



BOYS & GIRLS CLUBS OF THE BAY & LAKES REGION

Door County | Green Bay | Shawano

FAMILY & MEMBER HANDBOOK

Main Contact Information:

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<https://bgcblr.org>

This handbook provides guidance with respect to member and guardian participation in the Boys & Girls Clubs of the Bay & Lakes Region's positive youth development programs.

Updated: October 2024

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GENERAL INFORMATION

MISSION

To inspire young people to explore what's possible.

VALUES

ICARE:

- Integrity
- Collaboration
- Accountability
- Respect
- Excellence

HISTORY & INTRODUCTION TO BOYS & GIRLS CLUBS OF THE BAY & LAKES REGION

The Boys Club of Green Bay first opened its doors to youth in 1967. Since then, the organization has gone through significant transformations. Today, the Boys & Girls Clubs of the Bay & Lakes Region serves youth across the Door County, greater Green Bay, and Shawano communities.

As a Boys & Girls Clubs of America (BGCA) affiliate, the Club operates under a nationally recognized vision, mission, and clearly defined standards. BGCA provides ongoing technical assistance, training, evaluation, and program support for all affiliates.

The Club offers nationally recognized, evidence-based programs that are delivered by highly trained youth development experts who inspire and create opportunities for members to reach their goals and thrive.

On an annual basis, more than 2,000 members participate in programs that support youth in achieving academic success, demonstrating leadership, and living a healthy lifestyle. Tailored support provides every Club member with skills and confidence to grow and thrive. Programs are intentionally developed and thoughtfully designed to help youth and teens:

- Feel a sense of belonging
- Learn resiliency
- Express themselves and find their voice
- Develop emotional intelligence and a growth mindset
- Build relationships
- Learn healthy lifestyle habits
- Meet the workforce challenges of tomorrow

The Club is also proud to partner with multiple area school districts, community organizations, businesses, and donors to play an integral role in the long-term health and vitality of its communities.

THE HIGH-QUALITY CLUB EXPERIENCE

Every day, the Club provides community youth with:

- Supportive relationships with caring adults
- A safe, positive environment
- Recognition
- Opportunities
- Fun
- A sense of belonging

Delivering this Club Experience at the highest level is the most important thing we can do for the youth in our community because every young person deserves the opportunity to thrive and reach their full potential.

BOYS & GIRLS CLUB SITES

Clubhouses

David G. Hatch Center
55 S. 3rd Avenue
Sturgeon Bay, WI 54235

Thomas H. Lutsey Unit
1451 University Avenue
Green Bay, WI 54302

Bruce W. Nagel Unit
311 South Oneida Street
Green Bay, WI 54303

School-based Sites

GREEN BAY:
Danz Elementary School
Fort Howard Elementary School

HOWARD-SUAMICO:
Howard Elementary School

SHAWANO:
Hillcrest Primary School
Olga Brener Intermediate School

BE GREAT: Graduate Sites

ASHWAUBENON:
Parkview Middle School

HOWARD-SUAMICO:
Bay Port High School

NOTE: While many policies and procedures described in the following sections apply to all Club sites, school-based programs and academic mentoring sites will adhere to the safety procedures defined by their respective schools.

CULTURE OF SAFETY

The safety and well-being of young people is the Club's number one priority.

The Club works every day to create a safe, fun environment so youth have every opportunity to be successful in life. The Club has ZERO tolerance for inappropriate behavior of any kind, including child sexual abuse or misconduct, and we put resources behind that stance.

The Club continually updates robust safety policies, programs, and training for our staff and volunteers that are designed to promote child safety and protect all young people who are in our care. The Club implements layers of safety policies and guidelines to keep kids safe.

SAFETY TRAINING

Club staff are required to participate in ongoing safety trainings including child abuse and neglect prevention, mandatory reporting, ethics and boundaries, crisis management and emergency response, anti-harassment, physical safety, CPR & First Aid, youth mental health, trauma-informed care, transportation, cyber safety, medication administration, and other topics deemed necessary.

SAFETY COMMITTEE

The Club has a dedicated Board-led safety committee which provides input and guidance on policies, procedures, and overall safety strategies.

Annually, all Club locations participate in a mandatory safety assessment, which prompts continued improvement efforts related to safety policies and procedures and critical safety trainings for staff and volunteers.

BACKGROUND SCREENS

All prospective employees and volunteers who provide regular service to the Club and/or have repetitive access to or contact with members consent to a complete background screen once an offer of employment/volunteering has been made. Additional background screenings are completed annually for all employees, volunteers, and Board of Directors Members and for reasons of ongoing job performance concerns, safety/security concerns, workplace injuries, and insurance underwriting purposes.

24-HOUR TOLL-FREE CHILD SAFETY HOTLINE

All visitors are encouraged to report any incident or situation they determine is unsafe. Through a national partnership with Praesidium, one of the nation's leading safety experts, Club members and staff have access to a confidential 24-hour toll-free Child Safety Hotline (866-607-SAFE (7233), SafeClub@Praesidiuminc.com). Members, parents/guardians, employees, and volunteers can also contact their local Club regarding safety concerns.

ONE-ON-ONE CONTACT

The Club prohibits all one-on-one interactions between a youth and staff or volunteers. Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist, or similar professional.

Staff and volunteers will not have a private meeting or communication with a Club member, and this includes in-person meetings and other forms of communication such as texting, video chat, social media, and online games. Any such meetings or communications must include at least three (3) individuals, such as in the case of the BE GREAT: Graduate program's approved and monitored texting line.

Staff and volunteers are not permitted to be friends with a Club member on any social media platforms.

TRANSPORTATION

Staff and volunteers may not transport a Club member in their personal vehicle. Staff shall only transport members in official Club vehicles and ensure at least three individuals are present when transporting members.

RESTROOM USE

The Club has developed policies and procedures for ensuring restroom safety in each facility. All employees, guests, and members have the right to use the restroom according to their gender identity.

The Club has designated restrooms for youth and for adults, including staff, volunteers, and visitors. Staff and other adults may only use designated adult restrooms with clearly identifiable signage.

Clubhouse staff and volunteers also adhere to restroom safety procedures, which include:

- Communicating Club member restroom usage requests using walkie-talkies
- Using the rule of three, staff escorts, and/or bathroom passes
- Prohibiting mixed age groups (children, teens, and adults) from sharing a restroom
- Limiting the number of restroom users at one time
- Positioning near restroom entries and hallway sightlines
- Implementing restroom inspection and monitoring schedules

REQUIRED IMMEDIATE REPORTING

Club staff and volunteers are mandated reporters who are required to report any critical incident/safety concern to local authorities immediately. The Club is also required to report any critical incident to Boys & Girls Clubs of America within 24 hours.

Clear reporting policies and procedures are an important element in responding to incidents that might occur in Clubhouses. Staff and volunteers must at a minimum immediately report and document all safety incidents that might affect staff, volunteers, members, and others who visit Clubhouses.

GENERAL INCIDENT DESCRIPTION

Safety incidents can include but are not limited to:

- Inappropriate activity between adults (18 and over) and youth;
- Inappropriate activity between multiple youth;
- Allegations of abuse;
- Bullying behavior;
- Inappropriate electronic communications between adults (18 or over) and youth;
- Minor and major medical emergencies;
- Accidents, including slips and falls;
- Threats made by or against staff, volunteers and/or members;
- Physical assaults and injuries, including fights;
- Missing children;
- Criminal activity, including theft and robbery; and
- Other incidents as deemed appropriate by Club leadership.

Safety incidents include those that occur during Club programs, on Club premises and/or during a Club- affiliated program or trip.

INTERNAL INCIDENT REPORTING

Any employee or volunteer who becomes aware of an incident, as defined in this policy, shall immediately complete an incident report, and submit the incident to Club leadership.

The following information shall be included on an Incident Report:

- Date and location
- Incident details (if applicable)
- Witnesses and contact information
- Names of all involved (youth and staff if applicable)
- All notifications made (first responders, parents, leadership, etc.)

EXTERNAL INCIDENT REPORTING

Boys & Girls Clubs of the Bay & Lakes Region follows all applicable mandated reporting statutes and regulations and all applicable federal, state, and local laws (including those around licensing, for licensed organizations) for the protection and safety of youth. Types of incidents reported include but are not limited to:

- Inappropriate activity between adults (18 or over) and youth;
- Inappropriate activity between multiple youth;
- Allegations of child abuse;
- Any form of child pornography;
- Criminal activity, including assault, theft, and robbery; or
- Children missing from the premises.

INCIDENT INVESTIGATION

Boys & Girls Clubs of the Bay & Lakes Region takes all incidents seriously and is committed to supporting external investigations of all reported incidents and allegations or internal investigations by the Safety Committee when not an externally reportable incident.

Federal, state, and local criminal and or mandated child abuse reporting laws must be complied with before any consideration of an internal investigation. The internal investigation should never be

viewed as a substitute for a required criminal or child protective services investigation.

In the event that an incident involves an allegation against a staff member, volunteer or Club member, the Club shall suspend that individual immediately (employees with pay) and maintain the suspension throughout the course of the investigation.

BGCA CRITICAL INCIDENT REPORTING

The Boys & Girls Clubs of the Bay & Lakes Region shall immediately report any allegation of abuse or potential criminal matter to law enforcement. In addition, each Member Organization shall report the following critical incidents to BGCA within 24 hours:

- a. Any instance or allegation of child abuse, including physical, emotional, or sexual abuse; sexual misconduct or exploitation (Club-related or not) against any child by a current employee or volunteer; or any Club-related instance by a former employee or volunteer.
- b. Any instance or allegation of child abuse, including physical, emotional, or sexual abuse; or sexual misconduct or exploitation by a youth towards another youth at a Club site or during a Club-sponsored activity.
- c. Any child who might have been abducted or reported missing from a Club site or Club-sponsored activity.
- d. Any major medical emergency involving a child, staff member or volunteer at a Club site or during a Club-sponsored activity leading to extended hospitalization, permanent injury, or death; or a mental health crisis with a child requiring outside care.
- e. Any instance or allegation of abuse, including physical, emotional, or sexual abuse, sexual misconduct, harassment, or exploitation (Club-related or not) involving any staff member; or any Club-related instance or allegation of abuse, including physical, emotional, or sexual abuse, sexual misconduct harassment or exploitation against a volunteer or visitor.
- f. Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
- g. Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity.
- h. Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
- i. Any criminal or civil legal action involving the organization, its employees, or volunteers, as well as any changes in the status of an open organization-related legal action.
- j. Negative media attention that could compromise the reputation of the Organization or the Boys & Girls Clubs of America brand.
- k. Any other incident deemed critical by the Organization.

STATE AND LOCAL LAWS

The Club complies with federal, state, and local safety laws, including those impacting facilities and vehicles.

INCLUSION STATEMENT

The Club is dedicated to creating an inclusive environment for everyone. The Club embraces, encourages, and celebrates differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make members, staff, volunteers, and visitors unique. The Club is committed in

all areas to providing an inclusive environment that is free from discrimination and harassment. Anyone who is affiliated with the Club is expected and required to abide by these principles. The Club strives to engage youth in programs that support the development of cultural competency. Club programs help youth understand and respect their own culture and the cultures of others, contribute to a multicultural society, and celebrate the rich diversity around them.

AMERICANS WITH DISABILITIES ACT POLICY

The Club seeks to serve people of all abilities in the most integrated setting and wherever it is reasonably possible to do so. This includes individuals with a physical, mental, or emotional need that substantially limits a major life activity, individuals with a record of such need, or individuals who are regarded as having such needs. Despite the Club's best efforts, it may not be possible in certain circumstances to accommodate the disability or special needs of an individual.

SECULAR AND POLITICAL POLICY

The Club is a non-denominational organization and does not promote or facilitate religious activities. However, there will be times programs will expose youth to diverse cultural experiences that may have religious overtones. Youth will not be required to participate in any of these activities. Parents/guardians are welcome to note their family's religious preferences on the registration form in regards to worship or other related factors, such as dietary restrictions.

The Club is also a nonpartisan organization and will not promote or facilitate programs that are politically affiliated. The Club allows youth to feel comfortable expressing their personal beliefs and practices without staff promoting their own beliefs.

DRUGS, ALCOHOL, AND SMOKING

The use or presence of illegal drugs, controlled substances, recreational drugs, alcohol, and tobacco and other smoking materials is prohibited at the Club.

If a Club staff suspects that a parent/guardian or other individual picking up a child is under the influence of alcohol or other drugs, or if it believed that it would otherwise be unsafe to release a child into their care, the staff member has the discretion to ask the parent/guardian to have an emergency contact or paid ride service (e.g., taxi, Uber, Lyft, etc.) come to pick up the child or to contact the proper authorities.

If a Club member is suspected to be under the influence of alcohol or other drugs, the child's parent/guardian will be contacted immediately.

CLUB BASICS

CLUBHOUSE HOURS OF OPERATION

Each Club site operates in consideration of their respective community's academic year calendar.

Clubhouses are operational during most out-of-school time hours (see below).

Clubhouses - School Year

Monday-Friday

- All Ages: 3:00-6:00pm

Teen Nights

- Days and Hours vary by community

Clubhouses - Summer & Non-school Days

Monday-Friday

- All Grades: 7:30am-5:30pm

School-based and academic mentoring sites are closed on non-school days.

CLUB CLOSURES

Scheduled Closures

The Club closes multiple days throughout the year, including for some federally-recognized holidays and staff professional development. These closure dates can be found on the Club's regional calendar (Appendix A). Additional closure dates are posted annually on each community calendar.

Notice of Closure

Reminders regarding scheduled closures will be communicated regularly with members and families. Parents/guardians and members can find the latest information about unexpected closures via the Club's social media pages, website, messaging service, and/or local news stations. When weather is forecasted to cause significant issues that might impact the safety of members and families, the Club will attempt to let parents/guardians know about closings or delays by 8:00pm on the preceding evening.

Utility Outages (Electrical, Gas, Water)

Club sites will close if an extended utility outage occurs. Parents/guardians will be notified if an outage occurs during operational hours and will be expected to pick up their child in a timely manner. When impacted, updates on a Club site's utility status will be posted on the organization's social media page and communicated via its messaging service.

Weather-related Closings and Delays

A closure may occur if weather conditions are considered to be dangerous. Decisions are based on a combination of factors:

- Review of forecasts using various weather websites and news outlets
- Consultation with the National Weather Service
- Consideration of the timing of the snow/ice, how much is predicted, and how it may impact transportation
- Consultation with the local school district

MEMBERSHIP POLICIES

Membership to the Club is available to all youth who fall within the eligible age/grade range at each Club site:

- Clubhouses: ages 7-18 years
- School-based Sites: membership is based on the ages of youth served in eligible grades

Enrollment requires the submission of a completed membership application and related forms. Membership applications require the signature of a parent/guardian for all elementary school aged youth. While middle and high school participants are encouraged to also have their membership form signed by a guardian, it is not required. All members must have an updated emergency contact on file.

School year and summer memberships are separate and run according to those dates.

Throughout a Club member's day, a social worker or UWGB social work intern may be in contact with your child due to any behavioral or emotional concerns.

UPDATING PERSONAL INFORMATION

Parents/guardians should notify the Club if any of the following changes occur:

- Change in contact number, address, school, or transportation
- Changes in an individual's authorization to pick up
- Changes in medications, allergies, or healthcare needs

PERSONAL ITEMS

The Club is not responsible for any lost, stolen, or damaged personal items. Members should not bring valuable items such as electronics, jewelry, money, sporting equipment, or anything else of significant value to the Club. Necessary items such as backpacks and jackets should be clearly identified with the child's name and checked in upon entry. All bikes should be locked at designated bike racks. If a member does not have a bike lock, they may borrow one from the Club. The Club keeps unclaimed personal items in a Lost & Found on a short term basis. Unclaimed items are donated on a recurring basis.

DRESS CODE

Members must wear clothing that is appropriate for the Club setting. Clothing that displays profanity, is sexually suggestive, offensive, promotes violence, gang activity or affiliation, promotes alcohol, tobacco, or drug use, or is otherwise deemed inappropriate will not be allowed. Short shorts, spaghetti strap tops, backless or strapless shirts, tube tops, muscle shirts, and midriff shirts are not appropriate. Clothing should significantly cover skin and undergarments. Footwear must be worn at all times. Closed toed shoes are recommend while participating in gym, outdoor field, or athletic activities.

Members wearing inappropriate clothing will be asked to change. If they are unable to do so, Club staff will make efforts to provide alternative clothing or ask parents/guardians to pick up their child.

TECHNOLOGY USE POLICY

The Club has the right to place reasonable restrictions on the material users access or post through our technology systems. The following guidelines apply to all users, whenever they access any of the Club's network connections.

Users must:

- use technology strictly for educational purposes related to program activities
- expect only limited privacy with the content of personal files on the Clubs' network and acknowledge that the Club reserves the right to search user files.
- maintain their individual user account and take all reasonable precautions to prevent others from being able to use their account.
- promptly disclose to a Club staff any message they receive that is inappropriate or makes them feel uncomfortable.

Users must not:

- post private or personal contact information about themselves or other people.
- re-post a message that was sent to them privately, without the permission of the person who sent the message.
- agree to meet with someone they have met online.
- attempt to gain unauthorized access to the Clubs' network, or to any other computer system through the Clubs' network.
- trespass into another person's folders, work, or files.
- use another person's password.
- intentionally damage computers, computer systems or computer networks.
- send or display unkind or offensive messages or pictures.
- harass, insult or attack others.
- use the Clubs' network to engage in any illegal act.
- plagiarize works they find on the internet or violate copyright laws.
- employ the network for commercial purposes, political activities, or lobbying.
- install additional software without prior approval.
- use portal or proxy websites.

Users who violate the Technology Use Policy may be subject to disciplinary measures as set forth by Club policies.

PHONE/ELECTRONIC DEVICE USAGE

The Club has established rules and guidelines for limited, non-disruptive use of electronic communication devices in the Club or during Club activities for safety, medical, educational, and other legitimate uses. There may be times during programming when phones, tablets, Chromebooks, and other electronic devices are not permitted.

The inappropriate use of any electronic device (e.g., cell phone, camera, etc.) while at the Club is subject to disciplinary action. Members may not share or post personal information about or images of any other Club member or staff member without their consent. The inappropriate use of cameras or electronic communication devices includes but is not limited to using in areas where one would

reasonably expect privacy such as bathrooms, engaging in cyber-bullying, and placing calls or sending text messages that ridicule, threaten, or harass another individual. A phone is available at each Club site for member use with staff permission.

The Club prohibits any social media contact, texting, phone calls, or communication on personal devices between Club members and Club staff or volunteers. The Club reserves the right to view personal devices in circumstances where misuse may occur.

At the Clubhouses, elementary school members are asked to store their devices upon check in. Members may request to use their devices at the front desk. To contact a member, parents/guardians are encouraged to call the general phone number at their child's Club site. When deemed appropriate by Clubhouse leadership, middle and high school members may be allowed to have and use their personal devices in a respectful and appropriate manner. All media, including videos and music, should be muted or used with headphones. Members warned for misuse of electronic devices will be asked to check them in until the end of the program day. The Club is not responsible for the loss, theft, or damage to any electronic device.

ENTERTAINMENT

All forms of entertainment used and viewed at the Club are required to be age appropriate. These forms include, but are not limited to, movies, videos, music, and video games. The Club will seek parent/guardian approval for any sensitive material to be used in programming. Video games depicting guns, shooting, blood, death, and other forms of gratuitous violence are not allowed. Club members are not allowed to access and use chatrooms associated with videos or online games.

PICK-UP / LATE POLICY

Members are to be picked up by an authorized adult or family member. Any changes to those authorized should be communicated to Club staff in a timely manner. Elementary school members must be signed out when leaving program. Middle and high school members may sign themselves out. Parents/guardians should communicate with the Club if their child is allowed to leave Club independently (e.g., bike, walk, ride the bus, etc.). Parents/guardians are expected to pick up their child(ren) in a timely manner prior to the end of program and are expected to communicate with Club staff if they will be late. Continued late pick-up may result in corrective actions including but not limited to a financial fee, an adjusted pick-up schedule, or a change in membership status.

In the event of youth remaining at Club for a significant amount of time past closing, the Club will make every effort to contact parents/guardians and emergency contacts. If unable to make contact, law enforcement may be notified to ensure members get home safely.

SOLICITATION

Fundraising activities on behalf of the Club need to have approval prior to being conducted. If interested in coordinating a fundraiser, individuals should consult with Club leadership, who will obtain approvals as needed.

STAFFING AND COMMUNICATION

VOLUNTEERS

Volunteers are vital to Club programs. We welcome opportunities for parents/guardians or other adults to become volunteers. Volunteers can assist with administrative needs, special projects, youth education, programming support, and other identified organizational needs.

Individuals who volunteer must complete a screening process, which includes submitting to a criminal background check, interview, and a formal orientation. Prior to volunteering, individuals will be equipped with the knowledge, skills, and background required of their role. Teen volunteers, defined as being 15-18 years of age, are required to complete additional safety trainings and may only volunteer with Club members aged 6-12 years old.

Volunteers and professional staff, with the exception of social workers and counselors, are never permitted to be one-on-one with youth at any time.

Those who are interested in volunteering are encouraged to complete a volunteer application on the Club's website: <https://bgcblr.org/volunteer>

ETHICS & BOUNDARIES

All Club employees follow high standards of ethics and conduct. This includes, but is not limited to, the following:

Outside Relationships

Club staff maintain professional relationships with all people served. This prohibits babysitting, housesitting, giving rides in personal vehicles, and communications via personal channels (e.g., phone, email, social media, etc.). Club staff are prohibited from attending young people's private events or celebrations, such as birthday or graduation parties. Exceptions may include any prior relationships staff may have with youth or families (e.g., family members, neighbors, etc.) and must be disclosed in writing.

Gifts

Club staff may not give or accept gifts of monetary value from Club members or families.

CHILD CUSTODY AGREEMENTS

Certified copies of child custody agreements and legal orders regulating parent/guardian access to children and their records are filed in a confidential location. The Club will abide by the legal child custody agreements provided and are unable to abide by verbal or written parental requests of denial or limited access to a legal guardian. To remain neutral, in the case of a court proceeding, the Club will not release attendance or behavioral records without a court order.

FAMILIES IN TRANSITION

Families going through personal loss, loss of a job, separation of a spouse or partner, or other

difficult challenges can rely on the Club for safety and support. Parents/guardians are encouraged to make Club staff aware of any concerns regarding their child's life. Changes in a child's life may have an impact on a youth's interactions and demeanor while in Club programs. The Club's Social Emotional Learning department offers additional support services to benefit members and their families.

MEMBER CODE OF CONDUCT

SAFE PASSAGE POLICY (EXITING FACILITIES)

A parent/guardian or other pre-authorized adult must pick-up elementary aged members. Middle and high school members may leave the Club unescorted. Middle and high school members may also escort other members of their household from the Club.

No member, regardless of age, will be allowed to return to the Club once they leave the premises for the day.

Club staff will not physically restrain a member who insists on leaving the Club, nor block the facility's exits. Therefore, it is each parent/guardian's responsibility to discuss the Club's Safe Passage Policy with their child and ensure compliance.

If a member chooses to leave the supervision of Club staff, that member will not be chased or followed if it risks the safety of others. If this situation occurs, Club staff must immediately contact the member's parent/guardian or emergency contact. If unable to get in contact, staff will notify Club leadership for additional follow-up and may notify the police department if other ways to locate the member are unsuccessful.

The Club will not accept responsibility for members who leave the Club unsupervised and in breach of this policy. The Club reserves the right to revoke the membership of a child who leaves unescorted without written permission.

TRANSPORTATION

The Club offers limited transportation options to Clubhouses. This includes some walk-over programs with adjacent schools, providing van routes from certain schools, and limited bussing in collaboration with some schools. The Club does not provide transportation home. All inquiries in regards to transportation options can be made to Club leadership.

Green Bay students can ride Green Bay Metro buses for free with their school identification card.

FIELD TRIPS

Oftentimes, the Club offers off-site field trips for which a Club vehicle is utilized. Staff drivers are trained on driving policies and procedures and complete a pre-approval process. All Club vehicles have access to a first aid kit. During field trips, Club staff maintain a roster of youth traveling off-site. Staff have access to a walkie talkie or cellphone to maintain open lines of communication with their

Club site. Club members must adhere to safety and behavioral expectations while traveling and attending offsite events.

Aquatics

Occasionally, the Club will provide opportunities for members to participate swimming lessons at a community facility or offer field trips that involve opportunities to swim at a pool, beach, or other water attraction. A certified lifeguard must be on duty, and a staff-to-youth swimmer ratio of 1:10 will be maintained at all times children are in the water. When beginner level swimmers are present, a staff-to-youth ratio of 1:6 will be followed.

Private, individual changing spaces will be used, when available. Club staff may be in the same area while members are changing, but without direct line of sight to a child who is changing. Club staff may never change in the presence of members and must use a private bathroom stall or separate changing room.

Recurring Field Trips

Club sponsored offsite activities that occur on a regular basis, such as a program that engages in regular walking, biking, trips to the park, or traveling athletics activities, will require written parent/guardian permission at the time of membership registration or prior to the field trip.

Extended or Overnight Field Trips

Overnight stays require members, employees, and volunteers to adhere to enhanced safety protocols, including:

- Parents/guardians will receive detailed, written information about the overnight activity and sign a permission slip specific to the field trip
- Staff will communicate lodging information, including the name, address, telephone number, and cost of the proposed lodging to parents/guardians
- Club staff will inform parents/guardians of discipline and phone usage policies
- Each staff or volunteer will be assigned to supervise a specific group of members. Head counts and room checks will be conducted routinely. All staff will be expected to regularly and randomly observe overnight activities on a scheduled and periodic basis.
- Club staff will have separate room or sleeping assignments from member room or sleeping assignments.
- All activities will take place in public areas or housing accommodation under adult supervision.
- If a member has to be returned home early, it will be at the parent/guardian's expense.

GUARDIAN CODE OF CONDUCT

The Club is committed to providing a safe and nurturing environment for all youth. To ensure a high-quality Club Experience, parents/guardians must agree to the following:

- Parents/Guardians understand it is their responsibility to read and comprehend the policies and procedures set forth by the Club and to follow them to the best of their ability
- Parents/Guardians will be respectful, courteous, and use appropriate language and actions while at the Club
- Parents/Guardians will direct concerns regarding accidents, incidents, and behaviors to Club leadership. The Club may not release the personal information of another member to a

non-parent/guardian, including behavioral plans.

The Club reserves the right to prohibit visitors based on compliance of the Guardian Code of Conduct and all Club policies.

MEMBERSHIP FEES

The Club ensures that financial limitations never prevent a youth from full participation in its programs and services. Scholarships and payment plans are available for all costs associated with a Club membership.

Clubhouses

School Year – The school year membership fee is \$25.00 and applies to elementary age youth. There is no fee for middle and high school age members.

Summer – Summer membership is separate from the school year, and a new membership application must be filled out for summer participation. The summer membership fee structure is made available each spring.

The Club accepts cash, card, money orders, and personal checks for membership payments. Payments can be made at the front desk of either Clubhouse location and online. Membership fees are due at the start of program participation.

School-based and Academic Mentoring Sites

There are no membership fees associated with Club programs offered in school-based and academic mentoring sites.

BEHAVIOR MANAGEMENT

SUPPORT PROTOCOL

The Club strives to be an inclusive community to all. Open lines of communication between Club staff, families, and school staff help ensure all members are successful. If a youth has a diagnosed disability (physical or cognitive) or special medical needs, a parent/guardian is encouraged to disclose this information on the membership application. A support meeting will be held before the youth enters the program to discuss their individual circumstances and how the Club may be able to accommodate their needs. This service is also available to families who have a child without a diagnosis, but feel that extra support would be helpful for the child's success.

DISCIPLINE

Club staff are trained in trauma-informed practices and are sensitive to individual youth needs. Age and developmentally appropriate behavior are expected of all youth enrolled in Club programs, and disciplinary action will be based on an understanding of the individual child's unique needs. The Club expects each member to demonstrate self-control, behave appropriately, and respect the rights of others. Each youth will be listened to and treated with respect and fairness by staff

members. Staff may approach inappropriate behavior using such methods as problem-solving, providing alternative activities, using restorative practice, and assigning appropriate consequences for their actions.

Staff are trained to use positive techniques of guidance, redirection, de-escalation, anticipation and elimination of potential problems, positive reinforcement, and encouragement. In addition, consistent, clear rules and expectations are thoroughly explained to members. Staff work with parents/guardians to establish open lines of communication and collaboratively identify solutions to improve youth behavior. Follow up at home may be necessary in certain circumstances.

Physical interaction with a youth is ONLY used in an emergency when protecting an individual from physical injury, to obtain possession of a dangerous object, or to protect property from serious damage. The Club, under no circumstances, will use corporal punishment, ridicule, name call as forms of discipline.

SERIOUS DISCIPLINE AND SUSPENSION

A serious discipline problem is defined as one in which leadership staff determine that a youth is engaging in inappropriate behavior that warrants a suspension from Club. Serious behavior problems include but are not unlimited to:

- Fighting with another member, staff, volunteer, or caregiver
- Bullying of any kind, verbal, or non-verbal threats
- Acts of threat toward another member, staff, volunteer, or caregiver
- Physical endangerment (drugs, alcohol, cigarettes, tobacco products, inhalants)
- Destruction or theft of Club property or another member's property
- Racial or sexual harassment (verbal or inappropriate physical contact)
- Bringing or using weapons with malicious intent to the Club (guns, toy guns, knives, sling shots, firearms, firecrackers, or anything that is intended to be used as a weapon)

If a member engages in any of the above or other behaviors that threaten the safety and well-being of others, and leadership has suspended the child, a restorative justice approach is taken. This ensures all involved have a voice and the ability to repair harm and rebuild relationships. In addition to using restorative practice, a meeting with a parent/guardian will be required before the member is allowed to return (in-person or via phone). Leadership staff will attempt to work using a team approach to come up with a plan that will allow the member to safely return to the Club.

The Club leadership team will determine if a child is ready to return to the Club and under which circumstances a child may return (e.g., developing a behavior intervention plan or safety plan), and may recommend that the youth receive additional services.

Club staff follow trauma-informed practices when working with all members. By doing so, each member's situation is viewed on an individualized basis and leadership staff take into consideration all known aspects of a member's life to ensure the equity of all involved. The Club does not give up on members; however, while suspension may be warranted as outlined above, the organization

also provides additional services including: social emotional learning programming, support from a social worker, and case management services. The organization will also connect families with other community resources that may be able to help a member return safely to the Club.

Parents/guardians will be notified promptly if a member has or makes attempts to physically hurt others. If Club staff are unable to reach a member's parent/guardian, the Club will notify the child's emergency contacts. In the event the Club is not able to reach a parent/guardian or an emergency contact, law enforcement or other authorized personnel may be contacted to assist in maintaining a safe environment for all.

If a member is suspended or expelled from school, the parent/guardian is required to inform Club staff and the member may not be eligible to attend Club until the suspension has ceased or until a caregiver meeting has taken place to discuss participation in the organization's youth development services.

BULLYING PREVENTION POLICY

The Club 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. All staff, volunteers, and members will read and abide by the Club's Code of Conduct. Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose.

Staff and volunteers who observe an act of bullying will take immediate, appropriate steps to intervene. If the Club staff or volunteer believes their intervention has not resolved the matter, they will report it to Club leadership and document the incident in writing. Club leadership or a designated staff member will inform the parent/guardian of any member who was observed as a victim or perpetrator of bullying. If the incident of reported bullying occurs at school, staff will encourage the youth and parents/guardians to share information with the school and/or Club leadership will notify the member's school. Depending on the frequency and severity of the conduct, intervention, counseling, correction, and/or discipline will be used to remedy the impact on the victim and change the perpetrator's behavior, up to, and including terminating membership.

Staff will do the following to prevent bullying and help members feel safe at Club:

- Closely supervise members in all areas of the building to watch for warning signs of bullying and stop it when it occurs
- Respond quickly and sensitively to bullying reports
- Take parental concerns about bullying seriously and inform/provide parents/guardians with incident reporting form, as necessary
- Implement bullying reporting/investigating protocol involving all of the impacted individuals, including parents/guardians
- Document interventions and outcome of investigation
- As appropriate, utilize restorative practices to repair harm
- Assign consequences for bullying

Members will do the following to prevent bullying:

- Treat each other respectfully
- Be an “upstander” and intervene when observing incidents of bullying
- Use incident reporting form to report bullying
- Serve as a role model to peers

Parents will do the following to prevent bullying:

- Recognize the warning signs associated with bullying
- Understand what is bullying and what it is not based on the definitions provided above
- Talk to child(ren) about bullying to encourage open communication

For more information on bullying prevention, visit: <https://www.stopbullying.gov/prevention>.

CONCERNS AND QUESTIONS POLICY

Honest differences of opinion regarding conditions of care or procedures will arise from time to time. When this happens, families are encouraged first to bring the matter to the attention of Club leadership. The Club recognizes that not all challenges can be remedied through this informal basis, so we ask the following procedure be initiated:

- Fill out and submit the Concerning Incident Form (Appendix B) to designated e-mail on the form or in person
- This form will be reviewed by leadership staff, and findings will be shared if appropriate to do so
- If necessary, final resolution will involve the CEO or another member of the leadership team

This policy is only a guideline. The Club has discretion to use a different procedure to investigate or resolve challenges/incidents. All decisions regarding the resolution of concerns remain at the Club’s discretion and will be final.

The procedure to address concerns should be handled without confrontation and while youth are not present. The Club strives to have a positive working relationship with all involved. Any situation deemed a threat to the safety and well-being of youth or staff or disruption to the regular operation of programs will not be tolerated.

Health Care

MINOR FIRST AID

Club staff are permitted to administer bandages and icepacks.

Parents/guardians and/or members are responsible for applying sunscreen and insect repellent. The Club is not responsible for reactions or improper usage.

Parents/Guardians are required to advise staff of any medical problems by completing the health history portion of the membership form and updating information as needed.

ILLNESS

Parents/Guardians are expected to notify the Club and keep child(ren) home when they have signs or symptoms of illness. Members who develop symptoms of a contagious illness while at the Club must be picked up within a timely manner. Members who stay home from school due to illness are not eligible to come to the Club that day.

UNIVERSAL PRECAUTIONS & SANITARY PROCEDURES

Staff and youth are required to use proper hand washing techniques. This includes the use of soap and warm water, scrubbing between fingers before and after handling food, and after using the restroom.

When a Club staff deals with any type of body secretion, they will wear disposable gloves and use the proper solutions to effectively clean and sanitize the area. All youth will be kept out of the area of bodily secretions until it is cleaned and sanitized.

Wet or soiled clothing will be changed promptly and placed in a plastic bag to be taken home for laundering. Members will do this on their own unless help is needed from a Club staff. If a staff assists, gloves will be worn. Staff will call parents/guardians to notify them of the incident and an incident report will be filed.

Program supplies that come into contact with an ill Club member or an unsanitary source will be disinfected using a sanitizing solution and air dried as needed.

Tables will be washed with soap and water and then cleaned with a sanitizing solution before and after meal and snacks are served.

MEDICATIONS POLICY

In compliance with Wisconsin State Law, the Club has adopted a policy for the administration of medications. For Club staff to administer medication safely and efficiently, parents/guardians and adult members must comply with Club policy.

Prescription & Non- Prescription Medication

All medications are kept in a locked cabinet. A staff member that has completed necessary training will administer medication and keep a log. Medications should be administered at home whenever possible. Parents/Guardians are urged to consult with the prescribing physician to determine if medications can be scheduled outside Club hours.

Medication (over-the-counter or prescription) will NOT be administered to a Club member unless the following guidelines are followed:

- Administration of Medication Consent forms are signed and turned in upon start of membership
- A copy of the prescription or bottle label with directions for dosage is provided to the Club
- The name of the member taking the medication is on the prescription. No prescription

medication will be provided with another person's name on the label.

Supply

Parents/Guardians are responsible for ensuring enough supply is on hands at all times. The Club is not responsible if a member's medicine is not on hand to be dispensed as prescribed or previously directed.

Helpful Tips for Families

- Request a second empty, labeled container at the pharmacy so members will have containers at home and the Club. Medication will not be given if in an unmarked container (e.g., baggie, envelope).
- Discuss the hours of administration with a physician. It may be possible to regulate the dosage so that medication can be given at home and not at the Club (e.g., antibiotics given three times daily).
- Parents/Guardians are asked to deliver the container of medication to the Club to prevent tampering by their child(ren) or other youth.
- Unused portions of medication after the completion of the school year/summer or when membership has been discontinued will be disposed of after seven days if not picked up by the parent/guardian.

EMERGENCY TREATMENT

After completion of a membership application, parents/guardians give permission to the Club to seek emergency medical treatment for members if the primary and emergency contacts cannot be reached. Club staff will call 911 in an emergency and then contact the parents/guardians as soon as possible. Club staff are not allowed to transport injured or severely ill members. The Club utilizes the ambulance for all emergency transportation to the nearest emergency health care facility. Parents/Guardians will be responsible for any/all costs of medical attention and treatment.

HEAD LICE / NITS IN THE CLUB (PEDICULOSIS)

Head lice are commonly referred to as a nuisance condition because they rarely cause any serious medical concern. Specific guidelines have been developed for the treatment of head lice and nits at the Club. These guidelines include parent/guardian notification, treatment instructions, and parent/guardian responsibilities. The parent/guardian of any member found to have nits or live lice will be notified. Parents/Guardians may choose to pick up the Club member at time of discovery or at the end of the Club day.

Procedure for Control and Treatment

- Screenings are made periodically on any member as necessary.
- If live lice are present:
 - Parents/Guardians will be notified as soon as possible. Members may remain at the Club until the end of the Club day without head to head contact with other members; however, parents/guardians may choose to pick up their child at the time of discovery.
 - A written explanation of lice treatment may be given to the parents/guardian. As part of the treatment process and before re-admittance parents/guardians will be instructed to remove all lice and nits. Club staff may furnish treatment supplies for those families

demonstrating need.

- Upon Return the Club:
 - The member may be checked upon return to the Club. The presence of live lice will again result in parent/guardian notification, and further treatment options will be discussed.
 - The above procedures will be repeated until lice and nits are removed.

Club Visitors

The Club encourages family members to visit its program facilities during scheduled family nights and open house events. Community members may also contact Club leadership to schedule a tour of the Club facilities. All visitors must be approved and must abide by the policies and procedures in place for guests, which are designed to protect the safety and welfare of members, staff, visitors, and facilities.

General requirements for visitors to the Club include:

- A visitor is defined as any person seeking to enter a Club building who is not an employee of the Club or a registered member.
- All visitors will report to the front desk when arriving or leaving the Club premises. Staff will assist visitors with the sign-in process, which includes documentation of the visit and the distribution of an identification badge if the visit is taking place outside of a scheduled family night or open house event.
- Whenever possible, visitors should obtain prior authorization to visit.
- Club visitors must comply with all Club policies and procedures.
- Visitors must request permission to use the restroom. Staff will escort visitors to the appropriate bathroom. No adult visitor, volunteer, or staff person will be permitted to use the child restroom facilities.

Additional visitor considerations include:

- Access to areas of the Club may be restricted upon the recommendation of the Club staff, most commonly during the provision of confidential services.

Club Programming

While at the Club, members will participate in a variety of programs and enrichment activities.

The Club's programs and services focus on both the interests of the youth and their physical, emotional, cultural, and social needs which are addressed through the Boys & Girls Club's Five Key Elements for Positive Youth Development:

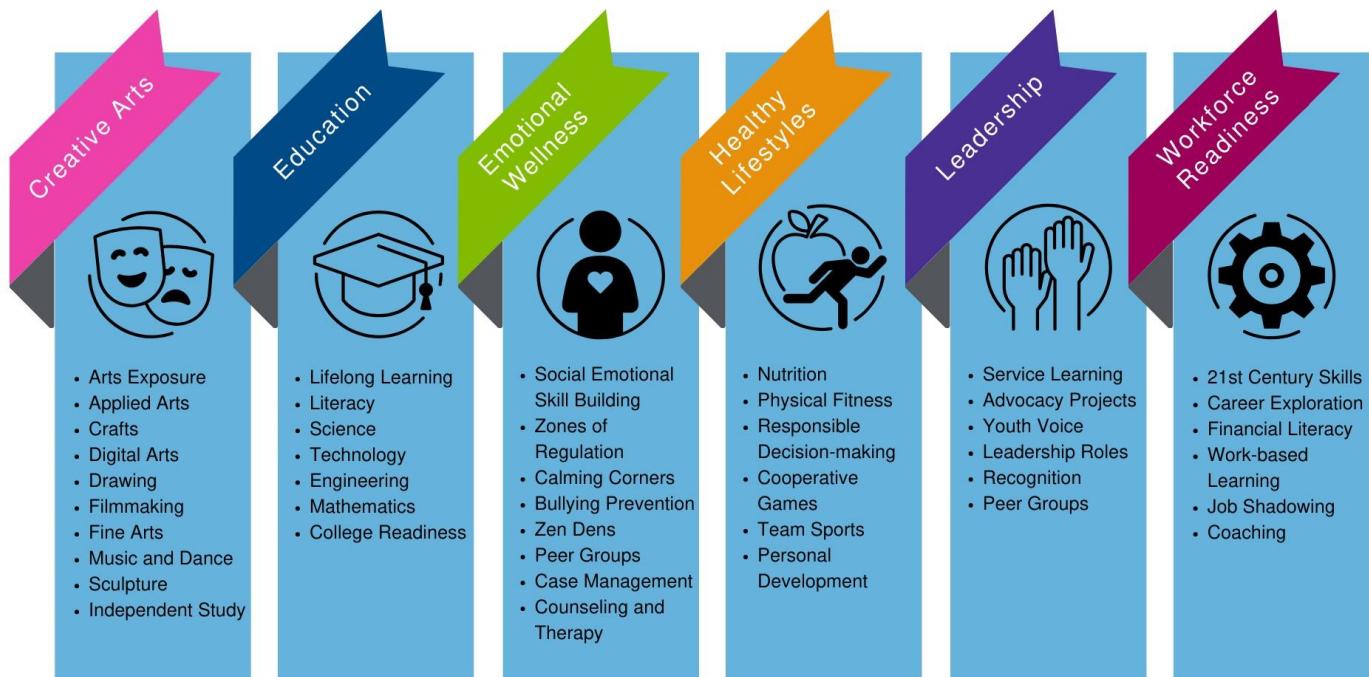
- **Safe, Positive Environment**: Club staff, facilities, programs, and age-appropriate settings create stability, consistency, and a sense of physical and emotional safety for members. The Club provides structure and clearly defines acceptable behaviors.
- **Fun & Sense of Belonging**: The Club generates fun for members! Members develop a strong sense of belonging through connections they establish with staff and peers. Staff members

make the Club feel like home, fostering a family atmosphere and creating a sense of ownership for members.

- **Supportive Relationships:** Club members develop meaningful relationships with peers and adults. Staff members actively cultivate such relationships to ensure that every member feels connected to one or more adults and peers. Staff members demonstrate warmth, caring, appreciation, acceptance, and proper guidance in their connections with members.
- **Opportunities & Expectations:** Club members acquire physical, social, technological, artistic, and life skills. They are encouraged to develop good character and behave ethically. Staff members establish and reinforce high expectations and help young people do well in school and pursue a post-secondary education and secure employment.
- **Recognition:** The Club recognizes and supports young people’s self-worth and accomplishments. Staff members encourage youth and provide positive reinforcement as they make improvements and experience successes. The Club showcases young people’s achievements.

Additionally, members will participate in programs and activities according to the Club’s foundational Pillars of Success:

Pillars of Success



Appendix A

Boys & Girls Clubs of the Bay & Lakes Region Calendar

2024-25 Calendar

SEPTEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
1	X	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16*	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	X	X	30

DECEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	X	X	X	26	27
29	30	31				

JANUARY

SUN	MON	TUE	WED	THU	FRI	SAT
			X	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	X	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6*	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11*	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8*	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	X	27	28	29	30	31

JUNE

SUN	MON	TUE	WED	THU	FRI	SAT
1	2*	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	X	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER 2024

2 | Club Closed

OCTOBER 2024

4 | In-Service Day
16 | Purses for Purpose

NOVEMBER 2024

1 | TEAM Development Day
28 | Turkey Trot
28-29 | Club Closed

DECEMBER 2024

23-31 | Winter Shutdown
24-25 | Club Closed

JANUARY 2025

1 | Club Closed
20 | Club Closed

FEBRUARY 2025

6 | Wine, Cheese & Whimsy
14 | TEAM Development Day

MARCH 2025

14 | TEAM Development Day

APRIL 2025

11 | Shawano Uncorked
25 | In-Service Day

MAY 2025

8 | Youth of the Year
26 | Club Closed
27-31 | Summer Shutdown

JUNE 2025

1-6 | Summer Shutdown
2 | Green Bay Golf Classic

JULY 2025

4 | Club Closed
25 | In-Service Day

AUGUST 2025

18-29 | Fall Shutdown

LEGEND:

X | Club Closure
□ | Staff Development Day
* | Event

Pay days occur biweekly on Fridays, indicated in green

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Appendix B

Club Questions & Concerns Form

Email completed form to Ben Perkovich at bperkovich@bayandlakes.org or return directly to Clubhouse location.

Incident(s) Details:

Member/Guardian/Person Filing Report:	Date:
Location:	Date(s) of Alleged Incident:
Individual(s) Involved:	
Incident(s) Description:	
Action Requested by Person Filing Complaint:	
Signature:	Date Submitted:

Internal Documentation: