

2021 PARENT & MEMBER HANDBOOK



WELLS COMMUNITY BOYS & GIRLS CLUB

1410 S Wayne St / Bluffton / IN / 46714 / 260.824.5070 / wellsboysgirls@gmail.com

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



Welcome to Wells Community Boys & Girls Club! This handbook is designed to inform members & parents of the policies, procedures and expectations that will make a member's experience more enjoyable. Each member & parent should review this handbook as a condition of membership.

Wells Community Boys & Girls Club is a non-profit youth service organization that seeks to help children & youth from all backgrounds develop the qualities needed to become responsible citizens and leaders. The purpose of the Club is to promote character development in children and youth by instilling a sense of competence, usefulness, responsibility and belonging. The Club's impact is measured by providing a safe, positive environment that includes fun, supportive relationships, opportunities, expectations, and recognition for our members. In pursuit of safety for all members, staff and volunteers must complete a criminal background check to include finger printing, reference and sexual offender checks.

Open communication with Club staff is encouraged during Club hours, by calling 824-5070.

Vicki Bell – Executive Director, wellsboysgirls@gmail.com

Sue Campbell – Operations Supervisor, sue.wellsbgca@gmail.com

Veronica Garza – Program Director, veronica.wellsbgca@gmail.com

During the school year, our hours of operation are M-F, 2:30-5:30 pm. Summer program hours are M-F, 7-5:30. Members need to be picked up by the posted closing times. The following fees will be collected for late pick-ups: \$5 for the first 5 minutes; \$10 for 6-10 minutes and \$15 for 16 minutes and over.

Transportation is provided for Bluffton Harrison members to the Club after school via school buses. Otherwise, transportation is the responsibility of the parent/guardian.

In the event of inclement weather and school is closed, the Club will also be closed. Except for parent/teacher conferences, the Club will be closed when school is closed for holidays or special days listed on the school calendar.

Membership Fees

Membership is open to children and youth 5-18 years of age. A membership form must be completed and signed by a parent/guardian. Annual membership fees are \$20 per child/youth. Summer and fall registrations require updated member information forms to be completed prior to enrollment in those programs. This is to ensure the Club has the most updated member information for your child's safety.

A summer registration fee of \$25 per family is required to secure a space for your child(ren). There *will not* be a registration fee for the fall program however, registration is required to ensure we follow our staff to child ratios.

Program Opportunities

- **Homework Club:** provides an opportunity for members to complete homework with a mentor.
- **C.A.R.E.:** We have designated Mondays as our “Club Strong” day. Our **C**hildren’s **A**wareness, **R**esponse and **E**mpowerment program provides the skills and tools needed to recognize and deal with anger, stress, abuse, and bullying situations. It is hoped that these tools are implemented throughout life.
- **SMART Moves:** Provides age appropriate prevention education for drug, tobacco and alcohol use and premature sexual activity.
- **SMART Girls:** Girls, ages 10-12, may participate in this health, fitness, prevention and self-esteem enhanced program.
- **Triple Play:** All members are encouraged to participate in this health and wellness program. It teaches them good nutrition and helps them increase their daily physical activities.
- **LABO:** Members 8-18 can build their own creations from cardboard & bring them to life using our electronic systems.
- **STEM:** Project-based activities in science, technology, engineering & math. STEM develops critical thinking, problem-solving and other skills for ages 5-18.
- **Workforce Development:** Provides the knowledge, skills and career exposure our youth will need to succeed in life and work.
- **Jr. Staff:** An opportunity for teens to develop interpersonal skills, a strong work ethic and a sense of community engagement by experiencing on-the-job Club work.

Accidents

Wells Community BGC works hard to create a safe and secure environment. The completed membership application authorizes Club staff to obtain medical treatment should the need arise. If a serious injury occurs, the Club calls 911 immediately and then contacts the parent/guardian. If they cannot be reached, treatment will be provided as determined by medical personnel.

Staff Training

The safety of our members, visitors and volunteers are of paramount importance. Our staff receives annual emergency training in severe weather, fire, child abduction, abuse, first aid/CPR, bomb threats and active shooter situations. To ensure age-appropriate programming is provided, monthly training is available. Other training completed may include on-boarding, behavioral guidance, academic success, Triple Play, Civil Rights, Code of Conduct, Club Ethics, De-escalation, and confidentiality. Club policies, as well as the employee handbook are reviewed annually to support knowledge of updates. At least two certified First Aid/CPR staff are on site during hours of operation.

Food

We understand the need for a healthy diet for our children and youth. The Club provides a snack or dinner during the school year as soon as our members arrive. Lunch and snack are provided during our summer program.

Communicable Diseases Policy

WCBGC policy mandates that members with contagious illnesses are not to be admitted into the Club facility. This includes, but is not limited to lice, vomiting, diarrhea, flu, chicken pox and any other illness that cause a fever. Parents will be contacted to pick up children if they have a fever, (99* or higher), or are not feeling well. It is requested that members who have or have had a fever within the past 24 hours not attend the Club.

Please refer to our Prescription Medication Policy for specific authorization requirements.

Club Rules

1. Always respect Club property.
2. Coats and bags must be hung up on coat racks or stored in lockers.
3. Be courteous and respectful to everyone.
4. Keep your hands to yourself at all times.
5. Running inside the building is not allowed except in the gym.
6. The use of foul or inappropriate language *expressed or implied* is prohibited.
7. No food or drink is allowed in any areas other than the café. No gum.
8. No halter-tops, spaghetti straps, shirts exposing belly area or open back shirts. Shorts or skirts must be long enough that when your arms are at your side, your shorts must be at least to the palm of your hand.
9. Only positive messages on clothing.
10. Members must be between the ages of 5 – 18 and in attendance at school. Suspension in school results in suspension from the Club. Expulsion from school results in suspension from the Club. A parent/member meeting must be scheduled to discuss further Club participation prior to returning.
11. Once you leave the building, you may not return unless you have obtained permission from a staff member and parent prior to leaving.
12. Parent/guardian must come inside to pick up members.
13. Only closed toed shoes are allowed in the gym. Shoes must be worn at all times in the Club.
14. No asking for money or personal items from anyone.

Acceptable Use Policy

The Wells Community Boys and Girls Club adopts this policy in order to maintain a safe and secure environment for members, staff, volunteers and others.

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

Emerging technologies and devices include but are not limited to cell phones, computers, tablets and storage media (e.g., flash drives) as well as communication tools including social media sites, text messages, chat, and websites.

Not all devices are covered within this policy. Unacceptable devices in this policy include, but are not limited to, gaming devices, Nintendo DS, or consoles, laser pointers, modems or routers, and televisions.

Club purposes include program activities, career development, communication with experts and/or Club peer members, homework and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in the use.

Personally owned devices are permitted for use during Club time for Club purposes and in approved locations only. The Club expressly prohibits use of personally owned devices in restrooms and other areas where there is an expectation of privacy.

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, 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.

Inappropriate communication includes, but is not limited to, the following: obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted, or spoken by members; information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment; personal attacks, including prejudicial or discriminatory attacks; harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others; knowingly or recklessly posting false or defamatory information about a person or organization; and communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices. If a member is told to stop sending communications, that member must cease the activity immediately.

Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. This behavior is cyberbullying, bullying that takes place using emerging technologies and devices. Examples of cyberbullying include mean text messages or emails, rumors sent by email or posted on social networking sites, and embarrassing pictures, videos, websites, or fake profiles. Any cyber bullying that is determined to disrupt the safety and/or well-being of the Club, Club Member, Club Staff or community is subject to disciplinary action.

Members must be aware of appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public messages, private messages, and material posted online by members.

Monitoring and inspection. Wells Community Boys and Girls Club reserves the right to monitor, and review a personally owned device that is brought to the Club. Parents/Guardians may refuse to allow such inspections but the member may be barred from bringing personally owned devices to the Club in the future.

Internet access. Wells Community Boys and Girls Club reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks or other services. Members must follow Club procedures to access the Club's internet service.

Loss and Damage. For safety, members must place their devices at the front desk until homework time or with approval from staff during programming. During those times of possession, a member is responsible for their devices at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, The Club shall not be liable for the loss, damage, misuse, theft of any personally owned device brought to Club.

Parental Notification and Responsibility. WCBGC's Acceptable Use Policy restricts the access of inappropriate material and while using the internet supervision of usage may not always be possible. Due to the wide range material available on the internet, some material may not fit the particular values of members and their families. Because of this, it is not practical for WCBGC to monitor and enforce a wide range of social values in student use of the Internet. If parents do not want members to access information beyond the scope of the Internet Acceptable Use Policy, parents should instruct members not to access such materials.

All phones in the Club are for emergencies or staff use only. Club members may only use phones for emergencies or 15 minutes prior to closing to arrange rides for home.

Discipline Procedures

Disrespect to Staff

1st Time

1. Talk from staff – reminder of Club Rules
2. Staff can make one of two choices
 - Apology: written or verbal
This option can be followed in small group or individual setting
 - Chill time
 - Incident report filled out

2nd Time

1. Talk from Staff – Reminder of Club Rules
2. Incident Report filled out
3. Short-term suspension from the Club

3rd Time

1. Talk from Staff – Reminder of Club Rules
2. Long term Suspension from the Club
3. Incident Report filled out
4. Parent Conference

Stealing

1st Time

1. Talk from Staff – Reminder of Club Rules
2. Incident Report filled out
3. Short term suspension from the Club



2nd Time

1. Talk from Staff – Reminder of Club Rules
2. Long term Suspension
3. Incident Report filled out
4. Parent Conference

POLICE MAY NEED TO BE NOTIFIED

Horseplay, running in the Club, accidental language problem, misuse of equipment and general behavior problems.

1st Time

1. Talk/Warning from Staff
2. Reminder of Club rules

2nd Time

1. Talk from Staff – Reminder of Club Rules
2. Staff can make one of below choices
 - Verbal apology
 - Ten-minute chill time
3. Incident Report filled out

3rd Time

1. Talk from Staff – Reminder of Club Rules
2. Incident Report filled out
3. Short term suspension from the Club

Hands On, Abusive Language, or general bullying

1st Time

1. Separate all parties involved. Listen to all sides of the story.
2. Incident Report filled out
3. Suspension from the Club

2nd Time

1. Separate all parties involved. Listen to all sides of the story.
2. Long term suspension from Club
3. Incident Report filled out
4. Parent Conference

POLICE MAY NEED TO BE NOTIFIED

Person defending themselves fighting/hitting

1st Time

1. Talk/Warning from Staff
2. Staff can make one of three choices
 - Discussion on fighting
 - Verbal apology
 - Ten- minute chill time
3. Incident Report filled out
4. Possible suspension

2nd Time

1. Talk from Staff
2. Short-term suspension from the Club
3. Incident Report filled out
4. Parent notified

Repetitive problems



1. Talk from Staff
2. Long term suspension
3. Incident Report filled out
4. Parent Conference

Term Glossary

Incident Report: A report must be completed every time a member is disciplined. A copy will be given to the Operations Supervisor to file in members file.

Suspension: Child is sent home from the Club. The different levels are:

- **Short Term:** Member is suspended for 1 to 5 program days.
- **Long Term:** Member is suspended for more than 5 program days. This option will be determined by the Executive Director.

Talk from staff: Before staff member gives out punishment, they must explain what the member did wrong and why the punishment was given.

Chill Time: Member is given an area to sit down and to think about what he/she has done wrong. This must not go more than 10 minutes and should be followed up with an apology either verbal or written by the member.

Immediate Suspension - WCBGC is a violence-free, weapon-free, substance abuse-free and destruction-free facility. Any behavior involving drugs, alcohol, tobacco, inhalants, vaping, weapons, racial or sexual harassment will result in immediate suspension. Police may be notified.

Teen Night Expectations

Teen Night will be held once a month. During this time, teens 13-18, can participate in fun activities until 9 p.m.

To ensure the safety of all attending, two staff will supervise attendees.

Teen Night hours are 5:30-9:00 p.m. **(Please keep in mind that if we do not have more than 6 teens by 6:30 we will cut TEEN NIGHT short and have teens call home to be picked up 7pm).**

To make this a fun & safe time for all, the following expectations will be observed:

- Teens must be 13-18 years old and must have a signed permission slip on file for participation.
- Please be respectful.
- At least two staff members will be always available.
- All teens will remain together as one group. One teen at a time may utilize the bathroom at any time.
- Appropriate attire is expected, **shoes are always required.**
- No drugs, tobacco, alcohol, weapons, gang signs, or inappropriate language may result in dismissal or Club suspension.
- Public displays of affection may result in Club suspension.
- No photos are allowed – no exceptions.



- All outside contact (texting, calling) will be limited to pick-up and emergency situations.
- Club doors will remain securely locked. If a parent needs access to a member, please call 260-824-5070 and speak with a staff member.

Teen Night Discipline Policy

1. Suspension Policy
 - a. If all staff supervising Teen Night agree that an attendee has violated the rules (or a subsection of the rules) in a way that compromises the safe, proper operation of the Teen Night Program, then the attendee upon leaving will be informed that they are suspended for a minimum of 1 Teen Night. They will receive a copy of an incident report detailing the reason for suspension, and a notice stating the date of the first Teen Night they may attend after the duration of their suspension.
 - b. If there is an ongoing problem with the same attendee, the staff may scale the suspension period at the discretion of their supervisor.
2. Send Home Policy

If an attendee's behavior poses a significant safety hazard, then at the staffs' discretion, the attendee's emergency contact will be contacted and asked to come pick the member up. They will receive an incident report detailing the reason for being sent home and may (but not necessarily always) will receive a suspension in addition.

Video Surveillance Policy

Use of Video Surveillance

Wells Community Boys & Girls Club recognizes that maintaining the safety and security of Club members, staff, volunteers, parents, and Club property is best implemented with a multifaceted approach. While video surveillance does not replace appropriate supervision by Club personnel, it can provide an additional layer of protection. Video surveillance shall be utilized in and outside the Club facility. Video surveillance shall be in accordance with all applicable laws pertaining to such use.

Placement and Notification

Video surveillance equipment will not be used or installed in areas where Club members, staff, and parents have a reasonable expectation of privacy, such as restrooms. Video surveillance shall be operational whether the Club is closed or whether the facilities are in use. Video monitors shall not be in an area that enables public viewing.

The Club will notify members, parents, staff, and the public that video surveillance systems are present by signs prominently displayed in appropriate locations throughout the facilities and provide any other notification or consent as required by applicable law.

Access to Video Data

The use of video surveillance equipment in the facility and around Club ground shall be supervised and controlled by the CEO, Operations Director and Program Director. The actual recording equipment will be maintained in an area 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 and considered confidential and secure. Access to live and recorded data is strictly limited to the CEO, Operations Director and Program Director. These authorized personnel are trained on the video surveillance policy and no video data should be used during any official investigation. This data may be used as evidence that a Club member, parent, staff, volunteer, or other person has engaged in behavior that violates state or local laws, policies, or Club rules. Video footage is subject to production by a valid subpoena or other court order.

Unauthorized Access and Disclosures

Confidentiality and privacy concerns limit the public, including parents and relatives of Club members from viewing video recording footage or data involving members, staff, and volunteers. Only the authorized personnel provided above can view or export video recording data. No unauthorized recordings are permitted of video recording data through cell phones, portable devices, or other means. Any Club personnel who become aware of unauthorized disclosure of video data from the Club 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.

Privacy

Video recording data will not be used directly or indirectly to identify the activities of individual Club members or staff 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 civic liability or if otherwise compelled by laws.

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.



Please submit this form to either the front desk or office once completed.

I, the undersigned, **as a member** of the Wells Community Boys & Girls Club, have either reviewed or been read the **Parent/Member Handbook to include Club policies & procedures**. I understand that any violation of the policies or guidelines may result in revocation of member privileges and possible further disciplinary actions.

Member Printed Name

Member's Signature

I, the undersigned **legal guardian**, have reviewed the **Parent/Member Handbook to include Club policies & procedures**. My child(ren),

_____, is/are also aware of the terms and conditions.

Parent/Guardian Printed Name

Parent/Guardian Signature

Date: _____

For security purposes, the primary parent/guardian will be responsible for creating a password for pick-up. It is very important that the children do not know the password, however, the authorized individuals for pick-up must know the password. This password can be changed at any time, but only by the primary caregiver. Thank you for helping us keep your child(ren) as safe as possible!

The password _____ is to be assigned to the following child(ren):

