

GREAT FUTURES START **HERE.**



**BOYS & GIRLS CLUBS
OF ST. CHARLES COUNTY**

Parent & Member Handbook

Our Mission

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

<https://bgcstc.org>





WELCOME TO EVERYONE!

All of us at Boys & Girls Clubs of St. Charles County (BGCSTC) would like to thank you for selecting us! Our Club is a place for members to build character through leadership and discover new interests. When you visit BGCSTC, you will find a lively place with trained professional staff and volunteers who are positive adult role models for young people.

Welcome to our family! Your child's safety is important to us. This is a handbook of policies to ensure your child has a positive and rewarding experience. Please read this handbook carefully as you are expected to follow these guidelines.

You may contact the Front Office any time the Club is open if you have questions, concerns or need additional information.

Karen Englert, CEO

PARENT/STAFF COMMUNICATION

Good communication is essential to providing the best possible care for each child. It is vital that you inform us of changes in your child's life that may affect his/her behavior. Changes at home may include moving, hospitalization of a family member, alterations in the parents' relationship, or a death in the family. Home issues influence the way in which your child relates to others. Staff 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 youth program. As a caregiver, 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 daily about the programs s/he attends and take time to read the available information that goes home. We encourage you to volunteer any time or talents you may have to the Club. Welcome again, we look forward to getting to know you and your family!



CLUB LOCATIONS AND HOURS OF OPERATION (SCHOOL YEAR)

ST. CHARLES UNIT	O'FALLON UNIT
1211 Lindenwood Avenue St. Charles, MO 63301 636-946-6255	#1 Club Way St. Peters, MO 63376 636-240-9150
Monday -Thursday 2:30 PM - 7:00 PM	Monday- Thursday 2:30 PM - 7:00 PM
Friday 2:30 PM - 6:00 PM	Friday 2:30 PM - 6:00 PM
Saturday Youth Sports	Saturday Youth Sports

OUR FACILITIES

The **St. Charles Unit** is located near Blanchette Park in St. Charles. This unit operates five days a week, year-round. The 28,000 square foot Club houses a games room, arts and crafts room, technology center, learning center, reading success center, gymnasium, cadet room, teen center, multi-purpose community room, kitchen and administrative spaces. In cooperation with the City of St. Charles Parks and Recreation Department, we utilize the Blanchette Park football and baseball fields and other green space for our outdoor programs and activities.

The **O'Fallon/St. Peters Unit** opened in 1992 in the Aspen Point Subdivision off Mexico Road. This unit also operates throughout the year, five days a week. The 14,000 square foot Club offers organized sports, fitness and recreation activities, as well as teen and educational programs. The facility includes a games room, gym, computer lab, learning center, reading success center, art room, small group room, a 5,000 square foot garden, and large recreational field.



PROGRAMS

Boys & Girls Clubs of America (BGCA) programs are designed to encourage Club Members to realize a wide variety of positive outcomes. The Boys & Girls Club Movement has focused efforts on helping children and teens achieve in our three [priority outcome areas](#) of: Academic Success, Good Character and Citizenship, and Healthy Lifestyles.

Together, BGCA and Boys & Girls Clubs of St. Charles County follow the [Formula for Impact](#) – our roadmap for ensuring that young people have a positive, impactful Club Experience and, ultimately, achieve the important outcomes that lead to great futures.

BGCA offers evidence-based, nationally recognized programs in five Core Program Areas that closely align with the developmental needs of all young people. Please see our website for more information.

<https://bgcstc.org>

FOOD PROGRAM

During the After-School Program:

- The Club provides a healthy snack and or/dinner for all Members, daily.

During the Summer Program:

- The Club provides breakfast, lunch and/or snack for all Members, daily.

These meals are provided in partnership with the Missouri Department of Health and Senior Services. All Members are encouraged to eat these nutritionally balanced meals.

- Food allergies: please submit the food allergy form signed by a doctor (included on the Membership form)
- We cannot accommodate all special dietary requirements or religious-based diets. Please consult the monthly Club menu for ingredients. Members are welcome to bring in a sack lunch, provided nothing is prepared with peanuts or tree nuts of any kind.
- No meals from fast food restaurants are allowed. This includes parents bringing fast food meals to their child.

PROGRAM FEES

Most programs are included with annual Membership. Programs with additional one-time or reoccurring fees shown below. Prices and times are subject to change without notice. All Sports Programs fees are in addition to the annual \$25 Membership Fee. Sports programs can change—please see website for details.

<https://bgcstc.org>

Annual Membership fee is \$25.00 per Member. Includes most Programs

After School Program August - May	St. Charles Unit	O'Fallon Unit
After School Year Transportation for specific schools.	\$20.00 first Member \$10.00 each sibling \$10.00 Late Fee, if applicable No Charge for students from Blackhurst, Coverdell, Jefferson and Hardin (up to 20 students per school).	No Charge- free transportation with select 3 schools: Progress South Elementary, Fort Zumwalt South Middle, and South High
Summer Blast 10-week Summer Camp	St Charles Unit	O'Fallon Unit
Summer Blast Weekly Rate	\$110.00 per Member/week	\$110.00 per Member/week
Summer Blast Daily Rate	\$35.00 per Member	\$35.00 per Member
Summer Blast Drop-In Rate	FREE between 12-3 p.m. (includes lunch)	FREE between 12-3 p.m. (includes lunch)

Prices and times are subject to change without notice

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MEMBERSHIP

All youth participating in any program offered by Boys & Girls Clubs of St. Charles County must have a current Membership. The annual Membership fee is \$25 per child.

All Membership fees are non-refundable!

We accept cash, credit card, or money order for payment of any Club fee. Check with your medical provider to see if it will cover the cost of your child’s Membership. Please contact your health care representative to get a voucher. Must be presented at time of registration.

ENROLLMENT REQUIREMENTS

All BGCSTC Members must have the following:

1. Completed Membership form.
2. Member Handbook acknowledgement form signed (see page 17).
3. Copy of child's birth certificate.
4. Copy of child's current report card.
5. Copy of child's Asthma Action Plan, 504, IEP or BIP, as applicable. Allergy form completed and signed by a doctor (if needed).
6. Balance paid in full before enrolling if applicable.

Applications cannot be processed without these documents.

MEMBERSHIP CARDS

Membership cards are required in order to check in and out daily.

- Each Member will receive one Membership card at the time of enrollment (no charge).
- Members are responsible for their cards.
- Lost or stolen cards should be reported promptly to the Front Desk.
- Replacement cards must be purchased within 24 hours (fee of \$2.00/lost card).

CHECK-IN & CHECK-OUT PROCEDURES

- Upon arrival and departure, each Club Member is required to scan his/her Membership card.
- If the Club Member does not have a card, s/he must report to the Front Desk.
- Club Members arriving and leaving the Club without a Membership card will be processed separately.
- Parent, Legal Guardian, or any name provided on the Membership form must come into the Club to pick up Member(s).
- Parent, Legal Guardian, or any name provided on the Membership form must present a picture identification to the front desk before members can be released.
- Members walking or bicycling home: Members ages 11 and older may walk or ride their bicycles home. Written permission must be provided on the Membership form.
- Members may call to arrange for rides home and are allowed one call per day per family.

EARLY ARRIVAL - LATE PICK UP CHARGES AND POLICIES

Boys & Girls Clubs of St. Charles County does not permit and is not responsible for children left on the Club grounds and/or parking lot outside of Club hours. All Members must be picked up in accordance with Club hours (see page 5). This includes early release and school closings.



If the parent/guardian cannot be reached after one hour past the Club's closing time, the Police will be called.

Fees must be paid by Friday the same week the late pick-up occurred (CASH ONLY).

Members cannot return to the Club until the late fee is paid.

The fees are as follows:

- 5-15 minutes after closing, \$10.00
- 16-30 minutes, \$15.00 per family
- 31-45 minutes, \$20.00 per family
- 46-60 minutes, \$25.00 per family
- After three or more times, the fee is charged per Member.

CHILD AND CLUB SAFETY

Boys & Girls Clubs of St. Charles County, as an affiliate of Boys & Girls Clubs of America, is committed to providing a safe and secure experience for youth. Our safety policies and procedures adhere to the highest standards. Additionally, all adult staff and volunteers are mandatory reporters in the state of Missouri.

BGCSTC Safety Practices:

- Criminal background checks are required for every staff and volunteer who has direct contact with children. We collaborate with First Advantage, the world's largest data company, to provide the most comprehensive screenings available today.
- Through our partnership with Praesidium, one of the nation's leading safety experts, BGCA provides a 24-hour toll-free Child Safety Hotline to allow Club managers, staff, volunteers, and Club Members to confidentially report suspicions or concerns.
- Ongoing training and supervision of staff is critical. We participate in a wide variety of child safety training conducted through seminars, conferences, and webinars. All staff Members are certified in First Aid and CPR.
- Our facilities and vehicles are required to comply with federal, state, and local safety laws.
- We do not tolerate violence, harassment, discrimination, or bullying in our Club.
- Visitors, including parents/guardians, are required to check in at our front desk before being admitted to Club program areas.
- Staff Members are trained to advise all Members that in some instances they may be required to reveal secrets, especially if the secret carries potential harm to the minor child or others. In such cases, BGCSTC staff contacts the proper authorities.

BGCSTC POLICIES

- Members must always have their Membership card while at the Club.
- No personal toys, games or sporting equipment are permitted at the Club.
- BGCSTC is not responsible for lost personal items.
- Members are not allowed to use the telephone until one hour before closing, unless in the event of an emergency.
- Any Member attending a field trip or participating in a transportation program must have a permission slip signed by a Parent or Legal Guardian. Verbal or phone permission is not allowed.
- All Members attending a field trip or participating in a transportation program are required to follow Club rules in addition to all rules of the establishment being visited.
- Members are not allowed to loiter on the premises before or after Club hours.
- Parents or Legal Guardians must inform BGCSTC staff upon registration if their child is on any medication or under a doctor's care.
- Staff cannot administer any medication to any Member.
- Boys & Girls Clubs of St. Charles County reserves the right to suspend or revoke Membership (without refunds) for disciplinary reasons or violation of Club policies.

CELL PHONES

Members are not permitted to have and/or use cell phones at the Club during activities, programs, fieldtrips or summer camp. Use of cell phones will result in confiscation. The phone will be returned to a parent/guardian at the end of the day from the front desk.

DISCIPLINE

Members are expected to follow the general rules of the Club at all times. Our expectations are as follows:

- Members are to treat other Members with dignity and respect.
- Members are to treat staff and volunteers with dignity and respect.
- Members are to treat the facility (including equipment and supplies) with dignity and respect.

When negative behaviors occur:

- Club staff will redirect the behavior.
- If the child's behavior continues to be disruptive, s/he will be given an age-appropriate time out.
- If the disruptive behavior continues beyond the age-appropriate time out, the child's parent/guardian will be contacted to discuss the situation.
- If repeated disciplinary behavior and engagement with parent/guardian occurs, the Member will be suspended.



- The child's Membership can be revoked if all appropriate attempts to redirect the child's behavior fail. All incidents are documented on a Member Incident Report.
- Incidents of aggression, fighting, bullying, and violence will result in immediate suspension for three days up to one week. Members will be suspended from the Clubs for one year upon the third suspension.

ANTI-BULLYING POLICY

Bullying behavior or threats are taken seriously. Bullying includes deliberate and repeated: pushing, hitting, spitting, name-calling, picking on, making fun of, laughing at, or excluding someone.

Bullying is seen as a discipline issue and will be dealt with through the normal discipline procedures.

All staff and volunteers are expected to be vigilant and alert to cases of bullying. Reports can be made by staff, volunteers, caregivers and Members. Suspected cases of bullying should be reported immediately to area staff on duty. Reports will be immediately investigated using the Club discipline guidelines. Incidents will be recorded and monitored and may result in member suspension and/or termination.

REPORTING POLICY

BGCSTC is required by law to immediately report suspicion of child abuse or neglect to the Child Protective Services unit of the Department of Social Services. Any volunteer, parent, or staff who suspects that abuse or neglect has occurred must notify BGCSTC immediately so the process of notifying the state and coordinating support for the family may begin. Please contact Linda Sanchez, Chief Executive Officer, with any concerns.

ACCUSATIONS OF IMPROPIETY

- Record keeping is a necessary means of protecting all staff and Members. If you are accused of impropriety or are a witness to an incident that is the basis of such an accusation, write down all details (date, time, who was present, who said what, who did what) before the memory fades.
- In the course of an investigation into accusations of impropriety, never withhold information or provide false or misleading information out of loyalty to a friend or co-worker.
- All staff Members hold positions of responsibility, and your first obligation is to the emotional, physical and mental well-being of the Members who are entrusted to your care.

TECHNOLOGY POLICY

Members have access to the Club's computer labs each day. The use of Club computers and access to the internet is a privilege that requires responsibility. We strictly monitor internet access and teach Members the importance of online safety.

Members who violate the technology policy by using it inappropriately will have their privileges revoked, may be suspended, or have their membership terminated.

The following are not allowed:

- Any material that is sexually explicit, provocative, inappropriate, unwholesome or unprofessional on any computer in the Club.
- Communications with Members by email and instant message except via their Club email address.
- Communications with Members by text message.
- Sharing home or personal email, instant message or social media addresses with Members.
- Communication with Members through social media platforms except via the Club's social media pages (ex. Facebook, Instagram, Twitter, etc.).

OFF CAMPUS CONTACT (BGCSTC STAFF)

The following are prohibited unless approved in advance by BGCSTC Chief Executive Officer:

- Socializing with Members off campus.
- Performing any service for the family of a Club Member.
- Sharing any activity that is not Club-sponsored with the family of a Club Member.
- Entertaining Members in own home.
- Entering the home of a Member.

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, a financial obligation can also be levied with terms of repayment as discussed with parent/guardian.

PERSONAL PROPERTY AND STORAGE

Boys & Girls Clubs of St. Charles County respects the privacy of its Members, staff and visitors. The Club accepts no responsibility nor accepts liability of personal items (i.e. book bags, coats, musical instruments & sports equipment, etc.)

THEFT

- All documented thefts will be handled in accordance with the severity of the crime.
- Parent/guardian will be notified of the infraction in order to resolve the theft.
- Club Membership can be revoked.

FIELD TRIP

All Members attending a field trip program are required to follow Club rules in addition to all rules of the establishment being visited.

POOL EXPECTATIONS:

- All Members must dress in swim-wear.
- Swimsuit must be one piece (no bikinis) and swim trunks must have net-lining on the inside (no exceptions).
- Members must bring a towel and sandals/water shoes.
- Members who cannot swim must be provided with a life vest or floaties by parents/guardian to participate in swim activities (no exceptions).
- Tubes, arm wings and other toys are not acceptable

AFTER SCHOOL TRANSPORTATION POLICIES AND PROCEDURES

- Members are required to wear seatbelts correctly (with the strap across their chest) from pick up to drop off. The vehicle must make a complete stop before removing seat belts.
- Members may not eat or drink on the vehicle.
- In the event a Member misbehaves, s/he will receive a write-up and a letter sent home. Cancellation of transportation occurs after Two (2) incidents on a Club vehicle. Parents/guardians will be responsible for other transportation arrangements.
- No transportation is provided in our summer programs.

Transportation fees are due the by closing time on THURSDAY BEFORE the week of services.

- A Late fee of \$10.00 for payments made the following Monday morning.
- After Two (2) missed payments, the Club removes the Member from transportation, as there is a waiting list.
- The Club does not pro-rate transportation fees or refund in the event of illness, holidays, no school days or vacations.
- Notify the Club in advance if Members are not riding the vehicle. After TWO (2) “no-calls” this will result in the cancellation of Club transportation for the rest of the school year.
- Payment is required to keep a Member’s spot on the vehicle in the event of Club absence. This includes Member suspension from the Club and family vacations.

PARENTAL NOTIFICATION

It is vital that BGCSTC has up-to-date contact information for parent/guardian and emergency contacts.

Immediate notification is required for all parent/guardian phone number or address changes.

MEDICAL ILLNESS OR EMERGENCY

In the event a member becomes ill while at the Club:

- A parent /guardian will be notified to pick up the member as soon as possible.
- BGCSTC staff will take the appropriate emergency measures to ensure the necessary care and protection for accidents or medical emergencies.

MEDICATION

BGCSTC Policy prohibits staff from administering prescription or over-the-counter medications of any kind.

- 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. This must be stated on the Membership form.
- If your child is asthmatic, you must provide an inhaler to the Club along with a valid asthma action plan. This must be stated on the Membership form.

Members are not allowed to keep or carry their own medication while at the Club.

- All emergency medications and plans will be locked in a storage cabinet at the Club.
- Medicines that are out of date or not in the clearly labeled original container are not permitted and will not be accepted by BGCSTC staff.

Policies, procedures and fees for BGCSTC programs are subject to change as warranted by the needs of the organization. It is the intention of the BGCSTC to offer exceptional service to the families of our Clubs.

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Please sign next page and return: **ACKNOWLEDGMENT AND SIGNATURE**

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ACKNOWLEDGMENT AND SIGNATURE

I have received the Boys & Girls Clubs of St. Charles County Member Handbook and have been given the opportunity to ask questions regarding its content. I understand and take full responsibility for following all policies and procedures outlined in this handbook.

Please complete and return this page with your child's Membership form, birth certificate and report card.

#	Member's Printed Name	Member's Signature
1		
2		
3		
4		

Parent/Guardian Printed Name

Parent/Guardian Signature

Date