



**BOYS & GIRLS CLUBS**  
OF THE TENNESSEE VALLEY

**JOHN D. LEE ADMINISTRATIVE OFFICES**

967 IRWIN STREET | KNOXVILLE, TN 37917

(865) 232-1200 | [bgctnv.org](http://bgctnv.org)

# ENGAGE. EMPOWER. INSPIRE.

# FAMILY HANDBOOK



# Family Handbook

## Welcome

Thank you for choosing Boys & Girls Clubs of the Tennessee Valley (BGCTNV) for your child care needs. We intend to engage, inspire, and empower your child. Our afterschool and summer programs give Club members opportunities to explore their interests and discover their passions through engaging educational activities.

## Our Mission

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

## Our Vision

Every child who walks through our doors will be prepared to graduate with a plan for postsecondary education, live a healthy lifestyle, and become a contributing member of our community.

**Credentials:** We are a licensed day care facility in the State of Tennessee. Our staff is trained in First Aid and CPR, and they participate in ongoing training and professional development through state programs as well as with Boys & Girls Clubs of America. All staff and volunteers have gone through a background check through local police departments, the Sex Offender Registry, and Abuse Registry. Boys & Girls Clubs follow the requirements of Title VI and does not discriminate on the basis of race, color, sex, age, disability, religion, or nationality.

## Our Fees

### *K-12*

School-in: \$30.00 per week

School-out: \$60.00 per week

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Effective August 1, 2024, our school-in rate will increase to \$40.00 per week. The school-out rate will be \$75.00 per week.

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### *Pre-K*

The weekly rate is \$55.00.



**During the summer, we sponsor offsite activities. Accounts must be current for the member to attend. A minimal fee is charged for participation.**

## **GETTING STARTED - Applying for Admission**

Online enrollment and renewal are made possible through the Parent Portal. See <https://parents.bgctnv.org> This online tool allows parents or guardians to enroll their children at one of our Clubs and make changes to information. It allows parents to check balances and make online payments.

Information for navigating the Parent Portal is available under the “Essential Forms” tab found at <https://bgctnv.org> Click “Parent” from the top ribbon and scroll down and then click “Family Handbook”, then scroll down to locate the “Essential Forms” tab.

- Once you receive your enrollment verification email from Parent Portal, visit the Club to review the Club policies, tour the facilities, and familiarize yourself with the environment.
- The owner of the Parent Portal account must update the portal every three months to ensure we have current information. A renewal application is required annually.
- The parent or guardian will be given a copy of the Family Handbook, a copy of the signed application, a medical statement form, and payment agreement form.
- Members will be able to attend once the Club has these documents.
- Enrollment is open to all children grades Pre-K - 12.
- Pre-K programs are currently offered at South Knoxville Elementary, Lonsdale Elementary, Dogwood Elementary, and Mooreland Heights Elementary. Fees for the Pre-K program are \$55.00 per week. For more information visit <https://bgctnv.org>

## **FEES**

Boys & Girls Clubs of the Tennessee Valley is a 501(c)(3) non-profit corporation. Our organization receives funding from the United Way, special events, donations, the State of Tennessee, grants, and private pay.

## **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 payments fall two weeks behind, the parent will be notified and given a week to bring the balance current.
- If no payment is received by the required date, child care services may be suspended. If space is available, the member can return when the account is paid

in full.

- For K-12, our school-in rate is \$30.00 per week and our school-out rate is \$60.00 per week, per member. Our Pre-K rate is \$55.00 per week.
- Effective August 1, 2024, our school-in rate will increase to \$40.00 per week and the school-out rate will increase to \$75.00 per week for grades K-12.
- Members must satisfy any outstanding balance before enrolling in the calendar year school program.
- Members must satisfy any outstanding balance before enrolling in the summer program.
- Members must pay the balance owed on their account before transferring to a different Club.
- Rates are subject to change, but ample notice will be given if rates increase.

### **Late Fees**

- Late fees are a dollar per minute, per member, for every minute a parent is late after closing.
- 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 have been exhausted.

### **WITHDRAWAL**

We request that you give a week's notice prior to withdrawing your child from our program.

### **ATTENDANCE**

Members are encouraged to attend five days per week but three days per week is the minimum recommended. Membership is charged the same rate per week if the member attends one day or five days. Parent/Guardians must inform the Youth Services Coordinator or Club Director of their child's absence or planned vacation. Excessive absences may result in membership suspension. We have a huge wait list, and our desire is to serve those who need us most.

### **OPERATION SCHEDULE**

Club hours of operation may vary 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 Clubs. For more information, visit <https://bgctnv.org> Click "Clubs" from the top ribbon to locate your Club. You will be able to locate the schools in which members can be bused.

## School Year

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

## 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 in advance of these closure dates.

## Holidays

- a. New Year's Day
- b. Martin Luther King Jr. Day
- c. Good Friday
- d. Memorial Day
- e. Juneteenth
- f. Fourth of July
- g. Labor Day
- h. Thanksgiving Day (as well as the Wednesday before and Friday after)
- i. Usually a week at Christmas

## Inclement Weather

In the event of inclement weather, the Club(s) will be closed if the school system the Club serves is closed. In instances where school systems are closed for multiple days, we will determine when to reopen Clubs. Please watch early morning newscasts for updates regarding operational information. Transportation will not be provided on days the school system is closed. In the event the school closes early due to inclement weather, transportation will not be provided 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.

**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 the 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 your child, that for security reasons, we will request a 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 under 10 years old cannot walk home, unless accompanied by someone 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.

## **Pick-Up Policy -Teens**

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.

# **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 good judgment 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, the authorized individual will be called to pick up the child in a timely manner.

## **Contagious Disease**

If the child has a confirmed case of a contagious disease, he/she must be kept at home. To prevent the spread of the contagious disease, a doctor's note regarding the member's condition must be given to the Club so notice can be posted. Strep throat, pinworms, viral infections, lice, infected ears, eyes, or sinuses, measles, mumps, chicken pox, scarlet fever, diarrhea, flu, Covid-19, and impetigo are among conditions categorized as highly contagious. Please provide a doctor's note stating the child has been cleared to return to the Club.

## **Medication 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 administered
- Number of days the medication is given
- Whether medication is 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 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 the primary contact immediately.
- Contact the emergency person(s) listed if we are not able to reach the primary contact person.
- If the emergency contact 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 afterschool snack or a hot dinner. This program is funded through the United States Department of Agriculture (USDA) and is subject to their guidelines for nutritional content.

For the summer months, June and July, eligible Clubs will participate in the Summer Food Service Program (SFSP). Club members will receive a lunch, and either a morning snack or an afternoon snack. For all other Clubs, BGCTNV will provide nutritious snacks.

There is no charge for meals or snacks at Boys & Girls Clubs of the Tennessee Valley.

### CACFP: Building for the Future

This “afterschool” 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 and/or snacks, which meet USDA requirements. The program plays a vital role in improving the quality of afterschool care and making it more affordable for low-income families.

### Meals

CACFP homes and centers follow meal requirements established by USDA.

Breakfast (3 components)	Lunch or Dinner (all 5 components)	Snacks (2 components)
Protein Milk/Dairy Fruit and/or Vegetable Grains or Bread	Protein Milk/Dairy Meat or meat alternate Grains or Bread A vegetable and a fruit, or two vegetables	Protein Milk/Dairy Meat or meat alternate Grains or Bread Fruit or Vegetable

### Food Allergies or Special Diets:

If you indicate on the membership application that your child has a food allergy, you must provide a **medical statement form** (found under “Essential Forms” tab), completed, and signed by a physician.



## **Suspension Policy: Basic Rules**

**All children attending Boys & Girls Clubs must always follow these rules of participation:**

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
8. Willful and persistent violation of the rules of the Club will be addressed
9. Immoral or disreputable conduct or vulgar or profane language is not allowed
10. Violence or threatened violence against a person or staff is not allowed
11. Willful or malicious damage to real or personal property of the Club, or the property of any person attending or assigned to the Club
12. Inciting, advising, or counseling others to engage in breaking rules
13. Marking, defacing, or destroying Club property
14. Possession of weapons on Club property
15. Assaulting a staff member, teacher, tutor, school bus driver, or other Club personnel with vulgar, obscene, or threatening language
16. Unlawful use or possession of illegal drugs, alcohol, or nicotine products
17. One (1) or more students initiating a physical attack on an individual student on Club property or at a Club activity, including travel to and from the Club or a Club activity
18. Making a threat, including a false report, to use a bomb, or any other explosive or destructive device, including chemical weapons, on Club property or at a Club sponsored event.
19. Any conduct prejudicial to good order or discipline at any Club.

## **Disciplinary Action**

Should your child break the rules, the following corrective action will be followed:

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

## **Expulsion Policy**

- If inappropriate behavior escalates and becomes unsafe, a parent meeting with the Club Director and Regional Services Director will be scheduled to develop a safety plan that the parents, child, and Club agrees to before the child may return from their suspension. If the child/family does not agree to the safety plan or follow expectations set by the safety plan, membership may be terminated.

## **Bullying**

Our Clubs are committed to maintaining a safe, respectful, and enjoyable environment for members; therefore, 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**

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)

## **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, a phone call to parents, or 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 Regional Services Director or the 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 Regional Services 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.

**Sponsoring Organization/Center:**

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