



BOYS & GIRLS CLUB OF THE SANDHILLS PARENT/MEMBER HANDBOOK

Thank you for taking the time to learn what the Boys & Girls Clubs of the Sandhills is all about. We believe that all members and their parents/guardians can benefit from the information in this handbook. If there is anything else we can help you with, please let us know.

OUR MISSION

The Boys & Girls Club seeks to “inspire and enable all youth, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.”

CORE BELIEFS

Boys & Girls Clubs provide youth with:

- ▶ A safe place to learn and grow
- ▶ Ongoing relationships with caring, adult professionals
- ▶ Life-enhancing programs
- ▶ Character development experiences
- ▶ Hope and opportunity

BOYS & GIRLS CLUB of THE SANDHILLS LOCATIONS

Administrative Offices	160 Memorial Park Ct.	(910) 692-0777	Chief Executive Officer: Fallon Brewington
Administrative Offices	160 Memorial Park Ct.	(910) 692-0777	Area Director: Deon Allbrooks
Southern Pines Unit	160 Memorial Park Ct.	(910) 692-0777 ext. 1	Site Director: Katrina Williams
Aberdeen Unit	503 N. Sandhills Blvd.	(910) 692-0777 ext. 2	Site Director: Leskisha Sandidge
Trinity Unit	152 S. Stephens St.	(910) 692-0777 ext. 3	Site Director: Debbie Zimmerman
Teen Center	160 Memorial Park Ct.	(910) 692-0777	Teen Director: Germann Bostic

CLUB HOURS

Boys & Girls Club of the Sandhills after-school program will be open Monday - Friday from dismissal to 6:30 p.m.

On days when school is not in session (i.e., school holidays, Spring Break, summer vacation, etc.) the Boys & Girls Club of the Sandhills will be the only site open from 7:45 am to 5:45 pm. The exceptions to this are Club-recognized holidays on which the Boys & Girls Club will be closed which include New Year’s Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Labor Day, Independence Day, Thanksgiving Day, the day following Thanksgiving, Christmas Eve, and Christmas Day.

The Club reserves the right to change its hours and days of operation based on need and/or economic circumstances. If such changes occur, parents/guardians will be notified in advance. Additionally, there may be days when it is necessary to close the Club due to unforeseen circumstances such as emergency repairs, inclement weather, etc. Again, when such instances arise, we will do our best to post this information so as to alleviate any inconvenience this may cause. Please be sure to pick-up your child by the posted closing time.

Parent(s)/Guardian(s)/Families must pay a late fee per child of \$1 per minute for each minute past closing time. Late fees must be paid before the member(s) will be allowed to return. The Boys & Girls Club reserves the right to contact the appropriate authorities for assistance when members are not picked up by 6:31 AND after all emergency contact alternatives have been exhausted.

OPEN DOOR POLICY

The Boys & Girls Club has an open-door policy. This policy allows members to come and go at any time during the program's operating hours. Members **ARE** required to sign in and out. Staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility per the regulations of the North Carolina Department of Social Services governing facilities/programs exempt from licensure as childcare. Thus, it is the responsibility of the child AND the parent/guardian to determine, understand and enforce whatever arrival and departure methods they see fit. Please note that youth are not allowed on the Club's grounds during operating hours unless they are signed in and participating in Club activities. Members should NOT be dropped off early and/or left after Club hours, as the Club cannot be held responsible for the supervision of such youth. **It is important to remember that the Boys & Girls Club is NOT A DAYCARE and is not governed by licensure as a childcare facility.**

TRANSPORTATION

Transportation from a limited number of schools is provided by The Boys and Girls Club of the Sandhills. Please check with Area Director for information on availability.

MEMBERSHIP

Membership is open to all youth between the ages 6-18 only. A membership form must be filled out **COMPLETELY** and signed by a parent or guardian each calendar year (even if you are simply renewing your membership). Our membership fee is \$40 per calendar year and will not be pro-rated for partial year memberships. Additional fees may be charged for our summer programs, day camps, and/or certain field trips. However, our goal is to always keep costs associated with the Boys & Girls Club membership as low as possible so as to not exclude anyone based on economic circumstances.

The information you provide us on the membership application form is critical. We ask that every effort be made to present contact information that is both current as well as accurate. It is the parent(s)/guardian(s) responsibility to notify us of any changes to your telephone number (home, work, cell, emergency contacts, etc), email address, and/or address (home, work, emergency contact, etc) information as soon as such changes occur. Communication is shared regularly via email, our website, and social media accounts. Parents should ensure they have signed up and/or check one or all of these media channels to stay informed. Visit <https://sandhillsbgc.org/parent-information> to be added to our email list and visit www.facebook.org/sandhillsbgc and/or www.twitter.com/sandhillsbgc to stay in the loop via our social media accounts.

Membership in the Boys & Girls Club is a privilege, not a right. The Boys & Girls Club reserves the right to refuse and/or cancel membership of any child at any time, with or without cause.

PROGRAMMING

The Boys & Girls Club of the Sandhills expects to be the best youth development organization in North Carolina. Our staff are trained Youth Development Professionals who are hired for their engaging, energetic, and enthusiastic skills. We want our members to come to the Club each day, attracted by the programs and the staff that lead them. Programs at the Boys & Girls Club fall under Five Core areas – Character & Leadership Development, Education & Career Development, Health & Life Skills, The Arts, and Sports, Fitness & Recreation.

FOOD

The Boys & Girls Club understands and appreciates the need for a healthy diet among all of our members. Club members will receive a free, nutritious hot or cold supper consisting of milk, fruit and vegetables every day they attend the Club. Members may also bring their own HEALTHY snacks and drinks (**please note that refrigerators & microwaves are NOT available**). Please notify staff if your child suffers from any food allergies. Water-fountains are available at all Sites. Water bottles are strongly recommended during the summer months, when temperatures can exceed 100 degrees.

FIELD TRIPS

The Boys & Girls Club provides a variety of opportunities for our members to participate in activities off Club property that support our core beliefs and programs. Each excursion requires a signed permission slip and any necessary fees prior to departing. Most sign-ups are taken on a first-come, first-served basis (meaning eligible members who return the required permission slip and necessary fees). Due to a slot being reserved for eligible members, field trips are non-refundable. Members and parents are reminded that all of our Club rules extend to field trips. Members who fail to follow our rules and general Club expectations for appropriate behavior will prompt an immediate call to a parent or guardian to remove that member from the field trip at their own cost. *A parent or guardian MUST be available by telephone at all times during any Club sponsored field trip in the event that the staff needs to contact you.*

CODE OF CONDUCT

One of the Club's core beliefs is to provide a safe place to learn and grow. Positive attitudes keep the Club fun. Below are some simple guidelines members are expected to follow...

- Respect yourself.
- Play fairly and be honest.
- Applaud the efforts of others.
- Avoid inappropriate language.
- Dress appropriately at all times.
- Running is reserved for athletics.
- Say only good things about others.
- Bring your membership card every day.
- Be respectful of Boys & Girls Club staff.
- Resolve disagreements in a positive way.
- Listen during appropriate times and assemblies.
- Be respectful of other members and their property.
- Tobacco, drugs, alcohol and weapons are prohibited.
- Participate only in program areas open to your assigned group.
- Take care of your Boys & Girls Club facility, grounds, and equipment.

DISCIPLINE POLICY

The Boys & Girls Club strives to keep the consequences for unacceptable behavior clear, appropriate, and timely. The safety of all members is of utmost importance to us. Our standards, along with the expectation that all members use good common sense, exist to ensure that your child and every other child at the Club can safely enjoy the Club's activities. Any member who disrupts programs or creates a dangerous situation will be disciplined appropriately. Members who do not follow rules can expect to lose privileges and face consequences. First-time offenses are never excused as such and will be handled based on their severity. Parents will be called to remove any member who has failed to curb his or her disruptive behavior and/or is behaving in an aggressive or violent manner that creates a dangerous situation for themselves, fellow members, staff or visitors.

When a member is suspended, the front desk receptionist and/or the site director will inform parents upon arrival. A phone call may be made to you if time allows. Please understand that it is very difficult for the staff to interrupt programming to call you and speak at great length about behavior that has already occurred and led to your child's suspension.

DISCIPLINARY ACTIONS MAY INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING

- Verbal Counseling
- Time-out
- Suspension from Program Area

- Loss of Club Privileges
- Suspension (one day to two weeks)
- Indefinite suspension (until the situation can be resolved or the parent/guardian is consulted)
- Expulsion (i.e., permanent suspension)
- Contacting the proper authorities

** Please note that any time a law is broken in or around the Boys & Girls Club or it is suspected that a Club member or guest has broken the law and fled to the Club to avoid the authorities, the police will be notified immediately. The Boys & Girls Club is NOT a haven or refuge for those committing illegal acts or fleeing the authorities.*

Members are expected to respond to discipline without confrontation. Failure to do so will almost always increase any action taken in time or severity. Staff members are trained and fully expected, by policy, to maintain full control of any situation that occurs in their program area and will NOT tolerate anything that threatens that control, in appearance and/or manner. Children sometimes tend to explain an incident in a manner that will not implicate them, or casts blame their way. In addition, staff members, though well trained and experienced, are human, so please call the Club if you have any questions at all concerning disciplinary measures or any other Club activity. Your support and involvement as the parent/guardian is vital to our success as Youth Development Professionals.

SUPERVISION

Our staff are trained Youth Development Professionals. Trained volunteers often support our staff. A staff member and/or trained volunteer will oversee each of our designated program areas. Please take the time to remind your child of the need to follow Club rules and directions AT ALL TIMES whether directions are given by a staff member or a volunteer.

PHONE CALLS

Our phones are for Club business only. Members should only use personal cell phones or receive calls in emergencies only. Our lines need to remain open in the event of an emergency. Please make any necessary arrangements before your child comes to the Club so that you do not have to call the Club and your child does not have to call you.

DRESS CODE

Youth should dress comfortably and wear clothes that allow them to participate in typical Boys & Girls Club activities and programs. We will expect the following:

FOOTWEAR

Shoes and socks must be worn at all times. Club members are encouraged to wear sneakers/walking shoes every day. Sandals or open toe shoes are not allowed. Club members will not be allowed to enter the club without proper footwear as they are a risk to the member's safety.

CLOTHING

Inappropriate clothing of any kind is NOT allowed in the Club. Members wearing clothes that are too short, too tight or too revealing in any way or clothes with questionable or distasteful advertising will be asked to change or leave immediately. This judgment will be left solely to the discretion of the Club staff.

PERSONAL BELONGINGS

All personal belongings brought into the Club by a youth are the responsibility of that youth. The Boys & Girls Club is NOT responsible for lost, damaged, or stolen items. Please discourage your child from bringing anything to the Club that is not completely necessary, especially money. Necessary items, such as backpacks and jackets should be clearly marked with the member's name. Items that are not collected from our lost-and-found in a timely fashion will be donated to a local charity. Ask front desk for lost if found if needed.

MEDICATION

The Boys & Girls Club is NOT allowed, by policy, to dispense, store, and/or oversee medication of any kind, including all non-prescription medications.

ACCIDENTS

The Boys & Girls Clubs of the Sandhills strive to maintain a safe and secure environment. There is an assumed risk in many of our core programs, including, but not limited to sports. Please feel safe in knowing that our trained staffs are attentive to providing the safest environment possible. The completed membership application authorizes the Club staff to seek medical treatment for a member, if necessary, and that any associated costs for such care are the responsibility of the parent(s)/guardian(s). ***The Boys & Girls Club does NOT provide medical insurance for members.*** In the event of a serious injury the staff will call 911 immediately and then call the parent(s)/guardian(s) or alternative emergency contacts. This is one more reason why updated contact information is your responsibility and crucial to your child's well-being.

INFESTATION AND/OR CONTAGIOUS CONDITIONS

Any and all suspected transferable infestations or transmittable contagious conditions will be addressed fully in the following manner and without exception...

1. Parents will be contacted for immediate removal of the member from Club facilities.
2. Proof of treatment from a health care facility AND written approval from the Unit Director is required before the child will be allowed back into the Club.

VOLUNTEERS

Parents and volunteers are an integral part of the Boys & Girls Club experience. This also helps to demonstrate the culture of community service we want to instill in our club members. In fact, according to Independent Sector the value of a volunteer hour is currently \$24.69. We welcome any parents and/or volunteers who wish to share their time and/or talents. If you or someone you know would like to volunteer at one of our Clubs, please stop by a Club site to pick-up a volunteer application. Background checks are required of all volunteers. There is a \$10 fee for background prior to being able to work with our youth members. Every club member family is required to do 5 hours of volunteer service at the club of your choice per calendar year. Alternatively, a donation of \$125 (value of 5 volunteer hours) would be accepted in lieu of this requirement.

CONTACT INFORMATION

Please do not hesitate to speak to the Director or staff member whenever you have a question or a concern. We hope you will always start by contacting the Director or staff when issues arise. If you feel that an issue or complaint has not been satisfactorily resolved at the site-level, please know that parent(s)/guardian(s) may always contact the Area Director (Deon Allbrooks) of the organization at our administrative offices. The telephone number for our administrative offices is (910) 692-0777.

Thank you for joining the program *Boys & Girls Club of the Sandhills*

GREAT FUTURES START [HERE](#).



**BOYS & GIRLS CLUB
OF THE SANDHILLS**

Parent/Member Handbook Acknowledgement

I, the undersigned, acknowledge that I have received a copy of the Parent/Member Handbook for the Boys & Girls Club of the Sandhills. While I understand that the Parent Handbook is neither a contract nor a legal document, I recognize that it is my responsibility to read and understand the policies, provisions, and procedures contained in the Parent/Member Handbook. In addition, I understand that the contents of the Parent/Member Handbook are subject to change.

I acknowledge that it is my responsibility to stay informed of policy and procedure revisions to the Parent Handbook, which will be posted on the Boys & Girls Club of the Sandhills web site at www.sandhillsgbc.org. In the event I do not have internet access, I understand that I can obtain a hard copy of the updated Parent/Member Handbook upon request to the Boys & Girls Club of the Sandhills.

Guardian Name (Print)

Guardian Signature

Date

Child Registered in Program (1) _____

Child Registered in Program (2) _____

Child Registered in Program (3) _____

Child Registered in Program (4) _____