

2022-2023



Membership Handbook



GREAT FUTURES START [HERE.](#)

In every community, youth are left to find their own recreation and companionship. A number of children are left at home with no adult supervision or care. The Boys & Girls Clubs of Spokane County offer a safe place for all children wanting to learn and grow with positive adult role models that care about them. Clubs provide programs and activities that promote positive self-identity, educational opportunities, community involvement, health and well-being, and moral guidance.

Since 2001, the Boys & Girls Clubs of Spokane County has made affordable programs available to families. While an annual membership is only \$30, the actual cost of programs is more than \$1,000 per member per year – the balance is covered by contributions by partners and individuals who see the value of our services to the community. If your family can afford more, please consider sponsoring another child to receive a Club membership.



Our Mission

To empower all young people, especially those who need us most, to reach their full potential through opportunities to realize Academic Success, Healthy Lifestyles and Good Character and Citizenship.

Our Vision

As a recognized leader in Spokane County for youth development, we envision a future in which success is in reach of every child.

Our Passion

Educational tutoring, mentoring, technology, fine arts & music, STEM programs, Legos, sports & fitness, field games and outdoor activities, special events, family fun nights and much more!

Our Commitment to Diversity, Equity, and Inclusion

The Boys & Girls Club of Spokane County stands against racism and discrimination. Since first opening our doors in 2001, we have sought to improve the lives of young people in communities that need a Club the most. We believe every young person who finds their way to the Club has what it takes to succeed in life. The work that occurs in our Clubs, every day, is part of the change needed to provide equitable opportunity for all – in a safe, supportive environment where kids and teens of all races and backgrounds are encouraged to have difficult conversations and use their voices to affect positive change.



About this Handbook

This handbook is intended to be a helpful source of information about the Boys & Girls Clubs of Spokane County for you and your family. Inside you will find answers to your questions on Club membership, policies, procedures and general Club programs. This handbook supplements the information and documents provided in the Membership Application and in the Parent Orientation. Our programs, policies and procedures are subject to change at any time and are updated at least annually with each Membership year. The most up-to-date information is available at your Club’s front desk, on our website: www.bgcspokane.org. Please contact your Club Director with your comments, ideas and concerns. ***If you have an emergency and need to reach the Club, please call the Club business line:***

Northtown Clubhouse
509.489.0741

**Lisa Stiles-Gyllenhammer
Clubhouse**
509.368.9175

The Club at Keystone
509.489.0741

**S.O.A.R. Boys & Girls Club
Programs at Shiloh Hills
Elementary School**
509.489.0741

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2022-2023 Annual Membership Fee: \$30.00
(Valid September 1, 2022 – August 31, 2023)

Club membership is open to all school age youth, Kindergarten through 12th grade. A new membership application must be completed each year for both new and renewing memberships. Verification of school enrollment may be required for first-time members (such as valid school picture ID or report card). Participants must have completed a year of Kindergarten to register for most full day programs.

Become a BGC Member: With a parent or guardian approval, just follow these simple steps!

- Complete a Club Membership Application, Membership Renewal Form and bring to the Club OR complete the online Club registration at www.bgcspokane.org/signup.
- Attend a Parent Orientation.
- Review the Membership Handbook.
- Sign and submit the Membership Handbook Receipt and Acceptance form to the Member Services Specialist or Club Director following the orientation.
- Choose which Club your child will attend and pay the \$30 non-refundable annual Membership Fee

Pre-Participation Checklist		
NOW	<input checked="" type="checkbox"/>	Review this Membership Handbook with your child.
Before Your First Session	<input checked="" type="checkbox"/>	Pay any balance due
	<input checked="" type="checkbox"/>	Arrange to meet the Club Director about any special needs (including dietary)
	<input checked="" type="checkbox"/>	Attend a Parent Orientation (NT/LSG/Key)

The information you provide on the Membership Application is critical to our ability to keep our membership fees so low. We do not share your information with others; it is used to provide data for grant funding. Each member must have at least two (2) emergency contacts listed. Please notify us if there are any changes to your address, phone numbers or emergency contacts.

Additional fees apply for some programs, such as the once yearly school year fee, day camps, field trips and our morning “Sunrise” option. To assist in our goal to keep Club costs affordable for families, we provide partial fee waivers to families based on economic need. To be considered for fee assistance, please complete a Fee Waiver form available at the front desk. Financial documentation is required.

Failure to pay program fees may include denial of program participation or termination of Club membership.

Members attending the Club whose membership has expired will be charged the Membership Fee (\$30.00) for the current membership year. Parent(s)/Guardian(s) will be contacted to complete the Membership Application or Renewal form, attend a Parent Orientation and pay the annual Membership Fee.

Members who attend a program at the Club where an additional fee is required (including the annual one-time School Year fee) may be charged the program fee and permitted to attend, rather than turned away from the Club. Parent(s)/Guardian(s) will be contacted to pay the fee. Participants will not be re-admitted until/unless the balance is paid.

The decision as to when a Club member arrives and leaves the Club, and with whom, is a matter between the parent/guardian and the child. **As the parent/guardian, if you DO NOT wish your child to attend a program where there is an additional fee charged or DO NOT wish your child’s membership renewed, please make sure your child knows.**

Fee Assistance

Boys & Girls Clubs of Spokane County strives to provide the highest quality, most affordable recreational youth program in our community. We recognize that some families may need assistance with program fees. Fee Waivers may be requested at the time of registration and are awarded by Clubhouse Directors based on a family’s individual need. Fee waivers are available for program fees.

Free and Reduced Lunch Eligibility

We ask that members who are eligible for Free/Reduced /Reduced school lunch provide a copy of their eligibility letter before activity enrollment, otherwise the full fee will be charged. Discounts are not retroactive.

Club Membership and Fees (Cont.)

Refunds

All fees (membership and program fees) are non-refundable and non-transferable. No refunds will be given if a member does not attend a registered program or leaves early for any reason (including suspension from Club). Partial refunds may be issued at the discretion of Club Director for extreme circumstances (such as: Club closure due to weather, family emergencies, etc.) Parent/guardian may make a refund request in writing no later than August 31, 2023.

Questions?

For more information, visit us at www.bgcspokane.org or contact your local Clubhouse!

Mandatory Parent Orientation

Each year, Boys & Girls Clubs of Spokane County requires a parent/guardian attend an orientation prior to Club participation. The Parent Orientation provides an overview of the programs and opportunities available at the Club, as well as important information pertaining to health, safety and expectations for behavior at the Club. Please reach out to your Club Front Desk for the Orientation schedule.

Teen Membership

Teen members are permitted to submit a Membership Handbook Receipt and Acceptance Form signed by a parent/guardian as an alternative to attending a Parent Orientation. Teen members may also check themselves in AND out of the Club without a parent/guardian. Teen members are expected to participate in programming including leadership training, educational tutoring and mentoring, as well as service learning and outreach.

Guest Member Policy

Non-members attending as a Guest during drop-in hours will be asked to show Club staff a picture/school IID proving that they are enrolled in school and/or under the age of 19 years old and providing emergency contact information. Non-member Guests will be required to become a Club member after one visit by completing the Club Membership Application and paying the \$30 annual membership fee before they may continue to participate in Club activities. All youth who attend programs that require extra fees must be Club Members.

Multiple Club Rotation

All current Club members may attend programs at both Northtown and Lisa Stiles-Gyllenhammer Clubhouses in Spokane County. To attend another Club, please ask at the Front Desk. Weekly program fees are non-transferable. Members who have received disciplinary actions or have an unpaid balance from the other Clubhouse are **not permitted** to relocate without the consent of both Club Directors.

Visitors

To provide the highest safety and privacy for members, all visitors must check-in at the front desk upon arrival and be always accompanied by a Club staff member. If a parent or relative is visiting the Club for a special event, they must check-in and wear a Visitor badge while in the facility.

Membership Cards

One membership card will be provided to each new or renewing member upon completing an application, annual payment of membership fee and attendance at an orientation. Members are expected to bring their card each day. Cards are used to check-in and check-out of the Club facility and to check-out equipment once at the Club. Remember, Club membership is a privilege, not a right. If a Club card is lost, a replacement card can be purchased at the Front Desk. Cards do not carry over to the next membership year.

Club Volunteers

Volunteers are an integral part of the Club experience. We welcome volunteers who wish to share their time and/or talents. If you or someone you know would like to volunteer at the Club, please stop by any of our Clubhouses and pick up a Volunteer Application. All volunteers must successfully complete a background check and training prior to working with our members.

Club Operating Hours

Northtown Clubhouse

- Normal Club Drop-in Hours: Monday – Friday 3:00 –6:00p.m. (September – June)
- Day Camp Hours: Monday – Friday 7:00 – 9:00 am for Sunrise and 9:00 am – 6:00 pm for camps (Summer, Winter and Spring Breaks)
- Other program hours as posted at the Club

Lisa Stiles Gyllenhammer Clubhouse

- Normal School Year Club Drop-In Hours: Monday – Friday 2:30 – 6:00 pm (September – June)
- Day Camp Hours: Monday – Friday 7:00 – 9:00 am for Sunrise and 9:00 am – 6:00 pm for camps (Summer, Winter and Spring Breaks)
- Other program hours as posted at the Club

SOAR Boys & Girls Club Programs at Shiloh Hills Elementary School

- Normal School Year Club Program Hours: Monday – Friday 3:20 – 6:00p.m. (September – June)
 - *Club activities at Shiloh Hills Elementary are through a 21st Century Learning Center grant partnership with Mead School District. Registration is limited and done only by invitation by the school.*

The Club at Keystone

- Normal School Year Club Program Hours: Monday – Friday 3:00 – 6:00p.m. (September – June)
 - *Club activities at Keystone are through a partnership with CVSD in advance of our opening full Club services. Registration is limited and done only by invitation by neighborhood schools.*

Please refer to your Club’s Yearly Calendar for monthly school year and summer hours and holidays. Additional fees apply and advanced registration is required for day camps and programs, all-day programs, and morning “Sunrise” participation. The Club reserves the right to change hours and days of operations based on need and/or economic circumstances. If such changes occur, parents/guardians will be notified in advance.

Daily Checklist

What to Wear:

Boys & Girls Clubs of Spokane County are active places! Members are walking, running and playing all day, every day. To have a safe and comfortable experience, please wear comfortable clothing (t-shirt, pants, sweatshirt/jacket, shorts on warm days) and shoes and socks – no flip flops or sandals. Club members should NOT wear sagging pants, bandanas (unless part of a program), low cut, strapless or midriff tops, or any clothing with derogatory, obscene, or suggestive statements or connotation. No endorsements of illegal activity, tobacco, alcohol or drugs, or gang affiliation.

What to Bring:

Please pack the following items labeled with your child’s name: school backpack, water bottle, sunscreen and hat (during summer programs) sweatshirt, jacket and appropriate footwear for winter/wet days.

What NOT to Bring:

Please do NOT send your member to the Club with any of the following items:

- Toys, games, personal sports equipment, stuffed animals, collector cards (i.e. Pokemon), candy
- Electronics, including cameras, tablets, iPods, game devices. School issued devices (such as laptops) should remain in Club members’ backpacks unless used as part of the Club program (i.e. homework completion during Power Hour).
- Money, jewelry or other items of value
- Cell phones are up to the discretion of the family but should be stored in a pocket or bag while at the Club. Cell phone should not be used for calls or texting while at the Club. To protect the privacy of other members and families, youth are not allowed to take photos, videos or access Wi-Fi while at the Boys & Girls Club unless part of a supervised and organized Club program. Inappropriate use of cell phone or electronic device will result in confiscation by staff and the device will be kept at the Front Desk until a parent/guardian arrives for “pick-up.”
- Smoking and possession of tobacco products on the premises is strictly prohibited.
- No alcohol, drugs, drug paraphernalia or weapons are allowed on the premises.
- Pets or other animals (Service Animals as defined by Title II and Title III of the ADA are welcome.)

Daily Checklist (con't)

Lost and Found

Please make sure that all items your child brings to the Club are labeled with their name and that they are aware that they are responsible for everything they bring to the Club. Items that are not collected from lost and found in a timely fashion will be donated to a local charity. Typically, lost and found is donated at the end of each month.

Boys & Girls Clubs of Spokane County is not responsible for lost, stolen or broken personal items.

The Boys & Girls Club Program

General Club Program

The Boys & Girls Clubs of Spokane County are drop-in, recreational programs, not licensed childcare. The Clubhouse program operates between approximately 3:00 – 6:00p.m. during the school year and 9:00am – 6:00pm, Monday through Friday. Members are placed in age-appropriate groups that follow a daily schedule of activities. For the full Club summer program experience, “drop-off” is 9:00 – 10:00a.m. and “pick-up” is 4:00 – 6:00p.m.

*Programs will vary by Clubhouse. See individual Clubhouse for more information about the daily schedule.

Boys & Girls Club programs and activities are organized into 5 Core Program Areas with a primary goal of providing daily experiences that build both Core Area and Social Emotional Skills. Every age group has a “Home Den”. This will be the room that groups meet in to prepare for the day’s adventures. Youth grade is determined by what grade youth is in during the 2022-2023 school year.

Sample Daily Schedule*			
School Year Program			
3:00 pm	Arrival, Power Hour		
3:30 pm	Supper		
4:00 pm	Art Hub, STEM, Triple Play, Gamesroom		
5:00 pm	Snack, Evening Activity		
6:00 pm	Youth Departure		
Summer Program			
Morning		Afternoon	
9:00 am	Brain Gain	2:00 pm	Games Room Masters
10:00 am	Gym	3:00 pm	Field Games
11:00 am	Lunch	4:00 pm	Snack
12:00 pm	Art Hub	4:30 pm	STEM Activity
1:00 pm	Lego League	6:00 pm	Youth Departure

Priority Outcome Area	Outcome	Programs/Activities	Academic Skills	Social Emotional Skills
Service & Leadership	Youth are leaders who create meaningful change in themselves and with others in their communities	Keystone Torch Club	Conflict Management Social Responsibility	Adaptability Courage Cultural Awareness Recognizing Strengths
Health & Wellness	Youth activate internal and external resources to make decisions about their health and wellness.	SMART Moves – Emotional Wellness Sanford Harmony	Healthy Communication Positive View of Personal Future	Self-Awareness Inclusion Empathy Planning
Sports & Recreation	Youth have the ability, confidence and intrinsic motivation to lead physically active lifestyles and adopt healthful eating patterns.	Triple Play	Confidence Physical Fitness Locomotive Tactical	Identifying Emotions Self-Efficacy Identifying Relationships
Education	Youth are effective, engaged and adaptive learners who are on track to graduate with a plan for the future	Summer Brain Gain Lego League DIY STEM	Inquiry Digital Literacy Self-Advocacy Career Awareness	

The Boys & Girls Club Program (con't)

Arts	Youth access imagination, creativity and courage to express themselves and build connections with others	Art HUB	Self-Expression Imagination Creativity
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Field Trips

When circumstances permit, the Boys & Girls Clubs of Spokane County offers a variety of opportunities for Club members to participate in activities outside of the Clubhouse that support our core beliefs and programs. Club programs may occur off-site, excursions not requiring vehicular transportation (such as a walk to a local park or school playground) as part of the regularly scheduled activities that do not require a separate permission slip. Off-site field trips that require transportation require a permission slip signed by a parent/guardian and most field trips cost an additional fee. Field trips are a privilege, and members must be in good standing (no disciplinary actions or unpaid balances) to register. Field trip registrations are taken on a first-come, first-served basis. Members participating in field trips will be transported to and from the activity by Club van, chartered school bus or leased vehicle. For their safety and to maintain consistency, at **NO** time are members allowed to be picked up at the field trip location, nor are parents/guardians allowed to attend field trips unless as an approved volunteer. **Members must agree to attend the field trip event and to the timeline as outlined on the permission slip and are not allowed to be picked up from an offsite location. All members must have a signed permission slip and payment registered with the Front Desk to attend. Registration is first come, first serve. All fees are non-transferable and non-refundable unless the Club must cancel a trip.**

USDA Meal Program

The Boys & Girls Clubs provide healthy meals and snacks to promote the well-being of our youth. Our Clubs are sponsor sites for the US Department of Agriculture "Child and Adult Care Food Program" (CACFP) and the Summer Food Service Program (SFSP) administered by the Office of the Superintendent of Public Instruction (OSPI) in Washington State. Meal and snack times vary; please see the monthly meal program calendar posted at the Club entrance for details. **If your child has any food allergies, please contact your Club Director and fill out a Request for Special Dietary Accommodations form available at the front desk.** Your child may bring his/her own lunch/snack, or we can try to provide an alternative meal or meal plan. **Please do not bring food items containing nuts or shellfish as we have children with severe allergies.**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

If you have a complaint about the food served or service at the Club, you should immediately direct your feedback to the Club Director or Director of Program Operations who will respond to your concerns as soon as possible.

This institution is an equal opportunity provider and employer.

Our Commitment to Safety

At Boys & Girls Clubs of Spokane County, safety is the foundation of all that we do. A young person's physical and emotional safety have a profound impact on their outlook on life and their future success. When 1 in 5 violent crimes take place between the hours of 3 and 7 p.m., out-of-school time is critical to ensuring youth can reach their full potential. That's where Spokane's Clubs come in.

Every Boys & Girls Club follows policies and standards to protect youth that include, but are not limited to:

- Child abuse prevention and response, including Mandated Reporting.
- Drug and Alcohol-Free Workplace
- Proactive Facility, Transportation and Restroom Use policies
- Robust staff onboarding and ongoing training.
- Incident reporting and investigation
- Emergency planning and rehearsals
- Technology Acceptable Use policies

For more questions about Club operations and our commitment to Safety, please visit our [website](#) or contact your Club's Director.

Check-In/Check-Out Procedures

The Boys & Girls Clubs of Spokane County are drop-in, recreational programs, not licensed childcare. The decision as to when a Club member arrives and is picked up from the Club during defined Club and program hours, and by whom (or in pre-approved circumstances – such as teen members – permitted to leave unaccompanied), is a matter between the parent/guardian and the child.

Membership Cards: Members are expected to bring their card each day. Cards are used to check-in and check-out of the Club, and to check-out equipment once at the Club.

Check IN: Members check in at the front desk daily upon arrival using their membership card OR by name (if card is lost or forgotten). Parents/guardians should accompany their child on the first day of school year participation or the first day of each summer session to verify all needed forms are complete and are encouraged but are not required after the first day.

Boys & Girls Clubs of Spokane County do not provide transportation to and from the Club, however some school districts/schools may have transportation options afterschool. Please contact your child's school about options that may be available. Club staff have established relationships with several schools nearest our Club locations and may walk with Club members afterschool as a courtesy.

Parking is available on the street around the Northtown Club and in adjacent parking lots at all other Clubhouses. Please be careful of children and families crossing the street. Club members who hold a valid driver's license and who drive personal vehicles to the Club are expected to follow all posted parking area guidance and local traffic laws. Teen drivers are expected to follow all laws regarding the driving of others, and if taking younger siblings home must be added onto the pick-up list for those immediate family members.

Check OUT: For the safety of Club members, it is expected that a parent/guardian or authorized individual pick up members from the Club; members will not be allowed to leave the Club unaccompanied. Should you need to add someone to your child's pick-up list or would like your child to check out on their own, please contact your Club's front desk or Club Director. Please be aware that Club members are not allowed to wait for rides outside the Club; members need to wait inside the lobby. A late pick up fee of \$1.00 per minute may be charged if your child is not picked up by the posted Club closing time. If the staff knows that your child is not allowed to leave unaccompanied, or your child leaves without permission, we will try first to reach the parent/guardian and then the emergency contacts listed on their Membership Application, as well as local emergency services.

Abandoned Child Policy

A member is considered an abandoned child if left at the Club 15 minutes after the facility has closed. In the case of child abandonment, the Club Director will first try to reach the parent/guardian and then the emergency contacts listed on their Membership Application. If no response is received from the family after 30 minutes the police and Child Protective Services will be contacted.

Injuries or Illness

Club staff are trained in First Aid and CPR, and basic first aid will be provided in case of minor injuries at the Club. A “Band Aid” report that describes the injury and aid will be available for parents/guardians at pick-up.

If a member requires more than basic first aid, a parent/guardian will be contacted to seek additional care. In the event of a serious or life-threatening emergency, Club staff will call 911 immediately, then call the parent/guardian or alternative emergency contact. If medical treatment is required for a member, any associated costs are the responsibility of the parent/guardian. The Boys & Girls Clubs of Spokane County only provides secondary medical insurance for members.

Illness: To maintain a healthy Club environment, please keep your child home for the following reasons:

- Temperature of 100°F or more in the last 24 hours
- Vomiting/diarrhea during the night or morning
- Red, sore, or runny eyes
- A contagious illness
- Untreated lice
- Chicken pox
- Severe sore or red throat or white patches on tonsils

If your child becomes ill while at the Club, you will be called. If your child is too ill to remain at the Club, you will be asked to come get him/her. Proof of treatment from a health care facility and/or written approval from a health care provider may be required for some illnesses before a member may return to the Club.

Allergies: Club staff are trained in recognizing the signs of anaphylactic shock and to administer an epinephrine auto-injector if needed. If a member has a severe allergy, we ask that a copy of the Severe Allergy Plan (or your school district’s equivalent) provided to the child’s school be available to Club personnel to help provide the best care possible for the child while at the Club.

COVID-19 Health and Wellness

Boys & Girls Clubs of Spokane County follow the guidelines for safely providing care as provided by the Washington Department of Health (DOH) including, when required, wearing masks, maintaining small group sizes and incorporating social distancing within those small groups. Any Club or staff member who tests positive for COVID-19 is required to isolate for 5 days, regardless of vaccination status. If returning to the Club on day 6, they should test negative or wear a mask for days 6-10. If choosing not to wear a mask or test, they must isolate for the full 10 days. In addition, we are following DOH guidelines for hygiene practices, cleaning and disinfecting throughout the Club day. Any changes or updates required by the DOH or local health authorities will be posted at each Club entry.

Medication

Club members and staff are not allowed to carry any medications prescription or over-the-counter drugs on their person while at the Club. Please note any medications that your member takes on a routine basis on the **Membership Form or Member Health History**. Any medications – prescription or over the counter - brought to the Club must be checked in at the Front Desk and must be in the original prescription bottle or packaging including instructions. Original pharmacy labels must show the member’s name and how the medications should be given. Medications are stored in a locked cabinet and are dispensed by the Club healthcare provider or field trip staff. We can store non-refrigerated prescription medication and epinephrine auto-injectors in our first aid kit for those individuals with severe medical conditions or allergic reactions. Club staff are trained in recognizing the signs of anaphylactic shock and to administer an epinephrine auto-injector if needed. If a member has a severe allergy, we ask that a copy of the Severe Allergy Plan (or your school district’s equivalent) provided to the child’s school be available to Club personnel to help provide the best care possible for the child while at the Club

Sunscreen

Members are encouraged to bring sunscreen during summer programs and for days/activities where outdoor activities may be scheduled. Staff may assist in applying spray sunscreen, but youth and teens must be able to apply his/her own sunscreen as staff are not permitted to assist when touching may be involved in the application of products.

Health and Safety (con't)

Communication with The Club

In the event of member illness or emergency, the Club Director will contact the parent/guardian by telephone. If the parent/guardian cannot be reached, the Club will contact the Emergency Contacts. In the event the Clubs need to provide information to all families, notices will be posted on the front doors and at the front desk and depending on the urgency of the message may update our Facebook page or send a text-message blast with an up-to-date cell phone number on file.

Please make sure that all emergency contact information is up to date!

Please contact your Club Director with your comments, ideas and concerns. If you have an emergency and need to reach the Club, please call the Club Business line:

Northtown Clubhouse 509.489.0741 option 2

The Club at Keystone 509.489.0741 option 4

Lisa Stiles-Gyllenhammer Clubhouse 509.368.9175

SOAR at Shiloh Hills Elem. 509.489.0741 option 5

Behavioral & Emotional Conditions

Boys & Girls Clubs of Spokane County strives to serve all youth but realize our programs may not be the best fit for every child. Members must be able to work well in an active, large group environment, have a certain level of independence, navigate the physical Club facilities and be able to control their behavior for the safety of themselves and others. We understand that some members may have been diagnosed or in the process of undergoing evaluation for a variety of behavioral or emotional needs. **Please help Club staff in identifying such a condition on your child's Membership Application and make an appointment with the Club Director to develop a behavioral plan for your child.** The Club will give every child the opportunity to be a Club member and work with him/her to adjust to the Club environment. However, some children and sometimes family matters may require services or supervision beyond the Club's capacity and members may be asked or directed to terminate their membership or participation for the well-being of the child, fellow members, or staff. **To help decide if our program is right for your child, please call your Club Director prior to your child's first day at the Club. Refunds are not given when membership is terminated.**

Mandated Reporting

The primary concern of Club staff is the safety and welfare of each child. Under certain circumstances, state law REQUIRES notification of law enforcement, Child Protective Services or other authorities if abuse or neglect is suspected.

If a law is broken in or around the Club at any time, law enforcement will be notified immediately. The Boys & Girls Clubs of Spokane County is not a haven or refuge for those committing illegal acts or fleeing the authorities.

Member Behavior Expectations

1. Respect Club members
2. Respect Club staff
3. Respect Club equipment
4. Respect yourself

Member safety is always a primary concern at the Boys & Girls Clubs. Members are not permitted in unsupervised areas. Clubhouse policies and procedures, including program area expectations, Charter Bus and Club Van Rules are strictly enforced. Any member that breaks a rule will be redirected. Repeated infractions or serious misbehavior will result in a parent being contacted. We reserve the right to suspend a member for any length of time. **Refunds are not given when a member is suspended.**

Behavioral & Emotional Conditions (con't)

Parental Support

The support and involvement of parents/guardians is vital to our success as youth development professionals. When Club staff and parents/guardians work together as a team, each member's chance for success is greatly increased.

Please help Club staff in identifying behavior concerns on your child's Membership Application and make an appointment with the Club Director to develop a behavioral plan for your child. If your child has a behavior contract or the equivalent at school, please share a copy with the Club Director so that Club staff can support an existing plan to help your child be successful at the Club.

A trial period may be implemented to determine if our program is right for your child. **Failure to declare a behavior condition that may put the health and safety of your child, other members or staff in jeopardy may result in suspension or termination of Club membership.**

Discipline Policy

The Boys & Girls Clubs of Spokane County strive to keep the consequences for unacceptable behavior clear, appropriate, and timely. The safety of all members is of the utmost importance to us. Any member who disrupts programs or creates a dangerous situation will be disciplined appropriately. Members who do not follow the rules can expect to lose privileges and face consequences. Parents will be called to remove any member who has failed to control his or her disruptive behavior and/or is behaving in an aggressive or violent manner that jeopardizes the health and safety of him/herself, fellow members, or staff. A parent/guardian may be held responsible for damages caused by unacceptable behavior.

From time to time, situations involving parents/guardians may occur which reach unfortunate points of anger and disrespect. Therefore, Boys & Girls Club staff may be required to intervene and ask involved parents/guardians to leave the premises and, in extreme situations, withdraw their child/children from our programs. To ensure and maintain a positive environment, the following points must be acknowledged:

1. Parental/Guardian involvement and support are important to success.
2. Good behavior will be recognized and reinforced.
3. Discipline is handled by staff and supported by parents/guardians.

Disciplinary Actions

1. Verbal counseling, redirection, Cool Down
2. Loss of Club privileges
3. Suspension/removal from program area
4. Suspension from Club and all Club-sponsored activities. Term of suspension may range from one day to over two weeks depending on the severity of incident.
5. Suspension with mandatory parent meeting prior to return to Club activities.
6. Behavior Contract
7. Termination from all Boys & Girls Clubs of Spokane County programs.

Immediate Suspension and Zero Tolerance Policy

Some behaviors warrant immediate suspension without the option of going through our Disciplinary Action steps:

- Fighting with another member, staff, volunteer, or guest
- Destruction or theft of Club property
- Racial or sexual harassment
- Extremely inappropriate engagement with Club staff or members by a member's parent/guardian.
- Smoking and possession of tobacco products on the premises is strictly prohibited. Violation of this policy will result in confiscation of the tobacco product and a 5-day suspension.
- No alcohol, drugs, drug paraphernalia or weapons are allowed on the premises. Violation of this policy includes confiscation of item(s), contacting local law enforcement, and a minimum 10-day suspension.

Expectations of Members for Club Participation

The Boys & Girls Clubs of Spokane County has adopted a ZERO TOLERANCE policy for disturbing or intimidating behavior at all Club functions by a member as well as by a parent/guardian or other relative. This includes but is not limited to: vulgar language; physical or verbal bullying; harassment; intimidation; racial, religious or gender related comments or gestures; as well as the use/possession of weapons, drugs, alcohol and tobacco products. Such behavior will result in immediate suspension from current Club activities and

programs and depending on the severity of offense, could result in long term suspension. If needed, a meeting will be set up with the Executive Director to discuss further actions including termination of Club membership. Decisions made by the Boys & Girls Clubs of Spokane County will be fair and based on the best interest of the children the Club serves. This policy will be strictly enforced, and all decisions will be final.

Money and Valuables

DO NOT bring personal items to the Club such as trading cards, electronics, sports equipment and toys. The Boys & Girls Clubs of Spokane County are not responsible for lost or stolen items. Please discourage your child from bringing anything to the Club that is not necessary. Necessary items that members are allowed to bring are backpacks, jackets, water bottles, sunscreen and swimsuits

Expectations of Members for Club Participation (con't)

on assigned water days. Items should be clearly marked with the member's name. Items that are not collected from lost and found in a timely fashion will be donated to a local charity. Typically, lost and found is donated at the end of each month.

Phone Calls

Our phones are for Club business only. Members should use the phone or receive calls in an emergency only. Our lines need to remain open in the event of an emergency. Please make any necessary arrangements before your child comes to the Club. **Please do not call the Club to have your child sent out to your car when picking them up.** Club members must receive staff permission to use the phone and will have one short phone call per day limit.

Cell Phones

Cell phones may only be used in the Club as a communication device for family members and are up to the discretion of the family. A cell phone is the responsibility of the person who owns it, and only the person who owns it may use it. If a cell phone is brought to the Club, it is to remain on the person (in a pocket) or security enclosed in a backpack. The Boys & Girls Club accepts NO responsibility for lost, stolen, or damaged cell phones.

To protect the privacy of other members and families, members are not allowed to take photos, videos, or access wireless internet while at the Boys & Girls Club. Inappropriate use of cell phone will result in confiscation by Club staff, and the phone will be kept at the Front Desk until a parent/guardian arrives for pick-up.

Electronic Devices

In keeping with the spirit and intent of our mission statement and core programming values, tablets, hand-held gaming devices, iPods and other electronic devices from home are not allowed in the Club, *except for technology provided by school districts for distance learning.* The Club accepts no responsibility for lost, stolen, or damaged devices.

Dress Code

All members are expected to wear appropriate dress for the Club setting. Members not wearing appropriate clothing will be asked to change. Repeated violations of the dress code could result in disciplinary action. The expectation for dress includes, but is not limited to the following:

- All pants must be worn at the waist, no sagging.
- Bandanas are not to be worn or seen unless used as a face covering during health emergencies.
- No midriff tops are to be worn. Pants and shirts must meet at the waist.
- No low cut tops. Necklines and backs must not drop below the armpit line. All tops must have shoulder straps.
- Due to the active nature of programs, members should wear closed-toed shoes – **no flip flops or sandals.**
- No clothing or accessories with derogatory, obscene, or suggestive statements or connotation are permitted. This includes gang affiliations. No endorsements of illegal activity, tobacco, alcohol or drugs. BGCSC reserves the right to interpret certain fashions or clothing for Club appropriateness.

Field Trips

All Club rules extend to field trips. Members who fail to follow our rules and general Club expectations for appropriate behavior will prompt an immediate phone call to a parent or guardian to remove that member from the field trip at their own cost. Members will be transported to field trips by a chartered school bus or leased vehicle. Members are not allowed to sit in the front seat, must always wear a seatbelt, and follow all safety rules.

Expectations of Members for Club Participation (con't)

Members must agree to attend the field trip event and to the timeline as outlined on the permission slip and are not allowed to be picked up from an offsite location. All members must have a signed permission slip and payment registered with the Front Desk to attend.

Technology Acceptable Use Policy

Members have access to a variety of technology at the Club ranging from tablets to desktop computers. The primary purpose of technology at the Club is to facilitate high yield learning activities and organized program. Access to technology at the Club is a privilege, not a right. Inappropriate use will result in termination of these privileges. Members are expected to adhere to Club technology guidelines as outlined in the **Member Technology Acceptable Use Agreement** and ask that members and their parent/guardian agree to these policies prior to the use of Club or personally owned devices while at the Club.