



# Burkburnett Boys & Girls Club Parent Handbook

***Mission Statement:*** *To inspire youth, especially those who need us most, to realize their full potential as productive, responsible, and caring adults.*

The Burkburnett Boys & Girls Club (BBGC) would like to thank you for allowing your child to attend. This handbook was designed to inform parents of the policies and procedures of the BBGC. To ensure a safe, healthy, and fun environment for all of our members, we ask that you familiarize yourself and your child(ren) with the rules and guidelines. If at any time you have any questions or concerns, please call and speak with a BBGC representative.

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## **Membership:**

Club membership is required for participation. Club members must be 5-18 years old. The BBGC will not discriminate against any individual on the basis of sex, religion, race, color, national origin, or disability.

## **Staffing for Success:**

BBGC has been providing programs for youth in our area for 50 years. The most critical component of our program's success is founded on providing educated, well-trained staff dedicated to our mission. It is our expectation that staff members represent the BBGC in a positive professional manner at all times. All staff members participate in in-service training and all managers are certified in CPR and First Aid. The average adult-child ratio at BBGC is one to twenty; however, members may occasionally participate in large group activities where the ratio is increased.

## **Member & Parent Grievance Procedures:**

If your child(ren) has a problem while at the Club, please encourage him/her to talk with a staff member or any available manager. In the same regard, we encourage parents to communicate with the managers to discuss any concerns that they might have at any time. Problems can only



be resolved through open communication and cooperation with one another. we want to provide an atmosphere where your child feels safe and has fun while learning. If in the event the Unit Director is not available or further assistance is required, please reach out to the Executive Director. Please note that any inappropriate language or conduct by a parent/guardian may result in the refusal of services.

### **Attendance & Participation:**

Attendance at BBGC is not mandatory, but it is highly encouraged! Members may attend and participate at their own leisure. In order for our club members to fully gain the benefits of club programming, it is recommended that youth attend at least three times a week. However, irregular attendance may result in removal from our transportation services. If a child refuses to participate in any activity, he/she must remain with his/her age group and be receptive to general direction. If a club member is kept home from school due to illness, he/she is not permitted to attend the club that day. If a club member is suspended from school for the day, that club member is also suspended from the club. Also if a club member has been suspended by the club, they are not allowed back until the suspension ends.

### **Drop-Off Procedure:**

In order to ensure the safety of our club members, we ask our club members and parents to adhere to the following guidelines:

- Club members who walk to the club or are dropped off must check in at the front desk each day.
- Parents are asked not to leave their child(ren) unattended until we are open at the time posted on our doors and website. If your child is dropped off early without being supervised there will be a \$50.00 fee.

### **Pick-Up Procedure:**

In order to ensure the safety of our club members, we ask our club members and parents to adhere to the following guidelines:

- Parents are asked to call (940) 569-2812 when they are within 3-5 minutes of arriving at the Club. We will call your child(ren) down and have them watch for you as you pull up in the pick-up lane. If your child(ren) is in the modular building (aka the HUB) we will let you know you can pull up to the building and your child(ren) will be dismissed by the staff member once they see your vehicle.
- When a club member leaves the club, they may not return until the following day.



- If you would like your child to walk home, you must call the club each day and inform us to release your child to walk home. The BBGC is not responsible for youth when they sign out. We will not release youth members to walk home if it is after the sun begins to set, to ensure safe arrival home.
- The club will not physically restrain or take responsibility for a club member who insists on leaving the club without a parent or guardian's permission. Club members who leave unescorted without permission will face disciplinary actions of a two-week suspension and/or termination of membership.

### **Parent Remind.com Text/Email Updates:**

During your child(ren)'s initial club membership registration, you will be asked to sign up for Remind.com. This website is used by club management to communicate important updates such as club holidays, early closures, club programs, and emergency lock-out/lockdowns. Throughout the year you will be prompted to update the phone number(s) on file to ensure that lines of communication are open at all times.

### **Impaired Parent/Guardian Policy:**

If the parent/guardian who is picking up the club member is suspected to be or appears to be impaired by drugs or alcohol, staff will contact another adult who is authorized to pick up the club member. The club member will not be released to the parent/guardian who is suspected of being under the influence of drugs or alcohol. The club member will remain under the staff's care until the arrival of a responsible authorized adult arrives. Proper authorities will be called after 30 minutes after closing if the club member has not been picked up.

### **Late Pick-up Policy:**

A late pick-up creates added cost to our program and a distraction from end-of-the-day duties for our staff. If a club member is picked up late, parents will receive a \$1.00 per minute, per child late fee for each minute you are late after the club closes. If 30 minutes after closing your child(ren) is not picked up the Burkburnett Police Department and/or Child Protective Services will be notified. All fees must be paid prior to your child(ren) returning to the club.

### **Refund Policy:**

Any funds collected for membership/ field trips/ programs/ or special events are non-refundable. If a club member is suspended from any field trip and/or special event due to behavior, a refund will NOT be granted. If a club member is absent from a field trip or special activity a refund will NOT be granted.



### **Club Surveys:**

At times, club members will be asked to complete satisfaction surveys and/or pre & post-surveys to measure knowledge gained from participation in club programs and services.

### **Parent involvement & Visitation:**

We encourage parents to get involved in all aspects of their child(ren)'s lives. Parents are welcome to volunteer during club programming hours. Prior to volunteering, you will be asked to complete a volunteer application, which includes a background check. All adults who interact with program members during program hours must observe this policy.

### **Personal Belongings:**

Personal belongings are not allowed in the club (e.g. iPads, cell phones, toys, trading cards, etc.). The club is not responsible for any lost or stolen items. Cell phones are brought at the discretion of each member and are to be used for safety purposes only. Youth are not allowed to have them out in departments (unless they are in the teen group) If a member has to contact their parent for any reason, BBGC staff will send the member to the front desk to call. Parents are encouraged to talk to their children about safety measures and about leaving all valuables at home including toys, purses, electronics, and cell phones. Personal belongings such as electronics may be confiscated if they become a distraction to the program and may result in disciplinary action. Confiscated items will be returned to the parent upon pick-up.

### **Open Door Policy:**

The BBGC cannot legally require a member to stay at the club until a parent or responsible adult picks them up. An understanding of leaving the club must exist between the parent and the child. We suggest that parents have a conversation with their child(ren) about their decision on when and how their child(ren) can leave the club. Staff will attempt to notify parents if a youth member leaves the club prior to pick-up or without parental permission. The BBGC checks all youth members in upon arrival and checks all youth members out when they leave. Parents must understand that the club is NOT regulated as a licensed daycare by the State of Texas and that an open campus policy is in effect at all times. Furthermore, the club is NOT responsible for the time or manner in which a child (or ward) may arrive at or leave the facility.

### **Health and Safety:**

If your child(ren) has a known medical condition or disability (asthma, diabetes, ADHD, Autism, etc.) please be sure this information is recorded on the membership application form. It is



suggested that parents take precautionary measures for situations that may arise during club hours.

BBGC will treat minor injuries. In serious cases, the child(ren) may be taken to the local hospital by an emergency vehicle. Parents will be contacted immediately in any emergency situations. By signing a membership application, you give the club authority to have emergency services transport your child(ren).

Parents will be notified to pick up their child (ren) immediately if they have any of the following conditions: fever over 100 degrees, rash, open sore, runny eyes, vomiting, head lice, diarrhea, and/or an accident requiring medical attention. If the child(ren) is not picked up within an hour, a late fee of \$1.00 per minute per child will be enforced. If a child(ren) stays home from school for being sick, he/she may not come to the club that same day. Club members who develop symptoms of a contagious illness while at the club must be picked up immediately and are not eligible for return to the club until 24 hours after the initial intake of medication or doctor visit.

#### **Suspected Child Abuse & Neglect - Mandatory Reporting:**

BBGC is committed to protecting the safety of its club members. As professionals working with club members, BBGC staff are mandated by Texas law to report any incidences of suspected child abuse and neglect. BBGC supports this mandate and requires all staff to follow applicable procedures when warranted. The law requires the source of complaints to be confidential.

#### **Club Member Medication Policy:**

Medicine must be presented in its original properly labeled container to club management. Youth must self-administer and be in compliance with the prescription or written instruction from the child's physician or other licensed health care provider. The child's parent must provide club management with a written statement from the physician or other licensed health care provider indicating that the student is capable of self-administration, and with respect to the medication, state the name, purpose, dosage, administration times or circumstances, and the period for which it is prescribed.

#### **Field Trips:**

All field trips are done electronically through a sign-up form. Member's will:

1. Follow instructions given by any staff, volunteer, or non-BBGC personnel while on a field trip and BBGC location.
2. Respect the property of fellow passengers and that of the field trip site.
3. Club member must wear their summer day camp shirt.



4. Represent themselves, their community, and their family positively and as best as they can.
5. Arrive on time prior to departure time.
6. Abide by all rules field trip sites impose on all their guests.
7. Maintain behavior and be positive representatives of the BBGC.
8. Field trips are a privilege. If a club member chooses not to follow club rules, they will not be allowed to attend field trips.

### **Rules and Expectations:**

All members are expected to always adhere to BBGC's rules and expectations.

1. Have fun in the Club.
2. Participate in programs and activities.
3. Always check in upon arriving at the BBGC.
4. Take care of the equipment and building.
5. Keep your hands and feet to yourself.
6. Follow the directions of all staff.
7. Stay in the club building until a parent arrives to pick you up, or calls with permission to leave.
8. Walk while in the BBGC.
9. You may run in the gym only.
10. Be courteous and respectful in your behavior and while speaking.

### **Discipline Policy:**

Discipline is a must if we are to have a safe and valuable program for members. Please discuss with your child the behavior that is expected of him/her. Parents are asked to take the time to sit down and discuss the Rules and Expectations.

### **Disciplinary Procedures:**

Members are expected to adhere to the BBGC rules. There are consequences for unwarranted behavior. Incidents will follow this general outline unless it is a serious offense, in which case the 1st and 2nd warnings are waived:

- 1st Incident: Warning/Counsel by staff. Manager notified.
- 2nd Incident: Counsel by staff and manager.
- 3rd Incident: Sentences given to youth member. Note: After 3 sets of sentences the youth member will be suspended for up to 3 days. After the 3rd suspension, the youth member will be expelled and unable to return to the BBGC.



### **Bullying:**

The BBGC is committed to providing all club members with a safe and civil environment and will NOT tolerate any form of bullying at any club activity on or off club property. Bullying shall mean any written, electronic, verbal, or physical act that willfully harms another.

Aggravated bullying shall mean willful harm motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, appearance, or socioeconomic status. To be considered bullying, actions must exploit an imbalance of power between the student and the perpetrator(s) and the victim and if it interferes with a student's well-being or substantially disrupts the operation of the club. To be considered bullying, actions must:

- Results in harm to the student or the student's property, places a student in reasonable fear, or physical harm or damage to the student's property.
- To be persistent and pervasive that it creates an intimidating, threatening, or abusive environment.

If a club member believes that he/she has experienced bullying or has witnessed bullying of another member, it is important for the member or parent to notify a club staff, as soon as possible to obtain assistance and intervention. Club management will investigate any allegation of bullying or other related misconduct. Any retaliation against a club member who reports an incident of bullying is prohibited.

### **Rules with Monetary Consequences:**

Any damage caused by members will automatically result in parents being notified of their obligation to pay for repairs or replacement of damaged items. The member will not be allowed to return to the Club until the obligation is taken care of by the parent. The replaced item must be of the same make/model as the damaged item.

### **Emergency Management Procedures:**

To ensure club member safety, the BBGC is enforcing strict Emergency Management Procedures which include Fire, Lock-Out, and Lock-Down drills. Your cooperation is needed in the event of a drill or real emergency. Please take note of the following Lock-Out and Lock-Down procedures:

- In the event of a **Lock-Out**, all external doors will be locked. Any youth and staff that are outside will be instructed to come inside the facility immediately and all exit doors will be locked and secured. Club activities will resume inside the facility as usual. An electronic notice will be sent out to all parents/guardians of the Lock-Out situation and to



avoid coming to the premises until further notice. Once an electronic message is sent out, phone calls will not be answered until the Lock-Out is lifted. Parents/Guardians arriving after the initial Lock-Out will not be let into the facility. Any club vehicles with youth in route will be re-routed to the nearest safe club-approved location.

- In the event of a **Lock-Down**, all external and internal doors will be locked and secured. Youth should be instructed to stay away from any doors and windows and will remain calm and quiet until further instructions are given. An electronic notice will be sent out to all parents/guardians of the Lock-Down situation and to avoid coming to the premises until further notice. Once an electronic message is sent out, phone calls will not be answered until the Lock-Down has been lifted. Parents/Guardians arriving after the initial Lock-Down will not be let into the facility. Any club vehicles with youth in route will be re-routed to the nearest safe club-approved location.

### **Transportation Guidelines:**

Please go over each of these rules with each club member.

1. Pushing to get on/off the bus is not permitted.
2. Touching another member on the bus is not permitted.
3. Members are to remain seated while the bus is in motion.
4. Members are responsible for their belongings on the bus.
5. Fighting on the bus will result in suspension from riding the bus.
6. Members are to keep their tone at a respectable level for the driver.
7. Members are to follow staff instructions at all times.
8. Members must be present at the designated pick-up time and location to be provided with transportation.
9. Utilizing BBGC transportation is a privilege and may be revoked due to inappropriate behavior.