



# **BOYS & GIRLS CLUBS OF THE BAY & LAKES REGION**

**Door County | Green Bay | Shawano**

## **FAMILY & MEMBER HANDBOOK**

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[www.bgcblr.org](http://www.bgcblr.org)

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

Updated: August 2025

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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 THE CLUB**

The Boys & Girls Clubs of the Bay & Lakes Region (the Club) first opened its doors to youth more than five decades ago in 1967. Since then, the organization has expanded to serve youth and families 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 that help set members on a path to success.

On an annual basis, more than 2,000 members participate in programs that support youth in achieving academic success, demonstrating good character and 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
- Reach their full potential

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.

## **BOYS & GIRLS CLUB SITES**

### Clubhouses

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

David G. Hatch Center  
55 S. 3<sup>rd</sup> Avenue  
Sturgeon Bay, WI 54235

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

### School-based Sites

Danz Elementary School  
Fort Howard Elementary School  
Hillcrest Elementary School  
Howard Elementary School  
Olga Brener Intermediate School  
Academic Mentoring Sites

Parkview Middle School  
Bay Port High School

## **THE HIGH-QUALITY CLUB EXPERIENCE**

Every day, the Club provides community youth with:

- Supportive relationships with caring adults and youth peers
- A safe, positive environment
- Recognition
- Opportunities and expectations
- 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.

## **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:

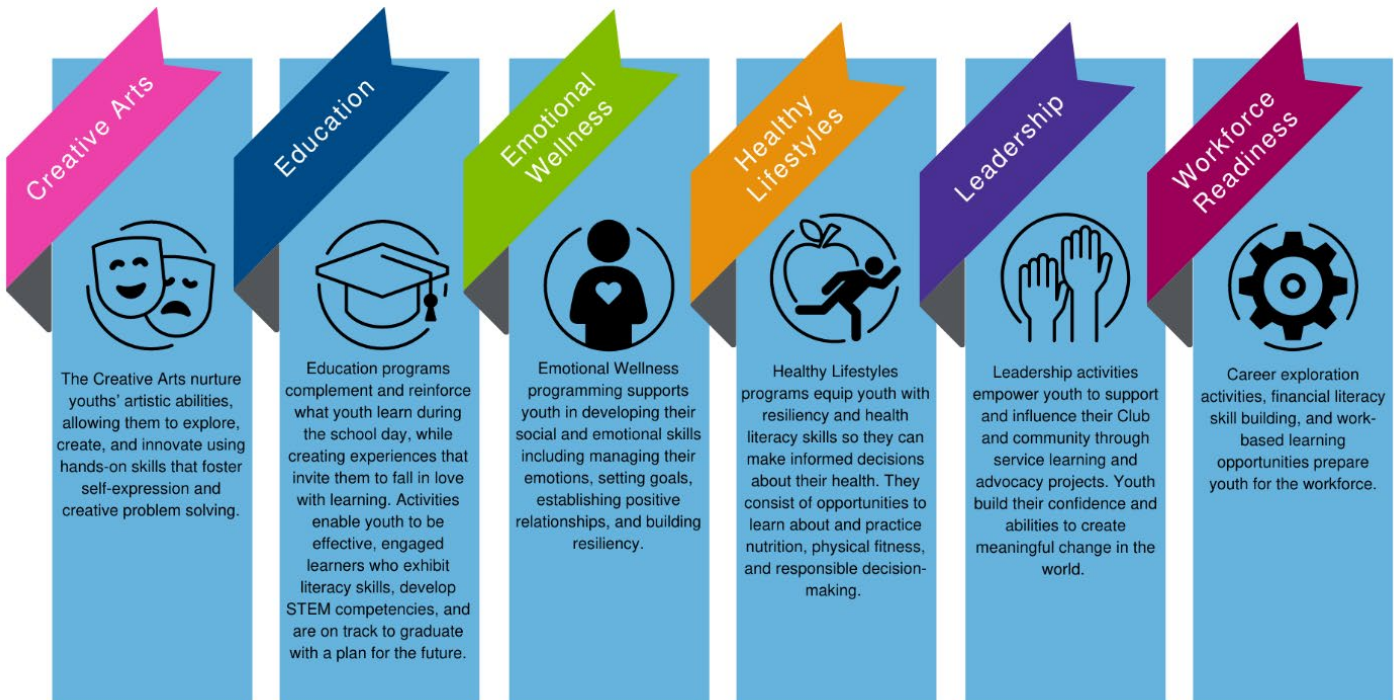
- Safe, Positive Environment: Club staff, facilities, programs, and age-appropriate settings create stability, consistency, and a sense of physical and emotional safety for members. The Club provides structure and clearly defines acceptable behaviors.
- Fun & Sense of Belonging: The Club generates fun 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:

## Pillars of Success



## **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 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, mandated 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.

### **MANDATORY BACKGROUND CHECKS**

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.

### **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.

### **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.

## **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.

## **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 mental health 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.

## **VEHICLE POLICY**

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. Members and families must sign and abide by the Guardian's Guide to Boys & Girls Club School Transportation agreement to ride in a Club vehicle.

## **RESTROOM USE**

The Club has developed policies and procedures for ensuring restroom safety in each facility.

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. All employees, guests, and members have the right to use the restroom according to their gender identity.

## **REQUIRED 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. The Club is also required to report any critical incident to Boys & Girls Clubs of America.

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

## **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 it is 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.

## **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.

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

### Gifts

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

# **CLUB BASICS**

## **CLUBHOUSE HOURS OF OPERATION**

The Club operates in consideration of local school district calendars. Clubhouses are operational during most out-of-school time hours (see below). School-based and academic mentoring sites are closed on non-school days.

### Green Bay Clubhouses - School Year

Monday-Thursday

- Elementary School: 3:00-6:00pm
- Middle & High School: 3:00-8:00pm

Friday

- All Grades: 3:00-6:00pm

### Door County Clubhouse - School Year

Monday & Friday

- All Grades: 3:00-6:00pm

Tuesday-Thursday

- Elementary School: 3:00-6:00pm
- Middle & High School: 3:00-8:00pm

### All Clubhouses - Summer & Non-school Days

Monday-Friday

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

## **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 annual calendar (Appendix A).

### 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 Green Bay Area Public School District and Sturgeon Bay 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
- Danz and Fort Howard Elementary School-based Sites: grades K-5
- Hillcrest Elementary School-based Site: grades K-2
- Olga Brener Intermediate School-based Site: grades 3-5
- Academic Mentoring Sites: grades 6-12

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.

## **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.

The Club accepts cash, credit 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.

### Clubhouses

School Year – The school year membership fee is \$25 at all Clubhouse locations. Members who are eligible for free/reduced school lunch have their membership fee waived.

Summer – There is a sliding fee structure for summer memberships based on family income level.

- Annual Household Income \$50,000+ = \$400 per member
- Annual Household Income Under \$50,000 = \$200 per member
- Family Eligible for Free/Reduced School Lunch = Waived membership fee (\$0)

Additionally, no family pays for more than two members, and fees are waived for children of active or former military families.

### School-based and Academic Mentoring Sites

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

## **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. Clothing should significantly cover skin and undergarments. Footwear must be worn at all times. Closed toed shoes are required while participating in gym, outdoor field, athletic activities, or other designated programs.

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**

Before a member will be allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

**Club devices** shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play, and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

**Personally owned devices** shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

**Club purposes** shall include program activities, career development, communication with experts and/or Club peer members, homework, and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

**Authorized use:** Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

**Appropriate use:** Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

**Monitoring and inspection:** Boys & Girls Clubs of the Bay & Lakes Region reserves the right to monitor, inspect, copy, and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

**Loss and damage:** 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, damage, misuse, or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online. Inappropriate communication includes but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted, or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others;

- Knowingly or recklessly posting false or defamatory information about a person or organization; or
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a member is told to stop sending communications, that member must cease the activity immediately.

**Cyberbullying:** Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. This behavior is cyberbullying, which is defined as bullying that takes place using emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff or community is subject to disciplinary action.

Examples of cyberbullying include, but are not limited to:

- Harassing, threatening or hurtful text messages, emails, or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites, or fake profiles.

Members may not attempt to gain unauthorized access to the Club's network, or to any other computer system through the Club's network. This includes attempting to log in through another person's account or accessing another person's files. Members may not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco, or other drugs; engaging in criminal activity; or threatening the safety of another person. Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

**Monitoring and inspection:** Boys & Girls Clubs of the Bay & Lakes Region reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs of the Bay & Lakes Region reserves the right to inspect and/or review personally owned devices that are brought to the Club.

Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections, but the member may be barred from bringing personally owned devices to the Club in the future.

**Internet access:** Personally owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of the Bay & Lakes Region reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks, or other services. Members must follow Club procedures to access the Club's internet service.

**Loss and damage:** Members are responsible for keeping the personal device with them at all times. Staff are not responsible for the security and/or condition of the member's personal device. Furthermore, the Club shall not be liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

**Parental notification and responsibility:** While the Boys & Girls Clubs of the Bay & Lakes Region Technology Acceptable Use Policy restricts the access of inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some material might not fit the particular values of members and/or their families. Because of this, it is not considered practical for Boys & Girls Clubs of the Bay & Lakes Region to monitor and enforce a wide range of social values in student use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

**Digital citizenship:** Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Clubs of the Bay & Lakes Region Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the Boys & Girls Clubs of the Bay & Lakes Region Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

**Club-owned-and-operated technology:** Members are expected to follow the same rules and guidelines when using Club-owned technology. Club technology and systems are the property of the Club, are intended to be used for Club purposes and are to be used during approved times with appropriate supervision. Club members shall never access or use Club technology or systems without prior approval.

**Digital citizenship and technology safety training:** All members who wish to use a Boys & Girls Clubs device or equipment will be required to successfully complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

## **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. 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.

## **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.

## **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: [www.bgcblr.org](http://www.bgcblr.org).

# **FAMILY SUPPORT**

## **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.

## **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, behavioral records, or provide statements 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 Emotional Wellness department offers additional support services to benefit members and their families.

## **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 A) 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.

# **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. Parents/guardians should communicate with the Club if their child is allowed to leave Club independently (e.g., bike, walk, ride the bus, etc.).

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**

Clubhouses offer limited transportation options to the Club. This includes some walk-over programs with adjacent schools, providing van routes to identified schools of need, and limited bussing in collaboration with some schools. Clubhouses are located on Green Bay Metro routes, which youth can ride for free with their school identification card. The Club does not provide transportation home. All inquiries in regards to transportation options can be made to Club leadership. The Guardian's Guide to Boys & Girls Club School Transportation agreement will need to be signed by guardian and member to ensure understanding of rules surrounding riding in a Club vehicle.

## **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. Parent/guardian permission is required for member participation in field trips.

## 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 safe staff-to-youth ratios are maintained.

Members can swim throughout the summer at local beaches only when our staffed lifeguard is available. Staffed lifeguards will always have first aid equipment and rescue devices while on duty. Please have your child wear their swimsuit to Club on beach days and water play days and bring an extra change of clothing to change into after water activities.

Swimming times/dates are subject to change based on beach water quality and advisories. Our staffed lifeguard will check updates listed on the DNR website on scheduled swim days to make sure the beach is open and deemed safe for swimming. If any hazardous weather or alerts are posted, swimming will be cancelled.

When swimming is permitted, the staffed lifeguard will conduct perimeter checks as well as water area checks prior to youth entering the swim zone. The swimming ratio will be 1 lifeguard and 1 staff to 10 youth. Members will utilize the buddy system and have buddy checks every 15 minutes when swimming.

A swim safety lesson will be given to all members prior to beach trips with youth swimming expectations in place. Members will be given one warning when the expectations are not being met. If they continue to not meet the water safety expectations, members will be asked to leave the water.

Members will change out of their swimming clothes in designated locations only. On beach swimming days, members will return to Club and use the single stall bathrooms to change one at a time. When offsite at another swimming facility, members will use single stall changing rooms in the public locker rooms. Prior to entering locker rooms and changing facilities, staff will conduct a check to ensure the changing areas are clear of other youth, staff, and outside individuals. Once cleared, staff will monitor changing areas and allow one youth at a time to change in the single stalls of the locker room/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. Reasonable efforts will be made to ensure youth roommates are of the same gender and of similar age.
- 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.

# **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), medical needs, or emotional/behavioral needs a parent/guardian is encouraged to disclose this information on the membership application. A support meeting may 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.

Throughout a Club member's day, a member of the Emotional Wellness team may be in contact with your child due to any behavioral or emotional concerns.

## **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 or collaborative guardian meeting 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.

If a member engages in 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 (EX: 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: emotional wellness programming, support from a social worker, therapeutic services, 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.

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>.

# **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.

## **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).
- 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.

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# Appendix A

## Club Questions & Concerns Form

Email completed form to Ben Perkovich at [bperkovich@bgcgb.org](mailto:bperkovich@bgcgb.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:

Name:	Title:
Summary of Facts/Evidence by Each Party Involved:	
Resolution:	
Date of Resolution:	Notification to Involved Parties: <input type="checkbox"/> Yes <input type="checkbox"/> No
Signature:	

**Internal Documentation:**