volunteers, including board members. This includes in-person meetings and virtual communications such as texting, video chat, and social media. Staff will ensure in-person meetings take place in areas where other staff and/or members are present.

REPORTING POLICY

Reporting child abuse is everyone's responsibility. Any person, including parents, may report suspected child abuse, neglect, or exploitation. BGCSTL volunteers and staff members who observe any sign of suspected abuse or neglect are mandated by law to "Hot Line" it by reporting it immediately to the Division of Family Services' Child Abuse and Neglect Hotline Unit. As mandated reporters, they are not required to notify BGCSTL prior to reporting the suspected abuse. However, when BGCSTL is aware of child abuse and neglect reports, we will work with all parties to provide support and resources to ensure the safety and well-being of those involved. Club Directors or Site Managers are the appropriate staff to notify at the site level. If the Club Director or Site Manager is not available, the Area Director, Vice President of Programs & Club Services or President may be contacted.



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 Club Director/Site Manager, Area Director, or Roxanne Crawford, VP of Programs & Club Services 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.

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 is not responsible for lost items or lost articles of clothing. 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, cell phones, mobile devices, musical instruments & sports equipment, etc.) brought to the Club and is damaged, lost or stolen. No personal toys, games or sporting equipment are permitted at the Club.

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 value 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.



FIELDTRIPS

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.**

- Staff-to-member ratio should never be more than one staff to 16 members (unless otherwise directed by Club Leadership).
- Staff **must** take roll call before departing and returning in the vehicle.
- Staff may **never** leave members unsupervised.
- Always have a first aid kit readily available.
- At least one staff member **must** be certified in CPR/First Aid and trained in emergency procedures.

TRANSPORTATION

BGCSTL is committed to providing a safe environment and enforces the following transportation policy for members, staff, volunteers, and other adults. The Club only provides transportation to and from the Club and various approved off-site locations. The Club only transports youth in Club vehicles or other vehicles approved by Club leadership. BGCSTL prohibits the unauthorized one-on-one transportation of members by staff/volunteers, including board members. Use of electronic devices such as cell phones or other communication devices-while transporting members is prohibited.

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.**

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 are trained youth professionals and CPR and first aid certified.

MEDICATION

Staff cannot administer any medication to any member. Policy prohibits staff members of BGCSTL to administer prescription or over-the-counter medications of any kind, including topical creams or ointments, such as skin cream, sunscreen, and insect repellant. 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. Additionally, you must submit a completed **Medication Authorization Form** (authorization is not to exceed the expiration date of the medication and/or one year from the date of authorization). If your child is asthmatic, you must provide an inhaler to the Club and a valid Asthma Action Plan. If your child has an allergy which requires the use of an Epipen, you are required to provide a pen to the Club and a valid Allergy 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/secured 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.**

Return and Disposal of Medication: It is the responsibility of the parent or guardian to retrieve all medication from the Club at the end of their child's program participation. We will attempt to return all left over medications to the parent or guardian after the authorized period or program participation has ended. Your child's Club will make two attempts to return the medication via a phone call and a written notice. If efforts to return the medication are unsuccessful, we will dispose of all unclaimed medication according to prescribed methods 30 calendar days after your child's last day of attendance.

SUDDEN CARDIAC ARREST

In 2004, BGCSTL implemented our Public Access Defibrillation (PAD) program which certified 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.
Bentwood Townhomes Club	Mounted on the east wall in the kitchen area.
Boys & Girls Club of Bethalto	Mounted on the south wall behind the front desk.
Hazelwood Elementary School Club	Inside BGCSTL office
Herbert Hoover Club 1	Mounted on the wall to the east of the front desk.
Herbert Hoover Club 2	Mounted on the right side wall (south wall) outside the Program Office double doors.
Mathews-Dickey Club	Mounted on west wall outside of Richard B. Loynd Gym
Mathews-Dickey Club	Mounted on north wall inside of Lower Gym
Teen Center of Excellence 1	Mounted on south wall outside of south gym entrance
Teen Center of Excellence 2	Mounted on south wall outside of north gym entrance

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".



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

COMMITMENT

TO SAFETY



BGCSTL VIDEO SURVEILLANCE POLICY

USE OF VIDEO SURVEILLANCE

The Boys & Girls Clubs of Greater St. Louis recognizes that maintaining the safety and security of Club members, staff, volunteers, and Club property is best implemented with a multifaceted approach. Modern technology, including video surveillance, can provide tools to maintain safety and security. While video surveillance does not replace appropriate supervision by Club personnel, it can provide an additional layer of protection. Video surveillance, without or without audio recording capabilities, may be utilized in and around the Club facility, on Club property, and on Club transportation vehicles. Video surveillance shall be in accordance with all applicable laws pertaining to such use.

PLACEMENT AND NOTIFICATION

Video surveillance equipment may be installed in and around Club facilities, property, and vehicles. The system provides constant monitoring 24/7. Video surveillance equipment will not be used or installed in areas where Club Members, staff, and parents/guardians have a reasonable expectation of privacy, such as locker rooms and restrooms. Video surveillance equipment may always be in operation, whether the Club is operational and whether the facilities or buildings are in use at all. The Club will determine the operation schedule of any video surveillance equipment in its discretion. Video monitors shall not be in an area that enables public viewing. The Club shall notify Club members, parents/guardians, staff, and the public that video surveillance systems are present by signs prominently displayed in appropriate locations throughout the facilities and grounds and provide any other notification or consent as required by applicable law.

ACCESS TO VIDEO IMAGES

The use of video surveillance equipment on Club grounds shall be supervised and controlled by the authorized personnel. The actual recording equipment will be maintained in an area or room that is locked and secure to only be accessed by authorized personnel. Live video monitoring may randomly occur as needed. Video data is recorded and stored digitally. Video recording data is considered confidential and secure. Access to live and video recorded data is strictly limited to authorized personnel. These authorized personnel are trained on the video surveillance policy and how video data should be used during any official investigation. Video recording data may be used as evidence that a Club member, parent/guardian, staff member, volunteer, or other person has engaged in behavior that violates state or local law, policies, and/or Club rules. Video footage is subject to production by a valid subpoena or other court order.

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

Confidentiality and privacy concerns limit the general public, including parents and relatives of Club members, from viewing video recording footage and/or data involving Club members, staff, and volunteers. Only the authorized personnel provided above can view and/or export video recording data. No unauthorized recordings are permitted of video recording data through cell phones, portable devices, or any other means. Any Club personnel who becomes aware of unauthorized disclosure of video recording data from the Club and/or a potential privacy breach must immediately inform the CEO. Club personnel and volunteers are prohibited from unauthorized use of, tampering with or otherwise interfering with video surveillance equipment. Violations will be subject to disciplinary action that may include, but are not limited to, written reprimand, suspension, demotion, or termination of employment. Video recording data will remain the property of the Boys & Girls Clubs of Greater St. Louis and may be reproduced only in accordance with applicable law and board policy.

RETENTION OF DIGITAL IMAGES

Video recording data shall be kept for approximately 30 days except for appropriate still shots or selected portions of the recorded data relating to any incidents under investigation by authorities. The latter shall be retained for one year after the incident or until such time as any legal matters pertaining to the recordings have been resolved. The stored media shall be kept on a secured computer. In situations involving banned parents/guardians, former employers or volunteers, or visitors, stored still images may be shared with Club personnel and appropriate officials.

CLUB MEMBER PRIVACY

Video recording data will not to be used directly or indirectly to identify the activities of individual Club members except as viewed in relation to a specific event or suspected criminal activity; suspected violation of Club policy or rules; incidents where there is reasonable basis to believe a claim may be made against the Club for civil liability; or if otherwise compelled by law. Authorized Club personnel may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a potential crime on Club property. A copy of this policy will be shared with any Club member, parent/guardian, or staff member upon request.

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 & 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 Child Care Center 1324 Tower Grove / St. Louis, MO 63110 314-531-2425	Mullanphy School 4221 Shaw Blvd. / St. Louis, MO 63110 314-772-0994
Bentwood Townhomes Club	Playground on the Northside of the Building	Teen Center of Excellence 9200 W. Florissant Ferguson, MO 63136 314-335-8240
Boys & Girls Club of Bethalto	Empty Lot located at Longfellow St. & East Central	Parkside Primary School 600 East Central / Bethalto, IL 62010 618-377-4100
Hazelwood Elementary School Club	Hazelwood Southeast Middle School 918 Prigge Road / 63138 (314) 953-7795	Hazelwood East High School 11300 Dunn Road / 63136 (314) 335-8360
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
Mathews-Dickey Club	Launch Pad/ Parking Lot on the Southwest side of Club	City Academy 4175 N. Kingshighway / St. Louis, MO 63115 314-382-0085
Teen Center of Excellence	Dellwood Recreation Center 1415 Chambers Road / St. Louis, MO 63135 314-521-4339	Herbert Hoover Club 2901 N. Grand Avenue / St. Louis, MO 63107 314-652-8300
The children and staff will remain at these locations while you or your emergency contact is notified of the situation.		

Emergency Notification Procedures

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. Please keep contact information current (including email).

2. Information about the event can be obtained via email blasts, on the Club website, and/or local news channels. **You can also call the administrative office (314) 335-8000 following the operators' instructions to receive status updates.**

Please rest assured that Boys & Girls Clubs of Greater St. Louis staff will remain with and care for your 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.

Thank you!



GREAT FUTURES START HERE.