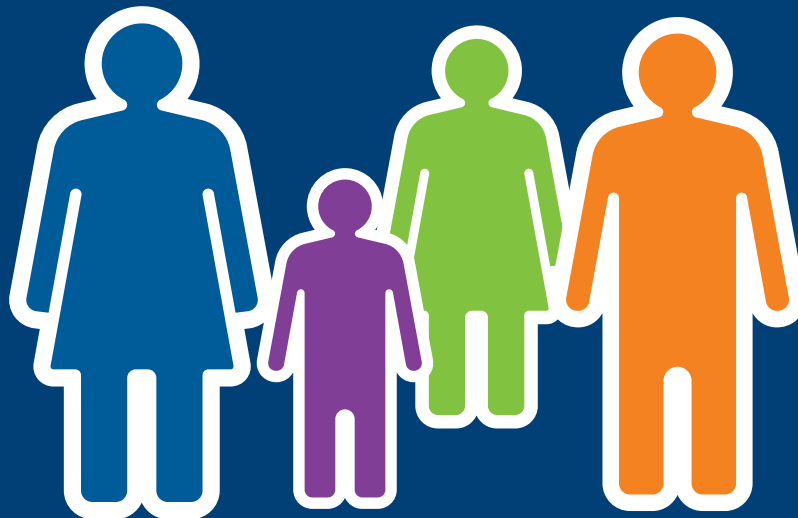


Not just a building.
**A PLACE TO
BECOME...**

FAMILY



HANDBOOK



BOYS & GIRLS CLUBS
OF THE TENNESSEE VALLEY

BGCTNV.ORG

HEALTH & SAFETY

Overview

State regulations require us to maintain a health history on each child. All children must have a complete and current immunization record on file at the school as listed on the application. We ask that you use fair judgement in bringing your child to the Club. If he/she appears unhealthy or has symptoms of being sick, please consider the health of the other children, staff, and parents. If a child is determined to be ill by staff, after contact by the Club, an authorized individual must pick the child up in a timely manner.

Contagious Disease

If the child has a confirmed case of a contagious disease, he/she must be kept at home. The facts regarding the condition must be reported to the club so a notice can be posted within the Club. Strep throat, pinworms, viral infections, lice, infected ears, eyes, and/or sinuses, measles, mumps, chicken pox, scarlet fever, diarrhea, and impetigo are among conditions categorized as highly contagious. Please provide a doctor's note for your child if the child is absent more than three consecutive days.

Medicine Policy

State law requires that any medicine be kept in its original container with the child's name on it. Please complete a medication release form, available at the Club. A parent or guardian must complete this form with the following information:

- Child's name
- Type of medication
- Amount to be administered
- Time of administration
- Number of days medication is to be given
- Whether medication is to be refrigerated
- Signature of parent or guardian

Injury or Illness While at the Club

The health and safety of your child is our top priority, yet young people may occasionally suffer a minor injury during the day. If this should occur, an accident report will be completed by your child's Club staff and given to you at the end of the day. A copy of the accident report is also on file at the Club.

In the event of a medical emergency, or an accident requiring medical treatment, we will:

- Contact you immediately
- Contact the emergency person(s) listed, if we are not able to reach you
- If you are unavailable and the emergency person cannot be reached, the child will be transported to the hospital.

FOOD PROGRAMS

Overview

During the school year, your child will be given an after school snack and/or a hot dinner. This program is funded through the Department of Agriculture and is subject to their guidelines for nutritional content. For the summer months, your child will receive a morning snack, and an afternoon snack. There is no additional charge for these. All eligible Clubs will participate in the summer feeding program during June and July. Members at these Clubs will receive a sack lunch.

CACFP: Building for the Future

This daycare facility participates in the Child and Adult Care Food Program (CACFP), a Federal Program that provides healthy meals and snacks to children receiving daycare.

Each day more than 2.6 million children participate in the CACFP at daycare homes and centers across the country. Providers are reimbursed for serving nutritious meals, which meet USDA requirements. The program plays a vital role in improving the quality of daycare and making it more affordable for low-income families.

Meals

CACFP homes and centers follow meal requirements established by USDA.

Breakfast	Lunch or Dinner	Snacks (two of the four food groups)
Milk Fruit or Vegetable Grains or Bread	Milk Meat or meat alternate Grains or Bread Two different servings of fruits or vegetables	Milk Meat or meat alternate Grains or Bread Fruit or Vegetable

TRUTH AND CONSEQUENCES

Basic Rules of Participation

All children attending Boys & Girls Clubs must follow these rules of participation at all times:

1. Follow the first request of staff.
2. Keep hands, feet, and objects to yourself.
3. Walk in hallways and in activity rooms.
4. Use quiet voices in hallways and activity rooms.
5. Use proper language and gestures.
6. Stay in designated areas that are supervised by a staff member.

7. Treat others like you would want to be treated.

Disciplinary Action

Should your child break any of the aforementioned rules, the following corrective action will be taken:

- Redirect child to an appropriate activity
- Informal guidance by a staff member with child (discussion of inappropriate behavior and reinforcement of rules).
- Phone call to parent.
- Parent conference with staff.
- Club suspension.

Bullying

Our Clubs are committed to maintaining a safe, respectful, and enjoyable environment for members; therefore, the Boys & Girls Clubs of the Tennessee Valley does not tolerate bullying. Any member engaging in such behavior will be subject to disciplinary action.

Forms of Bullying

The Boys & Girls Clubs of the Tennessee Valley defines bullying as: Members using unwanted strength, coercion, threats, and/or other forms of aggressive behavior to intimidate or dominate another member. Bullying can be a single incident, or can occur over a period of time. Club staff are trained to recognize and address direct and indirect bullying, as well as a variety of bullying forms. There are four main forms of bullying:

- Verbal (teasing, threats, name calling, inappropriate language, inappropriate gestures, etc.)
- Physical (hitting, shoving, punching, tripping, property damage, etc.)
- Digital/Cyber (inappropriate posts, photo sharing, text messages, etc.)
- Relational/Psychological (social exclusion, rumors, intimidation tactics, etc.)

Consequences

If a member is accused of bullying, Club staff will investigate the situation immediately, and determine appropriate steps based on their findings. Consequences for bullying may range from documentation of the instance and a phone call to parents, to long-term Club suspension.

General Member Grievance Procedure

The parent/guardian of any child having a grievance resulting from any action within the Club shall follow these procedures for submitting a grievance:

1. The grievance shall be verbalized to the Club Director within five (5) days of the action.
2. The Club Director has 48 hours to respond to the parent/guardian's grievance.
3. If the Club Director cannot handle the grievance or if the parent/guardian is unsatisfied with the resolution, the parent/guardian shall contact the Area Director or supervisor of the Club Director and provide a verbal or written grievance. The grievance must be submitted within five (5) days of the response by the Club Director.
4. The Area Director/supervisor has 10 days to handle the grievance with the parent/guardian at this level.
5. If the parent/guardian is unsatisfied with the handling of the grievance at this level, the parent may request a meeting with the President/CEO or his appointed designee for a final review of the grievance. The President/CEO or his appointed designee has up to 15 days after the formal meeting to review the action and any additional information. The decision by the President/CEO or his appointed designee shall be final.

GETTING STARTED

Applying for Admissions

- Parents are required to make a pre-application visit to the Club to review the Club policies, tour the facilities, and evaluate the environment with staff.
- A parent of guardian must complete application for membership annually.
- A parent or guardian must obtain a copy of the Family Handbook and complete the application, health forms, and payment agreement form.
- Incomplete applications will not be accepted.
- Enrollment is open to all children ages 5-17, who have enrolled in Kindergarten.
- Some Clubs offer an after Kindergarten program.

FEES

Fee Policy

The Boys & Girls Clubs of the Tennessee Valley is a 501c (3) non-profit corporation. Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens. Funding is provided through United Way, special events, donations, and the State of Tennessee.

Registration Fee

- There is an annual registration fee of \$25.00, per member. This fee is due at the time of enrollment.

Payments

- A Payment Agreement form must be completed at the time of enrollment. This form will be issued by the Club Director or Youth Services Coordinator. A member will not be able to begin the program until this form is completed and processed.
- If an account falls two weeks behind, the parent will be notified and given a week to bring the balance current.
- If an account falls three weeks behind, the parent will receive notification requesting payment. If no payment is received, by the required date, child care services will be suspended. If space is available, the member can return when the account is paid in full.
- Our in-school fee is \$50.00 per member, per week. Our school-out fee is \$75.00 per member, per week. Please speak to the Club Director or Youth Services Coordinator, at your Club, for additional information regarding payment options. **Scholarships are available on a limited basis.**
- Members must have a zero balance before enrolling in the school-year program.
- Members must have a zero balance before enrolling in the summer program.
- A member with an outstanding balance must pay off their current Club balance, before becoming eligible to transfer to a new Club.
- Rates are subject to change, with prior notice provided to parents.

Late Fees

- Late fees are a dollar per minute, per member, for every minute a parent is late after the Club closes.
- Late fees must be paid before a member can return to the Club.
- When members are not picked up within an hour of Club closure, Boys & Girls Clubs of the Tennessee Valley exercises the right to contact appropriate authorities for assistance after all member contacts are exhausted.

VACATION AND WITHDRAWAL

Vacation

All members are allowed two weeks free per calendar year. Parents must inform Club Director or Youth Services Coordinator in advance in order to receive the free weeks of childcare. These weeks may be take one at a time, or both at one time.

Withdrawal Procedure

It is requested that one-week notice be given to the Club Director prior to withdrawal. Full tuition fees for the week will be charged if the child attends for any time past the withdrawal date.

Attendance Policy

Members are expected to attend three days per week. A member who does not attend three days per week, risks forfeiting their spot at the Club.

OPERATION SCHEDULE

Operation Schedule

Club hours of operation may vary, depending on the Club location, during the school year and summer months. Please refer to the Club Fact Sheet for specific hours of operation. Please note: Transportation is not provided by all of our Clubs

School Year

During the school year, all Clubs are open Monday through Friday for after-school programs. Each year Clubs will be closed briefly for after-school planning and preparation. Parents will be notified of specific closure dates in advance.

Summer Program

During the summer, all Clubs are open Monday through Friday. Each year, Clubs will be closed briefly for summer planning and preparation. Parents will be notified of specific closure dates in advance.

Holidays

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day- Wednesday before and Friday after
- Week of Christmas- Monday through Friday

Inclement Weather

In the event of inclement weather, if a school system the Club serves is closed, the Club(s) in that county will be closed. In instances where school systems are closed for multiple days, we will determine when to reopen Clubs. Please watch early morning newscasts and/or call the Club for updates regarding operation information. Transportation will not be provided on days the school system does not open. In the event the school closes early due to inclement weather, we will not provide transportation from schools to the Club.

COMINGS AND GOINGS

Signing In and Out

Arrival: Please accompany your child into the Club and deliver the child directly to a staff person and sign the child in. Please contact the Club if your child is going to be absent. In case of absences, full payment will be expected.

Departure: When picking your child up from the Club, please make sure you notify a staff member that the child is leaving the Club and sign the child out.

Closing Time: We ask that parents cooperate in picking their children up on time. If an emergency arises, causing a delay, we ask that parents contact the Club.

Pick Up Policy

Members are not allowed to leave the property without prior written permission, or a phone call from the parent or guardian. Members may only leave with adults who are on the authorized pick up list. When communicating information over the phone, please give staff your name, and the name of the person picking up your child. You may be asked for your social security number, for identification purposes. We ask that you inform the person picking up, that for security measures, we will request some form of identification. Changes to the authorized pick up list can only be made by the registering parent. **When picking a member up, we ask that parents remain in the lobby, or designated pick up area, until the member is called to go home.**

Members must be 10 years of age or older to sign themselves out and walk home. Parents will be asked to agree to the Walk Home Privileges on the Membership Application. Members under 10 years old cannot walk home, unless accompanied by someone 10 years of age or older.

If an authorized adult arrives at the Club to pick a member up, and in the opinion of the staff, appears to be under the influence of drugs (either prescription or non-prescription), or alcohol, or appears otherwise impaired, the following steps will be taken:

- A contact from the approved list will be called
- A staff member will offer to call a taxi to transport the impaired adult and child.
- If the impaired adult refuses to cooperate, and takes the child against the wishes of staff, the police will be called and given the license number of the vehicle being driven by the impaired adult.

Sponsoring Organization/Center

Boys & Girls Clubs of the Tennessee Valley
967 Irwin Street
Knoxville, TN 37917
865-232-1200

Attachments

1. Child and Adult Care Food Program

2. Tennessee Department of Education Summary of Child Care Approval Requirements
3. Identifying Child Abuse