

GREAT FUTURES START **HERE.**



BOYS & GIRLS CLUB
OF GREATER LOWELL

Parent/Guardian Handbook

Revised September 2017

Our Mission is to inspire and enable young people, especially those who need us most, to realize their full potential as productive, responsible and caring citizens through dedicated staff and innovative programs, provided in a safe environment.

Boys & Girls Clubs' Core Beliefs are at the heart of what we stand for as a movement. We believe in:

- A safe place to learn and grow
- Ongoing relationships with caring adult professionals.
- Life enhancing programs.
- Hope and opportunity.
- Character development experiences

Hours of Operation and Shut Down Periods-

Normal Club program hours are generally after school Monday- Friday between 2:00-6:00 p.m. Teens have extended hours from 6:00 p.m. - 8:00 p.m. during the school year. Club hours are expanded in the summer months and vacation weeks.

The Club will close on any day that the Lowell Public Schools are cancelled due to snow or dangerous weather conditions. On half-days the Club will be open from 11:00am to 6:00pm (**no teen night**). National holidays the Club will be closed for staff trainings. During school vacation the Club will be open from 9:00 a.m. to 5:00 p.m. Parents are encouraged to visit our Facebook or Twitter page for up to date information on cancelation, delays, or schedule changes.

Registration-

Parents are able to download our membership form from our website www.lbgc.org/join/ or pick up a hard copy at the front desk. Parents are responsible for keeping all information updated. The best time to register is between 10:00 a.m. - 1:45 p.m. or between 6:00 p.m. - 8:00 p.m. Monday- Friday. After School program registration starts on August 1st and early summer registrations runs between April 1st – July 1th. For your convenience we take the following forms of payments: cash, debit/credit, and checks).

New members and their parents **must attended a mandatory orientation**. Current members must review and sign an updated parent handbook or attend orientation. Orientations are held every Wednesday at 6:00 p.m. at the Club. Please make sure you sign up at front desk before attending orientation.

Please note: during the school year we do not give refunds. Parents requesting a refund during our summer program must do so before the first day of summer programming. No refund will be given after the first day of summer programming.

Membership-

Membership in the Boys & Girls Club of Greater Lowell is \$30 per year per child for the school year. During our summer program our membership is \$30 a week with a one-time registration fee of \$30 for new members. Boys & Girls Club members must be ages 7-18. All members must submit a membership application signed by their guardian. Parents of 7-12 year old members are required to attend an orientation with their child before they receive their Boys & Girls Club membership card. Teen members must attend orientation as well, but their parents are not required to attend. Youth visitors may come to the Club as a visitor for 1 day (with a visitor pass & 24 hour notice), after which they must join the Club if they wish to continue

participating in Boys & Girls Club of Greater Lowell programs and activities. We do not offer guest passes during our summer program. Seven year olds must provide a copy of their birth certificate. Youth who turn 19 during their senior year may finish the school year. New memberships will not be issued to any senior that is over the age of 18. Club members that have dropped-out of school must be engaged in a GED program and be employed or in a job training program to remain active.

Safety, Visitors and Member Check In-

All members are required to check in and out of the Club with their membership card. Members that lose their card must pay a \$2 replacement fee for a new card. Members that are between ages 7-13 must stay in the Club until they are picked up by a guardian. **Any member leaving the Club without a staff member or consent maybe subject to losing their membership.** Parents must come in to the Club to pick up their child if they are between the ages of 7-13. For the safety of all of our members visitors and parents are asked not to pass the front desk. Adult guests must check in at the front desk and are required to wear a visitor's pass to enter the Club.

Club members 14-18 may sign themselves out of the Club for the day at any time throughout the day. Once a teen has sign out they cannot return until the next day.

Club Card Policy

You must bring your card every time you come to the Club

1st time you forget = day pass

2nd time each month = day pass and parents will receive a call home

The first membership card is free. You may purchase as many additional club cards as you wish for \$2.00 each.

Cards are needed to check out equipment, use computers, as well as track daily attendance.

LATE PICK UP

Members between the ages of 7-12 can be picked up any time before 6:00 p.m. Parents picking up Club members after 6:10 p.m. will receive a late pick up notice. Three pick up notices in the same month may be subject to a \$10 late fee charge. Please note this fee must be paid before your child can come back into the Club.

GUIDANCE AND DISCIPLINE

We want all of our members to be successful at the Boys and Girls Club of Greater Lowell.

Every program offered by the Club is guidance oriented. The Club uses its Youth Development Strategy to give members a sense of competence, usefulness, belonging and influence.

Behavior management is accomplished through a positive approach which respects the child as an individual. Basic rules include respect for others, the property of others, the Boys & Girls Club facility and the members' safety.

Disciplinary problems are handled as follows:

For Inappropriate Behavior- Behavioral problems will be handled initially with a problem solving approach, clearly stating the problem and giving the member the opportunity to respond positively. Club staff will reinforce that the behavior and its consequence are in the member's control. An immediate consequence will be given for every future inappropriate behavior.

For MINOR PROBLEMS- Staff members may draw from a range of methods to establish what will work for an individual child. (Examples include reflection time, thinking it through worksheets, practice walking down a hallway, restrictions from activities or program areas, apologies, practicing alternative words/behaviors, etc.). If the behavior continues parents will be asked to attend a meeting with the Director of Operations, or Program Director to develop a plan on how to best address the behavior.

MAJOR SANCTIONS are enforced by the Director of Operations, Program Director and full time program staff. Members violating any of the concerns listed below may be subject to suspension or expulsion.

MAJOR SANCTIONS include but are not limited to:

- Fighting or Attempt to Injure
- Bullying
- Stealing
- Being in an Unsupervised Area
- Inappropriate use of social media sites
- Disrespect for Facilities and/or Equipment. (Any broken equipment must be paid by parents)
- Failure to Comply
- Escalating a Conflict
- Contraband
- Potential Danger to Members

Parents will be notified of any inappropriate behavior. Consequences vary, and will be determined by Director of Operations or Program Director providing guidance and discipline.

Please communicate any concerns or information that will enable our staff to serve you and your children better.

Meal Program

Our Meal program provides a variety of delicious and nutritious foods. Each month our Chef prepares a meal from a different culture, this gives our members an opportunity to try different types of food and learn more about other cultures.

- We serve dinner every day from 4:00 – 5:00 p.m. for FREE!
- Teens get an extra snack at Teen Night at 6:30 p.m.
- During school vacations and Summer programming:
 - Breakfast is served from 9:00 a.m. - 10:00 a.m.
 - Lunch is served from 12:00 p.m. - 1:00 p.m.

If your child has a food allergy please inform our Chef as well as add this information to the Club member's membership file. Please see front desk for copy of monthly meal menus.

Child and Adult Care Food Program is offered through the Massachusetts Department of Education

In accordance with federal laws and US Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. (Not all prohibited basis apply to all programs)

Phone policy

- Club members must ask the front office staff for permission to use the office phone. Staff will call parents and deliver the message. All calls must be made after 6:00 p.m., with the exception of emergency calls.
- Parents who call for their children will not be put on hold; written messages will be taken and delivered to your child.
- We ask that cell phones stay at home. If a Club member brings a cell phone to the Club, staff may hold on to it until the end of the day. Parents will then be reminded of Phone policy. [Please note: If cell phones are lost or stolen the Club will not be held responsible.](#)

Core Programming/ Outcomes

The Boys & Girls Club of Greater Lowell provides diverse activities that meet the interests of all youth. Our staff and volunteers strive to engage youth in activities that are fun and enjoyable while enabling them to develop self-esteem and to reach their full potential. Based on the physical, emotional, cultural, and social needs and interests of girls and boys, and recognizing developmental principles, we focus on three priority areas.

Academic Success

The Boys & Girls Club is determined to inspire our members to achieve academic success. We support and recognize their current academic achievement and help them progress to the next grade level. We teach them to express themselves through technology and the arts. We prepare them for long term success through career and college exploration, and we provide them with the opportunity to develop a life plan for when they graduate from high school.

Healthy Lifestyles

The Boys & Girls Club encourages our members to develop decision making skills and healthy habits that will last a lifetime. We provide them with structured athletic leagues, informal sports programs, free play time and fitness training to keep them physically active every day. We motivate them to make smart nutrition choices, and to make smart decisions about alcohol and drug use and personal relationships.

Good Character & Citizenship

The Boys & Girls Club shapes the future leaders of Lowell and beyond. We help our members develop the social skills needed to model positive behavior and resolve conflict among their peers. We encourage them to find their voice, express their beliefs and give back to both the Club and the community by coaching, refereeing, tutoring, mentoring, and volunteering at neighborhood cleanups, educational forums, advocacy programs and cultural events.

[For a schedule of program and activities offered at the Club please see the front desk.](#)

Club expectation

Club members are expected to follow the Club's core values of Commitment, Excellence, Fun, Integrity, and Teamwork.

Club members are expected to be able to:

- Follow program expectations
- Participate in program activities
- Use positive communication with staff members and other Club members
- Stay in program areas and not wander away from the group
- Follow staff and volunteer directions
- Treat others with respect
- Keep hands and feet to themselves
- Make new friends and stay connected to old friends
- Help problem-solve challenges
- Have a positive outlook
- Play safe and make safe choices
- Show CLUB LOVE when club members do well or complete a project
- Be independent for personal care needs such as washing hands and toileting.

Items from Home

The Club provides all sports equipment and other materials needed for projects. **If items are brought from home, the program cannot be responsible for their loss or damage.** The program attempts to spend some time each day outside if the weather permits and the temperature is 70 degrees or above. Please send hats, gloves, and boots (if appropriate).

We have a "no electronics" policy at most Boys and Girls Club of Greater Lowell. We want our Club members to interact and have fun with each other! We also offer a number of computer related programming. If your child needs to have a phone in his or her backpack for other use, please remind them that it must stay off and in his/her backpack during program hours.

Medication, Emergency, Illness

Parents may not send a Club member to the program if:

- The Club member has strep throat which has not been treated by an antibiotic for a minimum of 24 hours
- The Club member has an oral temperature of 100 degrees or greater
- The Club member has had persistent vomiting and/or diarrhea in the 12 hours prior to coming to the program
- The Club member has lice or lice eggs.

If a child is diagnosed with a contagious illness, the child will require a statement from the doctor indicating that the illness is no longer communicable upon return to the program.

Club staff members **will not administer any medications.** Parents can set up a schedule to come into the Club and give their child medication. Members that use an asthma pump or epi-pen may carry it with them and use it as needed.

For Club members who do not feel well (Vomiting, Diarrhea, uncontrollable or persistent cough, etc.), a staff member will notify the parent of a Club member's illness. If a parent cannot be reached, the emergency contact will be notified to pick up the Club member. It is expected that the Club member will be picked up within an hour. Until the parent arrives the Club member will be excluded from activities/programs with other Club members and will rest quietly under the supervision of a staff member.

If an accident or medical emergency occurs, the staff member in charge will:

- Administer the necessary first aid immediately
- Call an ambulance if the club members injury requires emergency room treatment
- Call the parent or emergency contact (if the parent cannot be reached)
- Stay with the Club member at the hospital until the parent or emergency contact arrives.

Communication with Parents

The Boys & Girls Club of Greater Lowell communicates all important information via email. In the event of weather or other emergencies, important information may be emailed to you on weekends. Parents can also get information on the Club social media sites (Facebook, Twitter, Instagram). **Please make sure the email address and emergency contact we have for you is current.**

Membership questions: Call our Membership Coordinator at 978 458-4526 ext. 22

Program related questions: Call our Program Director at 978 458-4526 ext. 28

Other questions or Concerns: Call our Director of Operations at 978 458-4526 ext. 11

**Boys and Girls Club of Greater Lowell
Parent Acknowledgement and Receipt of the Parent-Student Handbook
2017-2018**

I acknowledge that I have received a copy of the Boys & Girls Club of Greater Lowell (BGCGL) Parent Handbook. I understand that it contains important information on policies and procedures. I realize this handbook is not intended to cover every situation which may arise but is simply a general guide to refer to. I understand that it is my responsibility to familiarize myself with the information and that I agree with the policies and rules of the Club.

I further understand and acknowledge that BGCGL may change, add or delete any policies or provisions in this handbook as it sees fit in its sole judgment and discretion.

I acknowledge and understand that this Club Parent Handbook supersedes and replaces any and all prior handbooks or materials previously distributed.

Club member's Name _____

Date: _____

Parent's Printed Name _____

Date: _____

Parent's Signature _____

Date: _____