



BOYS & GIRLS CLUB
OF THE CAPITAL AREA

PARENT PROCEDURAL HANDBOOK

Welcome to the Boys & Girls Club of the Capital Area organization.

The following has been prepared so that you may understand the organization's procedures and policies.

If you should have any questions concerning the manual, please feel free to ask the Executive Director.

July 2024

Mission Statement

“To enable all young people to reach their full potential as productive, responsible and caring citizens.”

Values

Compassion

Accountability

Respectfulness

Trustworthiness

GREAT FUTURES START HERE FORMULA FOR IMPACT

**YOUNG PEOPLE
WHO NEED US MOST**



+

**OUTCOME-DRIVEN
CLUB EXPERIENCE**

=

PRIORITY OUTCOMES

**FIVE KEY ELEMENTS
FOR POSITIVE YOUTH DEVELOPMENT**

•
**HIGH-YIELD
ACTIVITIES**

•
**TARGETED
PROGRAMS**

•
**REGULAR
ATTENDANCE**



ACADEMIC SUCCESS

Graduate from high school ready for college, trade school, military or employment



GOOD CHARACTER & CITIZENSHIP

Be an engaged citizen involved in the community, register to vote and model strong character



HEALTHY LIFESTYLES

Adopt a healthy diet, practice healthy lifestyle choices and make a lifelong commitment to fitness

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Membership Policy

To become a member a Boys & Girls Club of the Capital Area application must be completed including written permission for emergency medical care, emergency contacts, and indicating your child's immunization levels are current.

Members are required to check in at the front desk by scanning their Club card when entering the facility.

Members must always remain inside a program space until a parent or guardian arrives to pick them up. Permission forms are required to allow any member to leave on their own.

Members will not be allowed to attend the club, if they were NOT at school that day for any reason (i.e. illness, skipping school, etc.).

We reserve the right to terminate a child's membership at any given time if necessary.

Club Members **MUST** have their Club cards to participate in Club activities each day. Members will take their cards home each day. If they continue to attend without a card for three consecutive times, parents will be contacted to:

1. Bring their card to them
2. Purchase a new card over the phone via credit/debit card or at the Club. Replacement cards will be issued for \$2.00

Program Fees:

- Replacement Card: \$2.00
- New or Renewed School Year Membership Rates per month: \$99.00
- New or Renewed Summer Membership Rates per week: \$99.00

(All memberships expire July 31st of the current year)

Late Pick Ups

1-15 minutes late....\$5 late fee

16-30 minutes late....\$10 late fee

After 30 minutes late- police are called for assistance.

Club members will not be allowed to attend or utilize any Club program until late fee is paid.

All individuals who come to the Club to pick up members **MUST** come into the building for the safety of all members. Members are asked to stay involved in activities until their rides are here and are not allowed to be outside unsupervised.

Boys and girls' grades K-12 are eligible for membership into the Boys and Girls Club of the Capital Area. Youth are eligible for membership as soon as they are five years of age and entered kindergarten.

Youth are admitted to membership regardless of race, color, gender, creed, national origin, or disability.

Membership dues and fees shall be within the means of the youth within the area served and shall not be so large as to exclude needy youth from membership. The Boys & Girls Club fees are \$99.00 per month during the school year and \$99 per week during the summer. (Membership starts August 1st and goes through July 31st).

Extended Service Day Rates:

Half Day from 12:30pm to 6:00pm is \$5.00 per day per youth.

Full Day from 7:45am to 5:15pm is \$10.00 per day per youth.

*No youth is denied a membership. State Assistance is available. If applicant should be denied from State Assistance BGCCA has a Reduced Fee Application. *

The Boys & Girls Club is open the following hours:

School Year

Monday- Friday 3:00pm to 6:00pm

Saturday and Sunday Closed

Summer

Monday- Friday 7:45am to 5:15pm

Saturday and Sunday Closed

No-School Days

Full Day 7:45am to 5:15pm

Half Day 12:30pm to 6:00pm

If school is cancelled due to inclement weather all Club programming is CLOSED.

At the discretion of the Boys & Girls Club, early closure may be announced at any time. Announcement of change of services will be posted on BGCCA Facebook page, KCCR News, and on the BGCCA Remind App.

NUTRITIONAL REQUIREMENTS

Boys & Girls Club of the Capital Area will provide snack if youth is in care for four consecutive hours. If a youth is in care during a FULL Day a meal provided by parents will be received by youth at appropriate mealtime.

MEMBER ILLNESS PROCEDURE

If a child has any symptoms of a contagious illness (i.e. flu, pink eye, etc.) or if a child has headlice, they will need to be kept at home until there are no signs or symptoms. If a child does not attend school, they are not allowed to attend the Club on that day(s). Should a child become ill while they are in attendance, we will separate him/her from other children and contact a parent immediately. Parents will be contacted via phone to pick-up their child from the program within an hour. If we are unable to reach parents, we will contact one of their emergency contacts for pick-up.

If your child has a confirmed communicable disease, please communicate with BGCCA. The Club will then notify Department of Health and follow DOH recommendations for addressing the communicable disease.

MEMBER GUIDANCE PROCEDURE

Members are always expected to conduct themselves appropriately and engage in activities while checked into the Club. When necessary consequences will be issued based on youth behavior.

Inappropriate behavior is determined to be a serious disciplinary problem. A serious disciplinary problem is defined as when a child's behavior hampers the smooth flow of the program by either requiring consistent one-on-one attention, inflicting physical or emotional harm on other children or themselves, physically abusing staff, leaving program/premise boundaries, and/or otherwise not being able to conform to the rules and guidelines of the program.

Procedure

The goal of BGCCA programs is to provide a safe, fun experience for all participants. To accomplish this goal, all participants are expected to respect themselves, each other, the staff and the program facilities. We stress the need for each child to take personal responsibility for her or his own actions.

We believe the following principles:

- Discipline is more about teaching, learning, and problem solving than about punishment.
- Participants can learn to behave appropriately with the help of consistent role-modeling from staff and parents.
- We encourage, practice and teach self discipline and personal responsibility.
- All members are listened to and treated with respect and fairness.
- Discipline issues will be handled on an individual basis depending on the situation.
- Any member who disrupts programs or creates a dangerous situation will receive
- *disciplinary actions*.
- In the unusual case of extreme or repeated negative behavior, consequences could include suspension from programs and in the most extreme cases *termination of membership**.
- Parents will be informed when serious or repeated disciplinary actions are taken either in writing, in person or over the phone, or as deemed appropriate by staff and/or Club Director.

Disciplinary actions may include, but are not limited to, the following:

- verbal redirection including coaching, reteaching, practicing and modeling behavior
- time-out in program area
- removal/suspension from program area
- meeting with Club Director or other staff for counseling on behavior expectations and strategies to improve
- loss of Club privileges (set period of time) which may include programs, activities and/or field trips
- participating in a Club service project
- suspension (one day or more)
- indefinite suspension (until the situation can be resolved)
- *Termination of Membership** (ie. Permanent suspension—membership revoked)
- Contacting the proper authorities.

*Termination of Membership** may occur for a child whose:

- Behavior endangers him/herself or the safety and well-being of other children.
- Actions result in the damage or destruction of site property (Member is expected to reimburse for damages which will be billed to parent/guardian).
- Caught stealing property including Club, staff or any member's personal property.
- Bullying behaviors and aggression are repetitive, intimidating, hurtful or obscene.
- Behavior is determined to be a serious disciplinary problem. A serious

disciplinary problem is defined as one in which a child's behavior hampers the smooth flow of the program by either requiring constant one-on-one attention, inflicting physical or emotional harm on other children, physically abusing staff, leaving program boundaries, and/or otherwise being unable to conform to the rules, expectations and guidelines of the program.

- Parent/guardian's physical or verbal actions are threatening or intimidating toward children, staff, and/or volunteers.

PROPERTY DAMAGE PROCEDURE

Members who cause damage to Club property, due to misuse of equipment or negligence, will be responsible for restitution for all damages to the facility or loss of equipment/supplies. In such instances, the youth member's parents/guardians will be expected to reimburse the Boys & Girls Club for any damage and will be billed accordingly. When applicable, the membership guidance procedure will be followed for consequences.

CRITICAL INCIDENT / MEMBER ACCIDENT PROCEDURE

If a member has an accident or an incident occurs while at the Boys & Girls Club, the staff member in that program area must document the situation on an accident/incident form. The form must be filled out completely and turned into the Executive Director or Assistant Director by the end of the program day. Depending on the severity of the situation, the type of accident/incident, a critical incident report may be filed with Corporate Compliance Officer and/or BGCA by Executive Director or Assistant Director.

Once the form has been filled out and completed, the Assistant Director will follow up with the appropriate individuals.

Note: BGCCA is not a peanut free environment. In case of an allergic reaction staff will evaluate the situation. The following steps will take place: parents will be contacted, EpiPen will be administered if appropriate, and 911 will be called.

EMERGENCY PREPAREDNESS AND RESPONSE POLICIES

Please ask to see BGCCA Crisis & Communication Plan.

DISPOSAL OF BIO CONTAINMENTS

We will follow all City and State laws and regulations for proper disposal of Bio Containments.

VISITOR PROCEDURE

Visitors that are requesting a tour/meeting with staff members will need to schedule in advance to gain access to the facility. Visitors will need to check in at the front desk and will always be required to be present with Club staff and not left alone with youth.

Volunteer opportunities for Club parent/guardians are available. Opportunities include but are not limited to guest speakers, special skills/hands on activities, and serving snack. If there is interest, please speak with the Program Director.

RENTAL PROCEDURE

All rentals requests of the Boys & Girls Club will need to go through the City of Pierre.

BULLYING PREVENTION PROCEDURE

The Boys & Girls Club of the Capital Area is committed to providing all members with a safe environment and will not tolerate any form of bullying at any Club activity on or off Club property.

Staff and Volunteers who observe an act of bullying are expected to take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, he/she shall report it to his/her supervisor and document the incident in writing.

The Assistant Director or appropriate staff member will inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying if the issue has not been appropriately resolved. Depending on the frequency and severity of the conduct, intervention, counseling, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior.

ADA/DISABILITY PROCEDURE

All members are given the opportunity to attend the Boys & Girls Club; however, we are unable to provide one-on-one care. We will make every accommodation possible to try and include all youth in a safe environment. We reserve the right to terminate a child's membership at any given time if necessary.

PHYSICAL CONTACT PROCEDURE

Any discipline we implement will incorporate:

- Positive guidance
- Redirection of energy
- Setting of reasonable limits
- Humiliating discipline measures and physical forms of punishment are strictly prohibited (Restraint exceptions are allowed in extreme situations to prevent safety risks).
- Discipline will not be used in connection with rest, food, or bathroom privileges.

PHYSICAL INTERACTIONS

Every staff member and volunteer of Boys & Girls Clubs of the Capital Area is required to maintain appropriate physical contact with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
Side hugs Handshakes High-fives and hand slapping Holding hands (with young children in escorting situations)	Full-frontal hugs or kisses Showing affection in isolated area Lap sitting Wrestling or piggyback/shoulder rides Tickling Allowing youth to cling to an adult's leg

MEDICATION PROCEDURE

The Boys & Girls Club of the Capital Area urges parents to schedule any necessary medication that needs to be taken prior to attending the Club or after Club hours. If medication must be administered during Club hours, parents are required to come to the Club to administrate the medicine. Staff are not allowed to give medicine.

HANDLING AND STORAGE OF HARAZDOUS MATERIALS

We will store all hazardous materials in a locked area clearly indicating that hazardous materials are stored within.

RESTROOM PROCEDURE

The following steps are in place to prevent inappropriate behavior that can take place in the restroom such as bullying, sexual misconduct, fighting, and vandalism. The Boys & Girls Club will use the following practices:

RESTROOM USAGE

Boys & Girls Clubs of the Capital Area is committed to providing a safe, clean environment and enforces the following restroom procedure for members, staff, volunteers, and other adults.

- There will be either a designated adult restroom or procedures to ensure adults and minors never utilize a restroom at the same time.
- Club will either have single-user restrooms or multi-user restrooms with single stalls that can be secured from the inside.
- When using restrooms at public facilities during field trips, a minimum of three youth will be escorted by one staff member, who will wait outside the main entrance of the restroom.

RESTROOM MONITORING

Restrooms shall be regularly monitored by designated staff according to a schedule set by Club leadership. Monitoring includes walk-throughs, inspections and/or any (but not necessarily all) of the best practices outlined below:

- Implementing procedures to limit the number of children using restrooms at the same time.
- Prohibiting younger children and teens from sharing a restroom.
- Positioning staff near restroom entries to maintain auditory supervision of space.
- Designing or renovating multi-user restrooms to eliminate outer doors, while maintaining privacy with individual stalls.

Staff observing unacceptable restroom conditions or incidents shall:

- Immediately notify Club leadership of the incident.
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible in compliance with the Club's

Incident Reporting Procedure.

FIELD TRIPS/LOCK-IN/OVERNIGHT TRAVEL PROCEDURE

- When facilitating special events or traveling with youth the One-on-One procedure shall continue to be followed.
- During overnight travel, if youth room with other youth, they shall be of the same gender and should be of similar age.
- Adult chaperones will stay in separate rooms from members.
- All youth and chaperones must review and following the appropriate codes of conduct.
- Field trips must maintain a 1 to 15 ratio with a staff member.

STEPS TO FOLLOW IF CHILD FAILS TO ARRIVE AT CENTER:

Our center is a drop off center that families and children use when they need to, and sometime that use is random. In an event that a child gets on a bus provided by the Club and then fails to arrive at the Club we will:

- (1) Contact the Public Transportation System- River City Public Transit (605-945-2360)
- (2) Contact Child's Guardian
- (3) Contact the Pierre Police Department (605-773-7410)

ONE-ON-ONE PROCEDURE

The Boys & Girls Club of the Capital Area is committed to providing a safe environment for members, staff, and volunteers. To further ensure safety, the organization prohibits all one-on-one interactions between youth and

staff/volunteers, including Board Members. One-on-one interaction is defined as an interaction between a staff and child in a closed-door environment (or via social media). Staff redirections allowed to take place between a staff and child as long as a door is open and there is line of sight into the space where interaction is taking place.

Staff shall NOT:

- *Initiate one-on-one contact with a member.
- *Have a private meeting or communication with a member without having an open line of sight/sound with other staff or youth. This includes in-person meetings and virtual communications such as texting, video chat, and social media.
- *Transport one member at a time. This includes personal and agency vehicles.

Staff shall:

- *Ensure meetings and communications (in-person and virtual) between members and staff and volunteers include at least three individuals when deemed necessary based on severity of the situation. At the very least, additional staff will be within a line of sight/sound during communications involving staff and youth.
- *Ensure in-person meetings take place in areas where other staff and/or members are present. At no time will staff be in an enclosed space with one youth. Doors or windows will be open at all times to ensure a line of site/sound to additional staff.
- *Communicate to another staff if an emergency situation arises.
- *Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist, or similar professional or in an emergency situation. All exceptions shall be documented and provided to Club leadership.

Staff shall immediately inform Club leadership if a staff member, volunteer, or Board Member violates this procedure. Should any adult staff, volunteer, or Board Member violate this procedure, the organization will take appropriate disciplinary action, up to and including termination.

TRANSPORTATION PROCEDURE

Please see Transportation Procedure in the Safety Procedure Handbook.

SEXUAL ABUSE PREVENTION PROCEDURE

The Boys & Girls Club of the Capital Area is committed to providing a safe and respectful environment for our members and will not tolerate any sexual abuse or sexual misconduct toward or by any member.

Unless authorized in advance by Executive Director/Assistant Director, adult staff and volunteers shall not:

- Initiate conversation with members about sexual matters. If a member initiates a conversation about sexual matters with a staff or volunteer, the staff shall limit the conversation to the child's immediate concerns and staff shall provide a written incident report to the supervisor immediately.
- Engage in off-site non-Club related social activities with members. Such interactions may include meetings, telephone conversations, texting, social networking, e-mail, or internet communication.

Any suspected sexual abuse or misconduct will be treated as a serious matter and documented by written incident report immediately. When applicable, the incident will be reported to the appropriate authorities.

MEAL ACCOMMODATION GRIEVANCE PROCEDURE

If a family feels that the Boys & Girls Club did not provide the child with the appropriate accommodations and/or services required by law, the family may choose from among the following options.

1.The family may contact the Assistant Director, and request that the meal modification form be reviewed for further accommodations. Families may provide the staff member with additional documentation supporting their need for such

accommodations. Our staff genuinely wish to engage in these interactive conversations with families, and we strive to create an environment where families feel comfortable discussing the needs of their children.

2.If a family does not wish to speak to the Assistant Director, the family may file a formal written grievance with the Executive Director to request that the file be reviewed for additional consideration. The request must include a full description of the situation, including a statement of the requested solution.

3.The Executive Director will review the matter and will provide the family with a written statement outlining the decision/findings and any next steps available to the family. Where appropriate, the Executive Director may instruct the center to implement temporary and/or permanent approved accommodations.

CELL PHONE USAGE & TECHNOLOGY PROCEDURE

Cell phones and cameras may not be used in restrooms or hallways. Devices may be used within program areas when appropriate. Members are expected to act responsibly and thoughtfully when using technology resources. If a member violates this procedure, they may have their membership privileges *revoked and Boys & Girls Club staff reserves the right to monitor, inspect, copy and review personally owned devices.*

Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damaged, misuse or theft of any personally owned device brought to the Club.

In order to use Computers and/or iPads, Club members must sign up. Members are allowed a 30-minute session and must discontinue use when their time is up. Members are not allowed back-to-back sessions unless there is no one else signed up. Sites need to be appropriate. If a member violates this procedure, they may have their membership privileges *revoked and Boys & Girls Club staff reserves the right to monitor, inspect, copy and review Club owned devices.*

Technology-based interactions are prohibited between members with: Staff, Volunteers & Board Members during and after Club hours. For more information on our Technology Use Procedure please see Technology Use Procedure in our Safety Procedure Handbook.

DATA BREACH MANAGEMENT RESPONSE PLAN

PURPOSE

This plan outlines the steps to follow in the event of an imminent or actual breach of personally identifiable information (PII).

DEFINITIONS

For the purposes of this plan, a **breach** refers to the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where (1) a person other than an authorized user accesses or potentially accesses personally identifiable information or (2) an *authorized* user accesses or potentially accesses personally identifiable information for a purpose that is not authorized. A breach can lead to an adverse impact on information assets such as an information system and/or network and mobile devices.

In the event of a breach, the executive director must:

1. Report an actual or detection of an imminent breach of PII to Boys & Girls Clubs of America (BGCA) via the BGCA CIMS (Club Incident Management System) **no later than 12 hours after an occurrence of an actual breach or detection of an imminent breach.**
2. Agree to free exchange of information with representatives of the U.S. Department of Justice and Office of Justice Programs, as needed.

VIDEO CAMERA SURVEILLANCE

Surveillance cameras are in use throughout the facility at all times. Staff need permission from the Executive Director or Assistant Director to access camera footage. All footage is for internal use only and may not be shared unless authorized by two representatives; CEO, Executive Director and/or Assistant Director.



BOYS & GIRLS CLUB
OF THE CAPITAL AREA

Please sign and return indicating you have read and agree to the procedures and guidelines for the Boys & Girls Club of the Capital Area.

Signature

Date