

GREAT FUTURES START **HERE.**



BOYS & GIRLS CLUBS
OF ST. CHARLES COUNTY

PARENT & MEMBER HANDBOOK

Mission

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

Vision

Provide a safe and engaging environment where youth will reach their unlimited potential.

Core Values

Boys & Girls Clubs of St. Charles County holds key principles for those we serve, employ, and partner with.



Our Commitment

We believe every kid has what it takes. The mission and core beliefs of Boys & Girls Clubs fuel our commitment to promoting safe, positive and inclusive environments for all. Boys & Girls Clubs of St. Charles County supports all youth and teens – of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion – in reaching their full potential.

WELCOME TO THE CLUB

All of us at Boys & Girls Clubs of St. Charles County (BGCSTC) would like to thank you for selecting us! Our Club is a safe place for members to build character through leadership and discover new interests. When you visit BGCSTC, you will find a lively place with trained professional staff and volunteers who are positive adult role models for our young people.

Your child's safety is important to us. This is a handbook of policies and practices to ensure your child has a positive and rewarding experience. Please read this handbook carefully as parents and members are expected to follow these guidelines.

You may contact the Front Desk any time the Club is open if you have questions, concerns or need additional information.

BGCSTC is proudly grant funded by the **Community & Children's Resource Board (CCRB) of St. Charles County** at Club locations in St. Charles County. The CCRB oversees the administration and distribution of the Children's Community Services Fund, which is funded through a 1/8 cent sales tax.



PARENT/STAFF COMMUNICATION

Good communication is essential to providing the best possible support for each child. It is vital you inform the Club of changes in your child's life that may affect his/her behavior. Changes at home may include moving, hospitalization of a family member, alterations in the parents' relationship, or a death in the family. Home issues influence the way in which your child relates to others. Staff can better provide for a child's needs if they are aware of the situation.

Please ensure we have up to date contact information via cell phone, work phone, and email.

PARENT INVOLVEMENT

The Club believes that parental involvement is necessary for the success of any youth program. As a caregiver, you are welcome to visit the Club anytime you wish. Your cooperation with all policies and procedures is appreciated. Take every opportunity to talk with staff about your child. Ask your child daily about the programs he/she attends and take time to read the information that goes home.



BGC.STC



@BGCSTC



BGCSTC.ORG

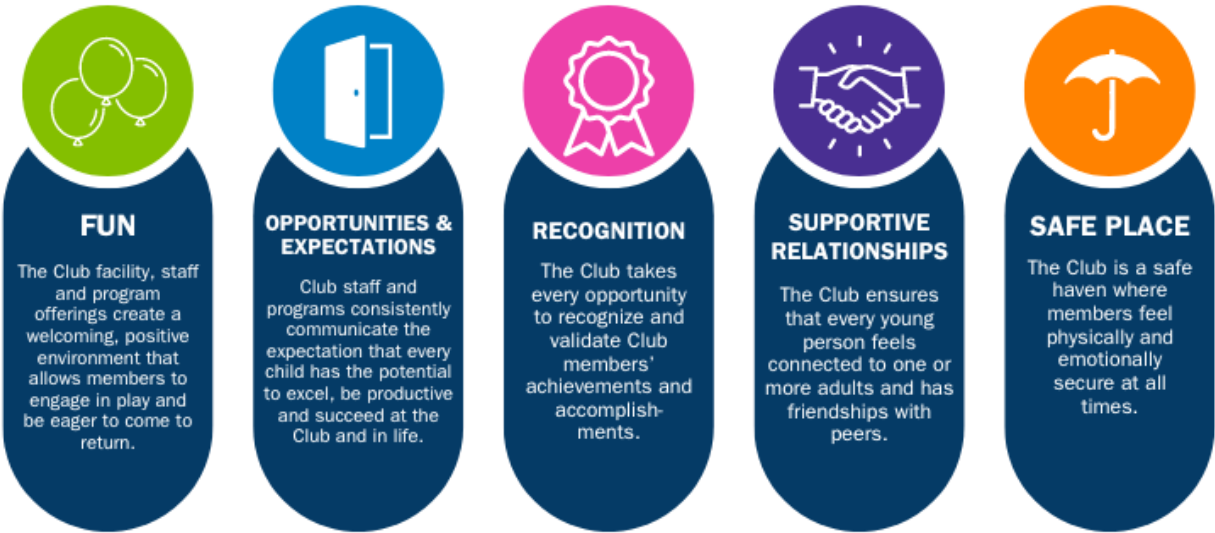
We encourage you to follow us on social media as we post Club updates, photos, and event information on these platforms. Our website is also a great source of information.

PROGRAMS

Boys & Girls Clubs of America (BGCA) programs are designed to encourage Club Members to realize a wide variety of positive outcomes. The Boys & Girls Club Movement has focused efforts on helping children and teens achieve in our three **Priority Outcomes** of Academic Success, Good Character and Citizenship, and Healthy Lifestyles.



Together, BGCA and Boys & Girls Clubs of St. Charles County follow the **Formula for Impact** – our roadmap for ensuring that young people have a positive, impactful Club Experience and, ultimately, achieve the important outcomes that lead to Great Futures. The Formula for Impact includes **Five Key Elements for Positive Youth Development**.



OUR FACILITIES

The **St. Charles Unit** is located near Blanchette Park in St. Charles. This unit operates five days a week, year-round. The 28,000 square foot Club houses a games room, arts and crafts room, technology center, learning center, gymnasium, cadet room, teen center, cafeteria, kitchen, and the administrative office.

The St. Charles Unit follows the school calendar and inclement weather policies for the City of St. Charles School District. The unit is open on early release days and many no-school days and serves students in grades K-12.

The **O'Fallon Unit** is in the Aspen Point Subdivision off Mexico Road. This unit operates throughout the year, five days a week. The 14,000 square foot Club offers organized fitness and recreation activities, as well as teen and educational programs. The facility includes a games room, gym, computer lab, learning center, art room, teen room, a 5,000 square foot garden, and large recreational field.

The O'Fallon Unit follows the school calendar and inclement weather policies for Fort Zumwalt School District. The unit is open on early release days and many no-school days and serves students in grades K-12.

The **Wright City Unit** at West Elementary opened in 2022 in partnership with the Wright City School District. This school-based site uses shared spaces in West elementary such as the cafeteria, gymnasium, and art room. The Wright City Unit operates five days per week during the school year and serves students in grades K-5 from East Elementary, West Elementary, and Wright City Middle School.

The Wright City Unit follows the school calendar and inclement weather policies for the Wright City school District. If the school is closed, the afterschool program is also closed. Wright City Unit members may attend the O'Fallon unit on no-school days when the O'Fallon Unit is open.

CLUB UNIT INFORMATION

St. Charles Unit	O'Fallon Unit	Wright City Unit
1211 Lindenwood Avenue St. Charles, MO 63301 636-946-6255 FrontDesk@bgcstc.org	1 Club Way St. Peters, MO 63376 636-240-9150 FrontDeskOF@bgcstc.org	100 Wildcat Drive Wright City, MO 63390 636-251-2099 FrontDeskWC@bgcstc.org
School Year Hours: Mon-Thurs 2:30PM - 7:00PM Friday 2:30PM - 6:00PM	School Year Hours: Mon-Thurs 2:30PM - 7:00PM Friday 2:30PM - 6:00PM	School Year Hours: Mon-Friday 2:30PM - 6:00PM
No-School Days: 8:00AM - 6:00PM Early Bird Hours: Drop off before 10AM = \$10	No-School Days: 8:00AM - 6:00PM Early Bird Hours: Drop off before 10AM = \$10	No-School Days: Attend the O'Fallon Unit if open Early Bird Hours at O'Fallon: Drop off before 10AM = \$10
Summer Camp Hours: Mon-Fri 7:30AM - 6:00PM	Summer Camp Hours: Mon-Fri 7:30AM - 6:00PM	Summer Camp Hours: No summer program, members may register to attend either Club Unit
All Club units have additional days they are closed. These dates are communicated to member families via social media, calendars, signs, or emails.		

MEMBERSHIP

All youth participating in any program offered by Boys & Girls Clubs of St. Charles County must have a current, up to date Annual Club Membership. All Annual Membership fees are non-refundable.

- The Annual Membership fee is \$35 per child at traditional standalone Club Units (St. Charles and O'Fallon).
- The Annual Membership fee is \$50 per child at school-based Club Units (Wright City).
- Membership is open to all youth, ages *5-18.
- There are no income, school district, or residency restrictions.

*Club members aged 5 must be enrolled in kindergarten and be able to independently use the restroom to attend.

Boys & Girls Clubs of St. Charles County makes every reasonable effort to support members with IEPs, 504 Plans, Behavior Plans, or other exceptional needs however, staff cannot always provide the level of care needed. We maintain the right to refuse services. In such cases, parents will be advised they need to find an alternative provider for services.

PROGRAM FEES

We accept cash, credit card, or money order for payment of any Club fee. We do not accept checks. Invoices will be emailed to the primary parent/guardian on file and can be paid online using our payment processor, STRIPE.

Most programs are included with an Annual Club Membership. Programs with additional one-time or reoccurring fees may be offered throughout the year such as Summer Camp and transportation. Prices, fees, and times are subject to change without notice.

Your medical insurance may cover the cost of your child's Membership. Please contact your health care representative to get a voucher. This must be presented at time of registration. Approved vouchers are subject to the Club's ability to redeem them. We recommend calling in advance to check eligibility.

EARLY ARRIVAL

Efforts are made to provide Early Bird Hours on no-school days when Clubs are open from 8:00AM-6:00PM. Early Bird Hours includes access to the Club by 8:00am and breakfast served until 10:00am.

Early Bird fees are as follows:

- \$10 per member if paid in advance.
- \$15 per member if paid on the day of service.
- Club members may attend on no-school days from 10:00AM-6:00PM for no additional fees.

LATE PICK-UP CHARGES AND POLICIES

All Members must be picked up in accordance with Club hours. This includes early release and school closings. Late fees must be paid by Friday the same week the late pick-up occurred. Members cannot return to the Club until the late fee is paid.

The late pick-up fees are as follows:

- 5-15 minutes after closing, \$10.00 per family, per day.
- 16-30 minutes, \$20.00 per family, per day.
- 31-45 minutes, \$40.00 per family, per day.
- 46-60 minutes, \$60.00 per family, per day.
- After three or more occurrences of late pick-up, the fee is charged per child.

Invoices for late fees will be emailed to the primary parent/guardian on file and can be paid online using our payment processor, STRIPE.

Boys & Girls Clubs of St. Charles County does not permit and is not responsible for children left on the Club grounds and/or parking lot outside of Club hours.

If the parent/guardian or other emergency contact cannot be reached after one hour past the Club's closing time, the police will be called.

Please note, Club Units may be closed on many federal holidays including Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day. Other days the Clubs may be closed are dependent on holidays, staff trainings, inclement weather, and specific organization needs.

ENROLLMENT REQUIREMENTS

All Club Members must have the following and receive confirmation to attend:

1. Completed Membership Application form – all sections must be filled out
2. Copy of child's birth certificate
3. Copy of child's current report card
4. Copy of child's 504, IEP or BIP (if applicable)
5. Asthma Action Plan and/or Allergy form completed and signed by a doctor (if applicable)
6. Completed "All Permissions Forms" Packet including Program Permissions, Technology Acceptable Use Policy, COVID-19 Waiver, and Parent & Member Handbook Acknowledgement
7. Annual Club Membership balance paid in full

Applications cannot be processed without all documents. Members CANNOT start attending until all required documents and membership payment have been received. If all documents are not present at time of registration, we cannot accept partial paperwork.

MEMBERSHIP CARDS

Membership cards are required to check in and out daily.

- Each Member will receive one Membership card at the time of enrollment.
- Replacement cards must be purchased for a fee of \$2.00/lost card.

CHECK-IN & CHECK-OUT PROCEDURES

- Upon arrival and departure, each Club Member is required to scan his/her Membership card before entering Club spaces.
- Club Members arriving and leaving the Club without a Membership card will be processed into the system manually by the front desk staff.
- Parent, guardian, or other adult authorized to pick up (listed on membership form) must park in a parking space and come inside the building to pick up children.
- Parent, guardian, or other adults authorized to pick up (listed on membership form) must present a picture identification to the front desk before members can be released.
- Members ages 11 and older may walk or ride their bicycles home. Written permission must be provided on the Membership form before members will be allowed to walk home.

INCLEMENT WEATHER POLICY

In the case of inclement weather, the Club will close based on partner-school district cancellations. If the City of St. Charles School District closes, the St. Charles Unit will close. If the Fort Zumwalt School District closes, the O'Fallon Unit will close. If the Wright City School District Closes, the Wright City Unit will close. In the event a partner school district cancels after-school activities due to inclement weather, the Club will also close and members will be sent home on their school bus at the end of their school day. All Club closures will be posted to BGCSTC social media pages, as well as reported to KSDK Channel 5 News.

FOOD PROGRAM

We provide a meal or snack each day for members at no additional cost to families.

During the After-School Program the Club provides a healthy snack and/or dinner for all Members, daily. Meals and snacks are provided between 3:30-5:00pm depending on the unit. We cannot send daily meals home with members. To ensure your children receive their meal or snack, please plan to pick them up after 5:00pm.

During the Summer Program the Club provides breakfast, lunch, and a snack for all Members, daily.

These meals are provided in partnership with the Missouri Department of Health and Senior Services. All Members are encouraged to eat these nutritionally balanced meals. If the member is dealing with food insecurity, please let us know. We will assist in any way we can.

- **Food allergies:** please submit the food allergy form signed by a doctor (included on the Membership Application)

- We cannot accommodate all allergy-based, religious based, or health-based dietary restrictions.
- Members are welcome to bring a meal, or snack, provided nothing is prepared with peanuts or tree nuts of any kind. Members may not microwave or reheat any meals from home.
- No meals from fast food restaurants are allowed. This includes parents bringing fast food meals to their child. On occasion, the Club may provide pizza parties or other special treats for the members to celebrate successes.

TRANSPORTATION

After School Transportation is provided to a select number of schools at each unit using Club vehicles. A minimum of three students is required before transportation from a school to the Club can be considered. Transportation must be paid in advance using AutoPay and safety procedures are enforced.

Transportation is never guaranteed. Please confirm with each unit regarding current routes and available space.

Club-provided transportation fees:

- \$25 for the first member each week
- \$10 for each sibling each week
- \$10 late fee per child if not paid in advance

St. Charles Unit currently provides Club transportation from select schools in the Orchard Farm School District and select schools in the City of St. Charles School District. Check with the St. Charles Unit front desk for current routes and availability of Club transportation.

Transportation provided in partnership with the City of St. Charles School District to the St. Charles Unit is provided to members at **Blackhurst Elementary, Coverdell Elementary, Jefferson Intermediate, and Hardin Middle** (limited seats per school, number of seats subject to change) at no additional cost. Check with the school district regarding availability.

O'Fallon Unit does not currently provide Club transportation from schools.

Transportation provided in partnership with the Fort Zumwalt School District to the O'Fallon Unit is provided to members at **Progress South Elementary, South Middle, and South High** (limited seats per school, number of seats subject to change) at no additional cost. Check with the school district regarding availability.

Wright City Unit currently partners with the Wright City School District to provide transportation for Club members from East Elementary and Wright City Middle to West Elementary for the After School Program. Check with the school district regarding availability.

TRANSPORTATION POLICIES AND PROCEDURES:

- Members are required to wear seatbelts correctly (with the strap across their chest) from pick up to drop off. The vehicle must make a complete stop before removing seat belts.
- Members may not eat or drink on the vehicle.
- Members must comply with driver instructions.
- In the event a member misbehaves, s/he will receive a write-up and a call to parents.
- **Staff will always have emergency contact information, first aid kits, and at least one staff member on field trips shall be first aid and CPR certified.**
- Cancellation of transportation occurs after two (2) incidents on a Club vehicle. Parents/guardians will be responsible for other transportation arrangements.
- No transportation is provided in our summer programs other than for Club field trips.

Club Drivers:

- All Drivers must be employees of the Club.
- All drivers must have a Class E or higher CDL in in order to operate a Club vehicle.
- All drivers must be at least 21 years of age to operate a Club vehicle.
- All drivers must have a clean Motor Vehicle Report with no more than 2 moving violations per year and no "At-Fault" crashes within the past three years.
- All drivers must complete "Defensive Driving" training approved by the Boys & Girls Clubs of St. Charles County.
- All vehicles shall have a first aid kit onboard.
- All vehicles shall have fire extinguishers onboard. All fire extinguishers must be checked once per year.

ADDITIONAL CLUB TRANSPORTATION INFORMATION:

- Weekly auto-pay payments for transportation are processed the Friday before the week of services.
- If the auto-pay payment fails, Parent/Guardian must update payment information by the end of business day on Monday.
- If transportation fees are not settled by end of the business day on Monday, the Club removes the Member from transportation, as there is a waiting list.
- The Club does not pro-rate transportation fees or refund in the event of illness, holidays, no school days, or vacations.
- Notify the Club in advance if Members are not riding the Club vehicle on a specific day.
- Payment is required to keep a member's spot on the vehicle in the event of Club absence. This includes Member suspension from the Club and family vacations.
- Transportation services will be revoked due to non-payment, rider safety concerns, and/or excessive cancellations.

SUMMER CAMP PROGRAM

We are proud to offer a 9-week Summer Camp option at the O'Fallon Club Unit and St. Charles Club Unit. The Club is open M-F from 7:30AM-6:00PM. Summer Camp typically runs from June-Mid August each year. The Club is closed the full week of the 4th of July. Registered Club members can attend either Club Unit. There are no residency or school district restrictions.

All members participating in Summer Camp must have a valid Annual Club Membership and all paperwork must be submitted before they can start attending. Summer Camp registration opens each year on February 28th. Members are not required to attend all 9 weeks of summer camp. Families may select which weeks they plan to attend in advance. Parents/guardians are responsible for transportation to and from the Club in the summer.

The weekly Summer Camp rate is \$145 for the first Club member and \$125 for each additional sibling/child each week. Rates are subject to change each year.

- Weekly auto-payments are processed the Monday before the week your child attends.
- Weekly payments are due the Thursday before the week your child attends.
- Weekly payments not received prior to Friday before the week your child attends will incur a \$10.00 late fee.
- Weekly payments not received prior to the Monday your child attends will be assessed at a \$50 late fee.
- If payments are not completed prior to Monday of the week your child attends, your child cannot attend camp on Tuesday until balance is paid in full.

Weekly Summer Camp fees include:

- Breakfast, lunch, and a snack each day
- Field Trips
- Pool days
- Guest speakers
- Special activities
- BGCSTC t-shirt

The Summer Camp daily rate is \$35 per member, per day if you are not planning to attend a full week of Summer Camp. Advance registration and payment is required for daily rate attendance. Members attending on a daily rate must advise by email one week in advance if they plan on attending a field trip.

Half day options may be available for those attending summer school. Contact each unit directly for more information.

We offer a FREE drop-in period at both units from 12:00PM-3:00PM on select days during the summer months as part of the Annual Club Membership. Lunch and in-Club activities are included.

Field trips and pool days are NOT included in drop-in or half day participation.

Prices and times are subject to change. Contact the front desk for more information.

CHILD AND CLUB SAFETY

Boys & Girls Clubs of St. Charles County, as an affiliated charter of Boys & Girls Clubs of America (BGCA), is committed to providing a safe and secure experience for all youth. Our safety policies and procedures adhere to the highest standards. Additionally, all adult staff and volunteers are mandatory reporters in the state of Missouri.

If any child alleges abuse of any kind, by law, staff and volunteers at the Boys & Girls Clubs of St. Charles County is obligated by law to report the allegation to the Missouri Children's Division Hotline.

To protect the safety of all Club members, staff, and volunteers the following practices and policies are in place at each Club unit:

- One-on-one adult to member interaction is strictly prohibited. The group of three rule (at minimum) is always to be followed. This includes all levels of staffing, volunteers, and visitors.
- Staff members and volunteers are prohibited from using member restrooms when the Club is open for programming. Designated adult only restrooms are available at every site. No Club members are allowed to use these restrooms.
- Restrooms are considered a high-risk area. Members must comply with Club rules on restroom usage including number of members allowed in the restroom. Members must be able to independently use the restroom before they can attend.
- **Members who are using the restroom must be monitored from outside of the restroom door. When members are using the restroom, there must be only one member at a time or three or more members at time. Having two members only creates situations considered high risk.**
- Each Club unit has video surveillance throughout each facility except for in restrooms. Surveillance footage can only be accessed by specific staff members for the purposes of protecting child safety. Video surveillance footage is stored for up to 14 days. Access is password protected. Footage will not be shared with members, parents, guardians, and volunteers.
- If state or local authorities request access to the footage the Clubs will comply after all required documentation is received.
- Alarms are installed on every external door to ensure opening of doors is authorized.
- Each standalone unit has a double locked entry point for members. Parents and guests are not allowed into Club units without permission and must be buzzed in.
- All Club parents, visitors, and volunteers must check in at the front desk. They will receive a name tag indicating their purpose (visitor/volunteer/support) which must be initiated by the front desk staff before access to the building is allowed.
- Members will participate in a variety of programs, including some requiring physical activity. Staff provide supervision during these times. Accidental injuries may occur. Staff will contact parent/guardian if the injury appears to be significant or may be severe enough to require medical support.

- While using basketball goals, the goal must be at least 10 feet from the wall. If the goal is not at least 10 feet from the wall, foam padding must be mounted on the wall directly behind the goals to prevent injuries if players run into the wall.
- While using Club transportation, all shall wear their seat belts over the shoulder as designed to be worn and properly adjusted. Passengers shall remain seated and facing forward while being transported. There is no food or drink permitted on the vehicle. There shall be no personal items used (including phones, or other electronics) on the vehicle.

BGCSTC SAFETY PRACTICES:

Criminal background checks are required for every staff and volunteer who has direct contact with children. We collaborate with First Advantage, the world's largest data company, to provide the most comprehensive screenings available.

Boys & Girls Clubs of St. Charles County conducts criminal background checks of all employees, including minors; board volunteers and others who serve on a standing committee; and all other volunteers who have direct, continuous contact with Club members.

Such checks will be conducted prior to employment or volunteering and at regular intervals not to exceed twelve months. Through our partnership with Spillet Leadership University, BGCA provides a 24-hour toll-free Child Safety Hotline to allow Club managers, staff, volunteers, and Club Members to confidentially report suspicions or concerns. Signs with the toll-free numbers are posted throughout each unit.

Ongoing training and supervision of staff is critical. Staff participate in a variety of child safety training conducted through seminars, conferences, and webinars. This includes Foundations: Preventing Abuse in your Childcare Organization, mandated reporting, trauma-informed practices, child abuse prevention, and specific program modules. Staff members are trained to advise all Club youth that in some instances they may be required to reveal secrets, especially if the secret carries potential harm to the minor child or others. In such cases, BGCSTC staff contacts the proper authorities. **Club staff are mandated reporters.**

Boys & Girls Clubs of St. Charles County employs minors aged seventeen. Minor employees are prohibited from running a program or group independently. They are always partnered with another adult staff member who has received additional training on supervising minor employees. Minor employees participate in all required trainings including mandated reporting and other safety trainings prior to working with members. Minor employees will not operate Club vehicles.

Each Unit always has at least one staff member on duty that is certified in First Aid and CPR. Each standalone unit has an AED onsite. All classrooms, gymnasiums, and Club vehicles have a small first aid kit. *The Wright City West Elementary school-based site shall maintain an AED in good working order and accessible to the Boys & Girls Clubs of St. Charles County After-School Program.*

Our facilities and vehicles are required to comply with federal, state, and local safety laws. We do not tolerate violence, harassment, discrimination, or bullying in our Club units. This includes members, staff, parents, and volunteers.

Child Abuse Prevention Policy

The priority of Boys & Girls Clubs of St. Charles County is the physical and emotional safety of its members, staff, and volunteers. Boys & Girls Clubs (local name) maintains a zero-tolerance policy for child abuse. Boys & Girls Clubs of St. Charles County implements policies and procedures for members, employees, volunteers, visitors or any victims of sexual abuse or misconduct to report any suspicion or allegation of abuse.

DEFINITIONS

One-on-Contact Prohibition: Boys & Girls Clubs of St. Charles County prohibits isolated one-on-one interaction between Club participants and staff or volunteers, including board members. This includes prohibiting one-on-one contact at any time at the Club, in vehicles or by phone, text, social media or any other means.

Exceptions may only be made when delivering approved medical or counseling services by a licensed, trained therapist or similar professional according to professional guidelines. All staff and volunteers, including minor staff (under age 18), are strictly prohibited from meeting Club participants outside of any Club-sponsored activities. The only exception to this rule is if the Club participant is a child or sibling of a staff member or volunteer.

Child abuse is when an adult or another child, whether through action or by failing to act, causes serious emotional or physical harm to a child. Sexual abuse or misconduct may include but is not limited to:

- Any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old).
- Sexual activity with another who is legally incompetent.
- Physical assault or sexual violence, such as rape, statutory rape, abuse, molestation, or any attempt to commit such acts.
- Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.
- Inappropriate activities, advances, comments, bullying, gestures, electronic communications, or messages (e.g., by email, text, or social media).

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation, or trafficking. Grooming behaviors may include but are not limited to:

- Targeting specific youth for special attention, activities, or gifts.
- Isolating youth from family members and friends physically or emotionally. This can include one-on-one interactions such as sleepovers, camping trips and day activities.
- Gradually crossing physical boundaries, full-frontal hugs that last too long, lap sitting or other "accidental" touches.

MANDATED REPORTING

Every staff member or volunteer of Boys & Girls Clubs of St. Charles County who becomes aware of or has suspicion of child abuse or neglect must immediately report to Club leadership. Club leadership is responsible for reporting the incident immediately to the appropriate authorities according to statewide mandated reporting laws, as well as to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system.

REQUIRED TRAINING

Boys & Girls Clubs of St. Charles County conducts and reports through a BGCA-approved process the following training for all staff members and volunteers with direct repetitive contact with young people (at the intervals noted for each).

Before providing services to young people, and annually thereafter:

1. BGCA-approved child abuse prevention
2. BGCA-approved mandated reporting
3. BGCA-approved grooming prevention

Annually:

- All the policies, including all safety policies, for Boys & Girls Clubs of St. Charles County.

PHYSICAL INTERACTIONS

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

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

VERBAL INTERACTIONS

Every staff member and volunteer of Boys & Girls Clubs of St. Charles County is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
Positive reinforcement Child-appropriate jokes (no adult content) Encouragement Praise	Name calling Inappropriate jokes (adult-only content) Discussing sexual encounters or personal issues Secrets Profanity or derogatory remarks Harsh language that may frighten, threaten, or humiliate youth

ABUSE AND SAFETY RESOURCES

Boys & Girls Clubs of St. Charles County prominently displays BGCA-approved collateral that shares ethics hotline, crisis text line and safety helpline information with members, staff, volunteers, and families. We also share all safety policies with parents and guardians upon receiving a youth membership application.

Emergency Operations Plan Policy

Boys & Girls Clubs shall create and maintain an **Emergency Operations Plan (EOP)**. At minimum, the plan shall encompass the following elements:

- Mitigation, preparedness, response, and recovery for the following types of emergencies:
 - Fire (Drills will be conducted quarterly and documented with the date, time, location of the threat, number of children present, number of staff present, and the amount of time to evacuate or become secure);
 - Weather (tornado, flooding drills shall be conducted quarterly and documented with the date, time, number of children present, number of staff present, and the amount of time taken to become secure);
 - Lockdown (for interior or exterior threat);
 - Bomb threat;
 - Suspicious package
- Training/drill schedule and reporting procedures for staff, volunteers, and members. Developed and shared with local first responders, such as fire department and law enforcement agencies.

Counter-Terrorism Policy

This policy is in response to and complies with the U.S. Patriot Act/Anti-Terrorism Act and other counter-terrorism laws to ensure the safety and security of all youth, staff, volunteers, and stakeholders at Boys & Girls Clubs of St. Charles County (BGCSTC).

BGCSTC explicitly affirms that neither its activities nor those of its Board members, staff, or volunteers engage in or support acts of terrorism. Furthermore, the organization strictly prohibits any relationships or transactions with known terrorists or terrorist organizations, including but not limited to accepting donations, expending funds, entering into contracts, or engaging in governance relationships with such entities.

This Counterterrorism Policy safeguards the youth, staff, volunteers, and property of Boys & Girls Clubs of St. Charles County (BGCSTC) against potential threats of terrorism or violence. It establishes a framework for identifying, preventing, and responding to terrorism-related risks.

Scope

This policy applies to all BGCSTC staff, volunteers, youth members, parents, contractors, visitors, and other individuals on the premises or involved in BGCSTC programs and activities.

Definitions

Terrorism: The unlawful use of violence or intimidation, especially against civilians, to pursue political, religious, or ideological objectives.

Threat: Any verbal or physical act, including but not limited to violence, weapons, explosives, or suspicious activities, that suggests potential harm or disruption to the safety of individuals or the facility.

Policy Objectives

- Ensure the safety and security of all BGCSTC members, staff, volunteers, and visitors.
- Prevent potential terrorism and/or violence through proactive security measures, training, and awareness.
- Respond quickly and effectively to any terrorist-related incident.
- Foster collaboration with local law enforcement and emergency services.

Prevention and Awareness

Security Measures:

- Installed and maintained security cameras at all entry points and common areas.
- Conduct regular safety and security drills, including lockdown, evacuation, and shelter-in-place drills.

Screening Procedures:

- Conduct background checks on all staff, volunteers, and board members.
- Established visitor check-in procedures, including sign-in logs.

Staff and Volunteer Training:

- Provide regularly scheduled safety training for all staff.
- Ensure all staff are familiar with the emergency action plan, including response protocols for potential threats.

Youth Education:

- Implement age-appropriate safety education for youth members.
- Encourage open communication between staff and youth members to create a safe environment.

Identification and Reporting of Suspicious Activity

Behavioral Indicators:

- Report individuals who display extreme ideologies, suspicious behavior, or unusual interest in the facility's security measures.

Physical Threats:

- Immediately report any discovery of weapons, explosives, or unidentified suspicious objects on BGCSTC property.

Reporting Procedures:

- Establish a clear protocol for reporting threats to supervisors, security personnel, or law enforcement.

Response to Terrorist Threats or Incidents

Evacuation and Lockdown Procedures:

- In the event of an immediate threat, follow established lockdown or evacuation protocols.
- Ensure all staff are trained on how to safely guide youth members during an emergency.
- Post evacuation routes in all rooms.

Communication During an Incident:

- Implement internal and external communication system, to update staff and parents in real time during an incident.

Post-Incident Recovery:

- Provide crisis counseling and support services to staff, youth, and families affected by a terrorist threat or incident.
- Work with local authorities and safety committee to review and improve security measures following any incident.

Collaboration with Law Enforcement and Emergency Services

- Establish and maintain relationships with local law enforcement agencies and emergency services providers.
- Engage in regular coordination meetings and participate in local Active Shooter Training programs.

Policy Review and Updates

This policy will be reviewed annually by the Safety Committee and updated as necessary to reflect new threats, technologies, or best practices. Staff, volunteers, and members will be informed of any changes or updates.

BGCSTC MEMBER POLICIES:

- Members must always have their Membership card while at the Club.
- Members must always stay in their assigned areas.

- No personal toys, games, electronic devices, or sporting equipment are permitted at the Club. BGCSTC is not responsible for lost personal items.
- Members should only access their own personal property and are prohibited from removing any materials, supplies, or other items from another Club member's property.
- Members are not allowed to use the Club telephone, unless for an emergency.
- Sexual interaction between Club members is prohibited.
- Vaping, smoking, and the use of alcohol and drugs is prohibited.
- Any Member attending a field trip or participating in a transportation program must have a permission slip signed by a Parent or Legal Guardian. Verbal or phone permission is not allowed.
- All Members attending a field trip or participating in a transportation program are required to follow Club rules in addition to all rules of the establishment being visited.
- Parents or Legal Guardians must inform BGCSTC staff upon registration if their child is on any medication or under a doctor's care.
- Staff cannot administer medication to any Member unless life-threatening circumstances are present.
- Staff are prohibited from sharing any disciplinary issues with anyone other than the member's parent/guardians. Staff may not share information to another Club member's parent. Incident reports written by staff are not shared with member families/guardians.

Boys & Girls Clubs of St. Charles County reserves the right to suspend or revoke Membership indefinitely (without refunds) for disciplinary reasons or violation of Club policies.

DISCIPLINE POLICY:

Members are expected to always follow the general rules of the Club. Our expectations are as follows:

- Members are to treat other Members with dignity and respect.
- Members are to treat staff and volunteers with dignity and respect.
- Members are to treat the facility (including equipment/supplies) with dignity and respect.

When negative behaviors occur:

- Club staff will redirect the behavior.
- If the child's behavior continues to be disruptive, s/he will be given an age-appropriate time out or write sentences.
- If the disruptive behavior continues beyond the age-appropriate time out, the child's parent/guardian will be contacted to discuss the situation.
- If repeated disciplinary behavior and engagement with parent/guardian occurs, the Member will be suspended for a minimum of one-day and beyond.
- Acts of disrespect toward staff, other members, or property may result in immediate suspension.

- The child's Membership can be revoked if all appropriate attempts to redirect the child's behavior fail.
- All incidents are documented on a Member Incident Report and kept in each member file. Incident reports written by staff are not shared with member families/guardians.
- Incidents of aggression, fighting, bullying, and violence will result in immediate suspension for three days at minimum.
- Transportation Fees or Summer Camp Fees paid in advance will not be refunded or credited if suspension occurs.

Boys & Girls Clubs of St. Charles County makes every reasonable effort to support members, including those with IEPs, 504 Plans, Behavior Plans, or other exceptional needs, however, staff cannot always provide the level of care needed. In such cases, parents will be advised they need to find an alternative provider for services.

ANTI-BULLYING POLICY:

Bullying behavior or threats are taken seriously. Bullying includes deliberate and repeated: pushing, hitting, spitting, name-calling, picking on, making fun of, laughing at, excluding someone, or cyber-bullying. Bullying is a discipline issue and will be dealt with through the normal discipline procedures.

All staff and volunteers are expected to be vigilant and alert to cases of bullying. Reports can be made by staff, volunteers, caregivers, and members. Suspected cases of bullying should be reported immediately to staff on duty. Reports will be immediately investigated using the Club discipline guidelines. Incidents will be recorded and monitored and may result in member suspension and/or membership revocation.

REPORTING POLICY:

BGCSTC is required by law as mandated reporters to immediately report suspicion of child abuse or neglect to the Child Protective Services unit of the Department of Social Services. Any volunteer, parent, or staff who suspects that abuse or neglect has occurred must notify BGCSTC immediately so the process of notifying the state and coordinating support for the family may begin.

Criminal activity conducted on Club property by any members, staff, parents/guardians, or visitors may result in law enforcement being called.

OFF CAMPUS CONTACT (BGCSTC STAFF):

The following are prohibited by all staff unless approved in writing in advance by the BGCSTC Chief Executive Officer:

- Socializing with members off campus
- One-on-one interaction of any nature on or off campus
- Transporting members in personal vehicles unless it is an emergency
- Performing any paid or unpaid service for the family of a Club Member
- Entertaining members in a staff member's residence

- Entering the home of a member
- Sharing phone numbers or other contact information including social media

DESTRUCTION OF CLUB PROPERTY:

Documented intentional destruction of Club property by a Club Member will result in an immediate three-day suspension at the minimum. For destruction of property, a financial obligation can also be levied with terms of repayment as discussed with parent/guardian.

TECHNOLOGY USE

Boys & Girls Clubs of St. Charles County is committed to providing a safe use of technology and online safety for members, staff, and volunteers. The acceptable use policy provides the framework for those safety practices, and procedures.

Before a member will be allowed to use Club technology equipment, a school-issued device, or their personal device, both the member and his/her parent/guardian will need to read and sign the Technology Acceptable Use Policy and complete an online training for safe internet use.

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 instructed to stop sending communications, they must cease 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. Cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff or volunteers is subject to disciplinary action.

Monitoring and inspection: BGCSTC reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, BGCSTC 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.

Parental notification and responsibility: While the BGCSTC 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 values of members and families. Because of this, it is not considered practical for BGCSTC 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 BGCSTC 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 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.

Members may have access to the Club's technology each day. The use of Club technology and access to the internet is a privilege that requires responsibility. We strictly monitor internet access and teach Members the importance of online safety.

Members who violate the technology use policy by using it inappropriately will have their privileges revoked, may be suspended, or have their membership terminated.

The following are not allowed:

- Any material that is sexually explicit, provocative, inappropriate, unwholesome, or unprofessional on any computer in the Club.
- Communications from staff and volunteers with Members by email and instant message except via their Club email address.
- Communications from staff and volunteers with Members by text message.
- Sharing home or personal email, instant message, or social media addresses with Members.
- Communication with Members through social media platforms except via the Club's social media pages (ex. Facebook, Instagram, X, TikTok, etc.).
- Communication between members that is sexually explicit, provocative, or inappropriate.

CELL PHONES

Members are not permitted to use personal cell phones at the Club during activities, programs, fieldtrips, or summer camp. Use of cell phones will result in confiscation unless they have been given permission to do so. The phone will be returned to a parent/guardian at the end of the day from the front desk.

Please note, because Club internet safety firewalls do not extend to personal cell phones, we cannot ensure internet safety of members if they are using a personal cell phone device.

PERSONAL PROPERTY AND STORAGE

Boys & Girls Clubs of St. Charles County respects the privacy of its members, staff, and visitors. The Club accepts no responsibility or liability of personal items (i.e., book bags, cellphones, electronics, coats, etc.).

THEFT

- All documented thefts will be handled in accordance with the severity of the crime.
- Parent/guardian will be notified of the infraction to resolve the theft.
- Club Membership may be revoked.
- Local law enforcement may be notified.

FIELD TRIPS

All Members attending a field trip program are required to follow Club rules in addition to all rules of the establishment being visited. Members are provided a Club t-shirt to wear on field trips. Club Field Trip shirts must be worn at all times to safely identify Club members. Club Field Trip Shirts should not be worn home. Club Field Trip Shirts are washed at the Club each time they are worn.

Field trip departure and return times are approximate. To ensure your member can attend, they must be signed into the Club at least 30 minutes before the scheduled departure time. Some trips may leave as early as 9 AM, so members should be signed in by 8:30 AM. Contact the front desk for more information.

POOL EXPECTATIONS:

- All Members must dress in swimwear.
- Girls' swimwear attire must be a 1-piece swimsuit or a 2-piece swimsuit that completely covers the stomach/midriff (no bikinis).
- Boys' swimwear attire must be swim trunks and a swim shirt or t-shirt that completely covers the stomach/midriff.
- Members must bring a towel and sandals/water shoes.
- Members who cannot swim must be provided with a life vest or floaties by parents/ guardian to participate in swim activities (no exceptions).

- Tubes, arm wings and other toys are not acceptable.
- The Club does not provide sunscreen. Members must bring their own in original packaging, labeled with their name. They must be able to apply it themselves.
- All members on the swimming trip shall wear an identifying wristband, shirt or other item to quickly identify them as a Club member.
- **All members who cannot swim will be assigned to at least one staff member in the shallow, kiddie pool. This area can be no deeper than 12”.**
- The Club does not provide sunscreen. Members must bring their own sunscreen in original packaging, labeled with their name. They must be able to apply it themselves.
- At least one staff member shall be assigned to each area or side of the swimming area. Staff shall maintain a ratio of one staff member to ten members.
- One staff member shall be assigned to the bathroom area. Their assignment shall be to ensure members reach the bathrooms safely and to ensure their safety while using the bathrooms by standing outside of the bathroom doors to listen for commotion.
- One staff member shall be assigned by the entrance/exit points to ensure members do not leave with unauthorized people or wander off by themselves.
- Any swimming location must have certified lifeguards provided by the site.
- All staff chaperoning a swimming trip shall be proficient in swimming themselves.

TRANSPORTATION POLICIES AND PROCEDURES:

- Members are required to wear seatbelts correctly (with the strap across their chest) from pick up to drop off. The vehicle must make a complete stop before removing seat belts.
- Members may not eat or drink on the vehicle.
- Members must comply with driver instructions.
- In the event a member misbehaves, s/he will receive a write-up and a call to parents.
- Cancellation of transportation occurs after two (2) incidents on a Club vehicle. Parents/guardians will be responsible for other transportation arrangements.
- No transportation is provided in our summer programs other than for Club field trips.

PARENTAL NOTIFICATIONS

It is vital that BGCSTC has up-to-date contact information for parent/guardian and emergency contacts. **Immediate notification is required for all parent/guardian phone number or address changes.**

BGCSTC sends a monthly email newsletter titled “Behind the Blue Door” to inform parents of upcoming events and reminders. During summer months BGCSTC sends a weekly Summer Camp email to inform parents of upcoming field trips and reminders. Additionally, BGCSTC periodically uses the REMIND text/app system to inform parents of upcoming events and reminders. To be added to these recurring parent communications via email or text contact the front desk.

Quarterly or monthly Calendars are published on BGCSTC.org, attached in parent emails, as well as available at the front desk.

MEDICAL ILLNESS OR EMERGENCY

In the event a member becomes ill while at the Club:

- A parent /guardian will be notified to pick up the member as soon as possible.
- Parents are expected to arrange for pick up as soon as possible. Pick up time cannot exceed one hour.
- BGCSTC staff will take the appropriate emergency measures to ensure the necessary care for accidents or medical emergencies which may include calling emergency services.

MEDICATION

BGCSTC policy prohibits staff from administering medication. Members are not allowed to keep or carry their own medication while at the Club. All emergency medications and plans will be locked in a storage cabinet at the Club. Medicines that are out of date or not in the clearly labeled original container are not permitted and will not be accepted by BGCSTC staff.

If your child requires emergency medication, such as an inhaler or EpiPen, you are required to provide the medicine in its original container and labeled with the child's name, instructions for administration, including the times and amounts for dosages and the physician's name. This must be stated on the Membership form.

If your child is asthmatic, you must provide an inhaler to the Club along with a valid asthma action plan. This must be stated on the Membership form.

If a member's medical needs are beyond what the Club staff can provide, parents/guardians will be advised to find an alternative provider.

Youth may not begin attending the Club until all forms and paperwork are submitted and approved and the Annual Club Membership fee is paid.

Policies, procedures, and fees for Boys & Girls Clubs of St. Charles County programs are subject to change without advance notice as warranted by the needs of the organization. It is always the intention of Boys & Girls Clubs of St. Charles County to offer exceptional service to our members.
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