



BOYS & GIRLS CLUBS
OF GREATER HOUSTON

PARENT HANDBOOK

WELCOME



BOYS & GIRLS CLUBS OF GREATER HOUSTON

Welcome!

It is our privilege to welcome you and your child to The Boys & Girls Clubs of Greater Houston.

For 65 years, the Boys & Girls Clubs of Greater Houston, BGCCH, has delivered out of school time programs to our Greater Houston communities. As the region's leading youth development organization, we currently serve well over 11,000 at-risk and underserved kids and teens ages 6-17 each year.

All of our programs are designed to fulfill our mission to inspire and enable all youth, especially those who need us most, to realize their full potential as productive, responsible and caring citizens. Greater Houston's Boys & Girls Clubs provide more than a safe haven for kids to come after school; we provide a positive place where the community's underserved young people have opportunities to improve their academic performance, develop college and job readiness, build leadership potential and resistance to risky behaviors, become involved in community service, connect with positive peers, and receive support, mentorship and guidance from caring adults. In this handbook, you will find important information about your child's membership into the Boys & Girls Clubs.

Please read this booklet and keep it as a reference this year. We hope you have a wonderful year and thank you for being a part of the Boys & Girls Club of Greater Houston.

GREAT FUTURES START HERE ...

Zenae Campbell

Zenae Campbell

Vice President of Programs & Club Operations

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713-400-2940



BOYS & GIRLS CLUBS
OF GREATER HOUSTON

BGCGH Club Locations

Allen Parkway Club

Director: DeKeita Frazier

815 Crosby St. Houston, Texas 77019

Near Allen pkwy.

O: 713.400.2179. :c: 832-792-0553

dfrazier@bgcgh.org

Holthouse Club

Director: Darus Williams

2411 Canal St., Houston, TX 77003

Near Jensen St & I-10

o: 713-227-1041 c: 832-846-9972

dwilliams@bgcgh.org

Jim & Barbara Morefield Club

Director: Keiundra Jackson-Nash

5950 Selinsky Rd., Houston, TX 77048

Near/Off of MLK

o: 713-991-5083 c: 832-846-9971

kjackson-nash@bgcgh.org

John & Cissy Havard Club

Director: Marisol Diaz

1520 Airline Dr., Houston, TX 77009

Near N. Main & 45

o: 713-862-7404 c: 832-293-9908

mdiaz@bgcgh.org

Johnny Mitchell Club

Director: Cheryl Chatman

4420 Avenue P, Galveston, TX 77550

Near 45 and Broadway

o: 409-763-2227 c: 832-517-6984

cchatman@bgcgh.org

Royal ISD Club (Brookshire)

Director: Darius Austin

2500 Durkin Rd. Pattison, TX 77423

Off FM 359 Highway

o: 281-934-3184 c: 832-517-7755

daustin@bgcgh.org

Houston Texan Teen Club

Director: Carla Jones-Adams

1520 Airline A Dr., Houston, TX 77009

Near N. Main & 45

o: 832-804-7812 c: 832-846-9967

cjones@bgcgh.org

Fort Bend Club

Director: Lionese Whittaker

5525 Hobby St., Houston, TX 77053

Near Post Oak

o: 281-438-4720 c: 832-846-9964

lwhittaker@bgcgh.org

Stafford Club

Fort Bend County Director: Nick Cantu

3110 Fifth St. Stafford, TX 77477

Near 59 South

o: 832-471-2588 c: 832-517-8221

ncantu@bgcgh.org

Richmond- Rosenberg Club

Fort Bend County Director: Brandon Mouton

1800 James L Pink Blvd, Richmond, TX 77469

Near Highway 90

o: 281-232-7599 c: 832-846-9973

bmouton@bgcgh.org

Spring Branch Club

Director: Mark Alvarez

8575 Pitner Rd. Houston, TX 77080

Near 290 and 43rd area

o: 713-690-3946 c: 832-846-9966

malvarez@bgcgh.org

Housman Elementary Club (Shared Space)

Director: Sergio Maldonado

6705 Housman St. Houston, TX 77055

Near Katy Freeway

c: 832-244-6563

smaldonado@bgcgh.org

Buffalo Creek (Shared Space)

Director: Sara Rodriguez

2801 Blalock Rd. Houston, TX 77080

Near Hempstead and Kempwood Dr

c: 832-792-1006

srodriguez@bgcgh.org

KIPP Sunnyside Club (Shared Space)

Director: Nazia Frank

11000 Scott, Houston TX 77047

Near 288 and Airport Rd.

c: 832-846-9971

nfank@bgcgh.org

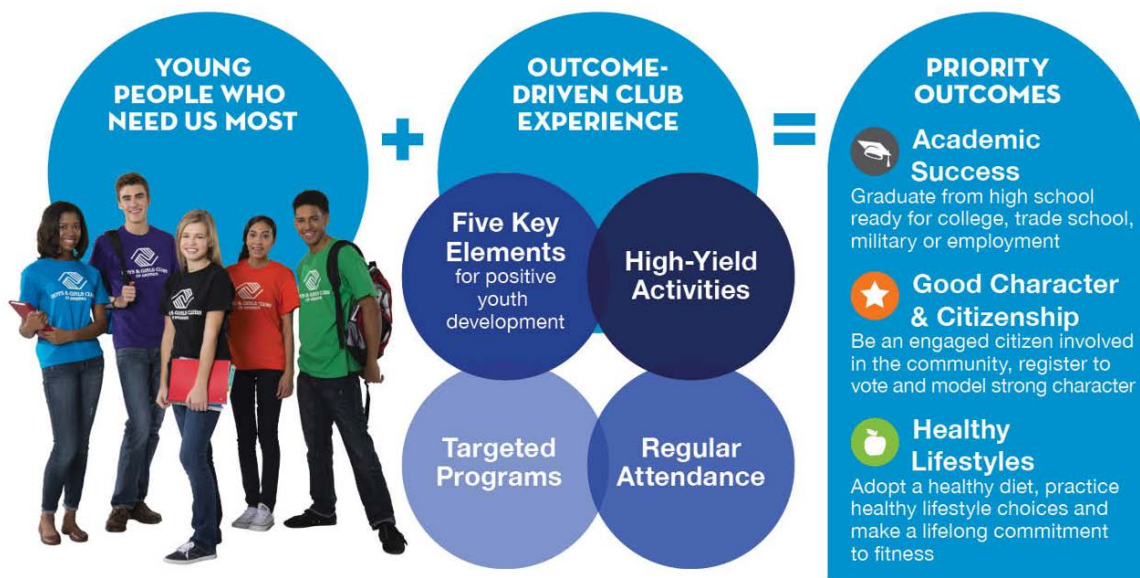
Mission

The mission of the Boys & Girls Clubs of Greater Houston (BGC GH) is “to inspire and enable all youth, especially those who need us most, to realize their full potential as productive, responsible and caring citizens.”

Core Values

Each young person receives the opportunity to participate in activities which foster self-development and growth in six core service areas: Character & Leadership Development; Education & Career Development; Health & Life Skills; The Arts; Sports, Fitness, & Recreation; and Outdoor & Environmental Education.

Our Formula for Impact



Hours of Operation

BGC GH clubs are open for operation Monday through Friday during the following hours:

School Year:	(3:00pm – 7:00pm)*
Extended Days:	(9:00am – 5:00pm)*
Summer:	(9:00am – 5:00pm)*

**hours may vary per club*

Dates and times of club operating hours are determined in a manner that best reflect the academic calendars of the public school districts in which our club resides. Schedules may vary from club to club and are posted in the lobby of each club location.

The Clubs are closed for the following holidays:

New Year’s Eve observed, New Year’s Day, Martin Luther King, Jr. Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve observed, Christmas Day observed

Note: Additional closure days may occur based on school district calendars. In the event of additional club closure dates, parents and/or guardians are notified at least forty-eight (48) hours in advance of the closure.

MEMBERSHIP

Location of Posted Club Rules and Policies

Boys and Girls Clubs of Greater Houston complies with local, state, and federal requirements for all required postings. **For licensed club sites, each club posts all required notices and information under TDFPS standards Division 3 §744.401, 403 & 408 regarding group childcare providers. This includes the license certificate, the results of the most recent licensing inspection, any notices of enforcement action, stipulations, conditions, exceptions or exemptions to state licensing rules. Copies of the current state licensing rules, Clubs' policies, and a childcare policy manual are available for viewing at each of the membership desks and club office.*

Parents/Guardians are free to view the Boys & Girls Clubs of Greater Houston Policy & Procedure Manual at any time. Parents/guardians also have the right to observe their child at the Club at any time (unless access is denied by court order) or to request a parent – staff conference to discuss matters concerning their child.

Club Membership

Any youth between the ages of 6-17 years old, the Boys & Girls Clubs of Greater Houston does not discriminate against individuals based on race, color, creed, ancestry, national origin, gender, sexual orientation, handicap or disability in any of its policies, practices or procedures. Youth must be registered in school in order to be a club member.

BGCGH complies with the amended Americans with Disabilities Act of 2008, Section 12182, which states that, “No individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases (or leases to), or operates a place of public accommodation.”

Member Eligibility Requirements

The school registration requirement is waived for youth who are home-schooled. If a member should drop out of school during their membership, they will be eligible for additional services to encourage school attendance. At the discretion of the club manager, a young person may be suspended or expelled from the Club for refusing to re-engage in school activities. If a youth is enrolled in a GED High School Equivalency program, has graduated from high school early, or is still in high school, he or she is still eligible to be a member up to nineteen years of age.

Annual Membership Fee

The school-year membership fee for Boys & Girls Clubs of Greater Houston is \$5. Membership is valid for 10 months beginning on the day that a completed and signed membership packet is turned in at the club. The Summer Membership fee is \$20. Membership is valid for one year. Specialized summer camps length of times/dates and fees may vary. A Membership at the Boys & Girls Clubs of Greater Houston provides young people with a safe place to play, learn and interact with other children and staff.

We also provide nutritionally balanced meals and snacks to youth on a daily basis. As part of a membership, parents of Club members are required to ensure their child arrives at the Club in weather appropriate clothing and equipped with their club membership card to show staff at the door.

Membership Fees Scholarships

BGCGH strives to serve youth regardless of ability to pay the \$5 or \$20 membership fee. If a youth's parent(s) or guardian(s) cannot afford the membership fee, a scholarship may be made available. No child is turned away for inability to pay.

Confidentiality of Information

The privacy of Club members and their families is of the utmost importance to the Boys & Girls Clubs of Greater Houston. All membership forms, health history forms and other documentation regarding Club members and their families will be kept in strict confidentiality and placed in individual member files. These records are stored in a locked file cabinet at the club office, as well as a secured online record keeping system. Upon request, parents/guardians may have access to all records and reports maintained on their children.

Membership Procedures

Signing up as a Member

Enrollment staff gives the youth, parent or guardian a full membership packet. Staff takes the name and phone number of the youth that received the packet in order to remind the family to turn in their forms. Generally, the parent or guardian is able to fill out all the information at the Club.

As soon as completed applications are received, the information will be entered promptly into the membership management database. A hard file is created for the child, and a membership card is issued. Replacement cards are \$1 if needed.

Required Forms:

- Membership Application
- Parent Handbook Receipt Signature Form
- **Workforce Solution Application and required documents (for licensed clubs)*
- Copy of Most Recent Report Card
- Proof of Child's Age for 6 year olds & 17 years old

Membership Form (*Signed & Completed*)

The membership form asks for basic information about the member applicant, including health history, emergency contact information, and data regarding the member's eligibility for income-qualifying services.

Parent Handbook Receipt Signature Form (*Signed*)

The Parent Handbook must be signed by the member and his/her parent(s) or guardian. The handbook lists all Club rules and expectations. Membership at the Club can and will be suspended or revoked if the Code of Conduct is violated.

Workforce Solutions Application and Required Documents (*Signed & Completed - for licensed clubs*)

Parents or guardians who participate in the Workforce Solutions Program may be eligible for Childcare Reimbursement. To designate BGCGH as a childcare provider for children ages 6 - 12, parents should complete an Application for Financial Aid/Services for Workforce Solutions.

Copy of Most Recent Report Card (*required for all members*)

The report card must be submitted for basic member information such as academic and behavioral progression, student identification numbers and attendance.

Proof of Child's Age for 6 year olds & 17 year olds

BGCGH must verify that no youth younger than age 6 is enrolled.

Other Documents, if applicable: Court Issued Custody Documentation

Attendance Procedures

- **ALL YOUTH entering the building must be checked -in**
- Members verify attendance by signing in at the Membership Desk.
- Members who do not have their card should report to the Membership Coordinator.
- Members who forget their cards must get a One-Day Pass or Replacement Card.
- An Individual Youth Guest who has never been to the Club before should fill out a Club Guest Form.
- Group Guests will sign in with the Membership Coordinator.

Forgotten Membership Card

Clubs may elect to keep membership cards at the front desk/coat check area for those members who are eight years old and under. Members nine and older are generally expected to keep their Club cards and bring them to the Club every time they attend. If a member forgets to bring their Boys & Girls Club card, he or she will have to sign in at the membership desk and get a One-Day Pass or Replacement Card. The purpose of the One-Day Pass is two-fold. First, it is important for the youth to learn responsibility and consequences. Second, it is important that no youth is turned away for not having his/her card and the pass helps maintain accurate Club attendance records.

Lost Membership Card

Replacement cards are available for \$1. One hour of Club Service may be performed if the member does not have the money.

Child Abuse Policy and Procedure

The Boys & Girls Clubs of Greater Houston is committed to protecting the safety of its members. As professionals working with children, *the Boys & Girls Clubs staff is mandated by state law to report incidents of child abuse and neglect of members with whom they work.* The Boys & Girls Clubs of Greater Houston supports this mandate and requires all full and part-time staff to follow applicable procedures when warranted. Failure to comply with this policy may result in disciplinary action.

Child Abuse must be reported when it is discovered, this is interpreted to mean within twenty-four (24) hours of when the abuse and/or neglect is discovered or suspected. The staff person identifying the situation must:

- Inform the immediate supervisor.
- The staff and ASLWS Club Director complete a Child Abuse and Reporting Form.
- The incident is reported to the Program Director. The Club Director will then call 1-800-252-5400. If the Club Director is not available, the employee is responsible for making the call. Reporting may also be done via the Internet at www.TxAbuseHotline.org.

Outside Agency Involvement

BGCGH is a mandated reporter for child abuse and neglect. The Clubs also have a zero-tolerance policy for illegal activities. Because of this, BGCGH will report any suspected abuse and/or neglect to the Texas Department of Family and Protective Services, and police will be called if a child engages in illegal activities at the Clubs. In these cases, parents will also be contacted, either by the Club or the public agency that is involved.

CLUB CODE OF CONDUCT

BGCGH has a simple **Code of Conduct**: RESPECT THE CLUB; RESPECT THE YOURSELF; RESPECT OTHERS.

Additional rules for specific programs, situations or ages may be set and used by Club staff as needed. All Club rules are designed to provide a positive, safe, secure, respectful and orderly environment.

Rules & Regulations for Members

Below is a list of general rules that parents/guardians should go over with their child(ren). There may be other rules that will be instituted, as needed. Failure to adhere to the rules could result in suspension or termination of membership.

All youth (guests and members) must sign the Code of Conduct with the membership/guest form.

Prohibited	General
<ul style="list-style-type: none"> • Violence against another member or Club staff • Cursing, use of racial slurs, name-calling, bullying or any other use of bad language • Possession of drugs, alcohol, guns, knives or any other weapons • Display of gang paraphernalia, signs or any action showing affiliation or activity • Aggressive action or group demonstration that is disruptive and interferes with Club activities • Bullying of any kind • Persons entering or attending the Club under the influence of an illegal or banned substance • Persons caught stealing will be subject to suspension and/or prosecution. NO EXCEPTIONS! • Fighting will lead to suspension. Members must keep their hands to themselves. • Member are not allowed to gamble under any circumstances. 	<ul style="list-style-type: none"> • All members should help keep the Club neat and clean. • Members must show their Club Card every time they enter the Club. • Members may not wear suggestive garments or inappropriate attire. Shirts must be worn at all time. Pants/shorts/skirts/tights must be worn on the hip, not sagging around the buttocks. All members should help keep the Club neat and clean. • Members should always show respect and cooperation toward each other and the staff. • Running is not allowed within the building except in the GYM. • The Boys & Girls Clubs are not responsible for stolen or lost items. • If a member has a problem, question or an injury they should see a staff member immediately. • Members use only the main door to enter and leave the building. • Food and snack items are eaten in specific area only. • Members will follow these rules at all times while at the Club or events sponsored by the Boys & Girls Clubs. • Public display of affection is not allowed. (i.e. kissing, hugging, holding hands, hitting, etc.) • Once members leave the premises of the club, they are not allowed to return.

BULLYING POLICY

We are committed to creating a Club setting where everyone is treated with dignity. To make this possible, we recognize that one of our most important responsibilities is to create and sustain a safe environment so our members can enjoy participating in our program. To achieve this goal, we must acknowledge that bullying can occur within our Clubs.

To clarify the definition of bullying and to help prevent it from occurring, we have outlined the following information:

- **Both boys and girls can be bullies. We, as an organization will not tolerate an attitude of “boys will be boys” or “girls will be girls” to excuse social cruelty or physical harm.**
- **Bullying can be direct or indirect, blatant or subtle. It involves an imbalance of power and repeated and intentional actions.**
- **Bullying is any behavior considered physical aggression, social aggression, verbal aggression, written aggression, intimidation, sexual harassment, or racial/ethnic harassment.**
- **Bullying is cutting someone off from essential relationships.**
- **Bullying includes isolating the target by making this person feel rejected by his or her community.**
- **Bullying is malicious gossip and rumor spreading.**

Bullying often occurs outside of the physical grounds of the Club, yet these actions impact the safety of our members as though they occur on Club sites. Any bullying behavior demonstrated at the Club or outside of the Club that affects our Club community, will be addressed by the Club Management.

Examples of bullying outside the Club could be (but are not limited to) the following:

- **Electronic communications that include physical threats and/or malicious gossip and slander.**
- **Hit lists or polls via e-mail or other methods of communication naming specific members and/or staff.**
- **Sending humiliating photographs to others.**
- **Stealing passwords and misrepresenting oneself.**
- **Changing other people’s personal profiles.**
- **Hazing, or any ritual that degrades, humiliates, threatens, or physically hurts another person as a pretext for joining a team or other formal or informal group.**

As an organization, we will take any report of bullying seriously. Bullying will be responded to through a variety of consequences and intervention up to and including suspension from the Club, depending on the frequency and severity of the behavior. Any member who is suspended will not be permitted to return to the Club without a parent/member re-entry meeting with the Club Director.

Some situations, including less severe first offenses, may be handled by the Club through member conferences, mediation or other interventions without a phone call home. If more serious bullying behavior has occurred, possible consequences could be suspension or expulsion from participation in all Club activities. Membership is a privilege, not a right. Subsequent consequences could include Club suspension. If any of these consequences become a likely outcome, we will notify you. If your child is the target of bullying:

- **Notify the Club Director so that the incident can be documented.**
- **The incident will be addressed as quickly as possible, but please allow us 48 business hours to respond. If you do not hear from us by that time, please feel free to call the Club Director to follow up.**

Please understand that we want all our members to feel safe, valued and respected in our Clubs. These situations are hard for everyone – parents, Club staff and members alike, but it is in these moments when we truly show

what we stand for as a community. Working together, we can do our best to ensure that our Club is a safe and positive environment where great futures can start for every child.

BGCGH YOUTH GUIDANCE PHILOSOPHY

As a high-quality out-of-school time program, BGCGH is committed to promoting school-age children's emotional and social development, in addition to their academic achievement. Therefore, BGCGH has developed a thoughtful, consistent, positive approach to child guidance and discipline that is appropriate to the age and individual needs of the children we serve.

The Clubs' child guidance philosophy is based on time-tested principles in eliciting positive behaviors and fostering the progressive development of children. These include the following:

- Understanding of growth and developmental stages of children
- Providing a stimulating and educational environment that addresses multiple learning styles
- Maintaining consistency in rules, routines, and discipline
- Modeling of appropriate behaviors and attitudes
- Allowing children to share their feelings and suggested solutions to problems
- Reducing opportunities for misbehavior through effective classroom control
- Teaching children coping mechanisms
- Praising appropriate behavior
- Working cooperatively with families to resolve ongoing behavioral challenges

The Clubs puts a priority on positive guidance methods that promote the setting of clear-cut limits for children and for the development of self-control, self-esteem, and respect for the rights of others. Parents are considered partners in finding solutions that will eliminate negative behaviors. In addition to giving feedback to parents at pick-up time, childcare staff can also make arrangements with families for a sit-down meeting to brainstorm effective child guidance techniques for their children.

Prohibited Forms of Discipline

Actions that are aversive, cruel or humiliating and actions that may be psychologically, emotionally, or physically painful, discomforting, dangerous or potentially injurious are prohibited. Examples of prohibited actions include:

- Spanking, hitting, pinching, shaking, slapping, twisting, or inflicting any other form of corporal punishment;
- Verbal abuse, threats, or derogatory remarks about a child or the child's family;
- Physical restraint, binding or tying to restrict movement or enclosing in a confined space such as a closet, locked room, box or similar cubicle; and/or
- Withholding or forcing meals or snacks.

Physical Handling of Boys & Girls Club Members

The use of physical force or punishment should not be used as a response to Club member misconduct. The only instance when the use of physical force may be used as a response to Club member misconduct is in the case where weapons or violent behavior are involved. However, physical force in this instance should be the last choice of action for staff and should not be done except to protect oneself or others where serious bodily harm could occur without physical intervention. Any use of physical force should be to prevent harm, such as separating individuals who are fighting. Fighting, physical assault or verbal assault on another person is a violation of club work rules. In any case where physical response is used, the Club Director will meet with the staff involved to review what happened and fully document the incident.

If staff determines that it is necessary to forcibly remove an individual because that person refuses to leave voluntarily: **The police, not staff, should remove a severely disruptive person who refuses to cooperate.*

- Staff should see back up immediately, including the staff-in-charge
- All members and others should be cleared from the area to isolate the individual
- The police should be notified

RESTORATIVE PRACTICES

“Restorative Practices can change behavior by challenging core beliefs, rather than simply just managing behavior,”

Restorative practices create a positive learning environment where members have the necessary skills to self-regulate their own behavior and re-calibrate their learning experiences. Restorative practices have been found most effective when implementing as a whole club approach by aiming to:

- Develop- emotional literacy, truth telling, accountability, responsibility
- Improve- behavior, attendance, learning environment, and teaching.
- Increase- empathy, happiness, social and communication skills.
- Reduce- bullying, exclusion, conflict, need for sanctions.

Restorative Practices are based on four key features:

- Respect- for everyone by openly receiving opinions and learning to value them.
- Responsibility- taking responsibility for one’s own actions.
- Repair- developing the skills within a Club community so its individual members have the necessary skills to identify solutions that repair harm.
- Re-Integration- working through a structured, supportive process that resolves the issue and ensures behaviors are not repeated, allowing members to remain in mainstream education while also achieving all of the above.

Punitive Discipline vs Restorative Practice

Punitive Discipline	Restorative Practice
Misbehavior is breaking the rules	Misbehavior is a violation of people and relationships
Offender is accountable only to the Club Staff /Authorities	Offender is accountable to those harmed and the community
Accountability is equated with punishment, usually exclusion	Accountability is defined as taking responsibility and repairing the harm
Those harmed are peripheral to the process	Those harmed play a key role in response to wrongdoing
Offenders are defined by their deficits (the misbehavior)	Offenders have capacity to take responsibility and change their behavior

Youth place significant attention on how they are treated. When punished, it is easy for them to fixate on the harm they experience rather than how their behavior may affect others. This focus on self-leads to resentment towards the punisher, and resentment turns into resistance to participation in activities and disassociation and/or aggression towards others.

Through Restorative Practices, members will:

- Have an opportunity to be heard
- Understand the greater impact of one’s actions

- Learn to take responsibility
- Repair the harm one's action may have caused
- Recognize one's role in maintaining a safe Club environment
- Recognize one's role as a positive contributing member of the Club and Community

Member Expectations

We will continue to follow our expectations outlined in the Parent Handbook, but members can easily remember our Member Expectations:

- **RESPECT THE CLUB; RESPECT THE YOURSELF; RESPECT OTHERS.**

Behavior Recognition and Rewards

Staff will promote, encourage and acknowledge positive behavior within and around our Program Area. Staff will be keeping a record of member's behavior in **Member Assessment Report (MAR)**. The MAR is kept in the Member's File. In addition, Staff may nominate members for formal recognition through local and national BGC Programming:

- Star of the Week
- Core Area Leaders
- Jr Youth of the Month/ Youth of the Month
- Jr Youth of the Year/ Youth of the Year

Progressive Behavior

If member's behavior is not aligned with the Member Expectation, staff will take corrective action by following the BGC GH Restorative Practices Continuum. Redirection, Verbal Check-In and Reflection Sheets will be used and all actions will be documented in the MAR and placed in member's file. If the behavior does not change, staff should complete the Progressive Behavior Report (PBR) recommending Specialized Programming for member along with a Member Moment. The Director will review the PBR and meet with the member. Member's parent/guardian will be made aware through a parent call and given a copy of the PBR. A copy will also be placed in the member's file.

Restorative Practices Documentation

BGC GH Staff will follow to document all occurrences at the Club:

- Repeated Verbal Check-Ins is documented in MAR
- Reflection Sheet/Reasoning is documented on MAR. Groups Circles will be held so members can see and reflect on how their actions affect other members.
- Earned Privileges are documented on MAR and the member will be considered for Specialized Programming.
- Member Moments is documented on the MAR and parents will be made aware through a parent call and copy of MAR will be provided.
- Restorative Council is held with the Club Director, Member, and Member's parent(s)/guardian(s). At this meeting parent(s)/guardian(s) will be made aware of all previous actions taken and suggest an Interval of Assessment for the member to reflect on their actions and how to better handle the situation next time. If this is a repeated occurrence, the member will be removed from the program, and other resources for afterschool care will be made available.

Restorative Practices:

- **Orientation of Expectations** are presented to members regularly. Behavior expectations are established and stated positively.
- **Redirection** is used to promote desirable behaviors reduce, reduce punishing interactions and promote learning and exploration.
- **Verbal Check-In** is a courtesy provided to members letting them know you are aware they are not meeting the expectations at that time and re-evaluate the choices they are making.
- **Reflection Sheets & Restorative Reasoning** provides an opportunity for each member to be heard. This helps members tell the incident through their prospective, how it affected them, and helps them develop future actions and/or solutions.
- **Earned Privileges** occurs when the member continues to be disruptive. Members will be removed from the activity for a short period of time. This allows the member to gain control of a difficult situation. Reflection Time can include activities which might lead the child to consider alternate behaviors.
- **Member Moment** occurs when the member continues to demonstrate undesirable behavior and/or when a behavior is particular dangerous to the member, staff or others. Parents will be made aware and members will be placed in specialized programs to promote positive behavior.
- **Restorative Council** the Club Director, member and parent(s)/guardian(s) meet when the member's behavior puts him/herself, staff or other members in danger. At this time, parent(s)/guardian(s) will be made aware of all efforts made to redirect the member and an Interval of Assessment will be recommended. If Restorative Councils occur regularly, referrals to alternative programs will occur.

Programming:

- **Affective Statements** are expressions of personal feelings, both positive and negative. They are not intended to shame or vent personal stressors, but to develop empathy, establish boundaries and provide authentic observations. Instead of criticizing or scolding the member, an 'affective' YDS communicates how the student's behavior makes them feel.
- **Reflective Check-In** takes place at the beginning of every program day. This will give members dedicated time to gain perspective on their day and how to better it. This also allows YDS to gauge member's behavior/attitude for the day.
- **BGC Programming** BGC GH offers tested, proven and nationally recognized programs in five Core Program Areas that closely align with the developmental needs of all young people:
 - Character and Leadership Development
 - Education and Career Development
 - Health and Life Skills
 - The Arts
 - Sports, Fitness and Recreation
 - We also undertake specialized initiatives that cut across more than one program area and/or address the unique needs of special populations
- **Group Circles** will be utilized when a member's behavior affects the group. This will allow members to express their feelings and will also shed light on how their feelings and actions affect others.
- **Specialized Programs** focus on social awareness, relationship skills, and decision making. Members will be placed in a Specialized Program to help the member develop their awareness and make better decisions.

PARENT ENGAGEMENT

Parent Code of Conduct

BGCGH are committed to providing a safe and nurturing environment for your child. In an effort to ensure your child's development in a positive way, we ask that you as the parent(s)/guardian(s) agree to the following:

- To make every effort to follow all BGCGH program policies & procedures as expressed in this handbook. You understand that it is your responsibility to read and comprehend the policies set forth and to follow them to the best of your ability; and ask questions regarding any policy and/or procedure that it not clear to you.
- To strive to support the program in the way you communicate with the members, the staff and other parents.
- To be courteous, use appropriate language and refrain for making threats and taking actions towards any member (yours or others), staff, or other parent(s)/guardian(s) either at or near BGCGH Clubs or at any BGCGH Club functions/events.
- To not approach, any member other than your own to obtain confirmation, clarification, or "their view" on BGCGH Clubs related issues, disputes, or disagreements between members. Such matters must be brought to the attention of the BGCGH Club Director.
- Do not approach any staff member requesting confidential information in regards to any member but your own.
- To understand there are NO REFUNDS or EXCHANGES on any membership fees.
- Understands that if a parent does not agree with the BGCGH Parent Code of Conduct, BGCGH reserves the right to dismiss all access to the club facility.

Parental Involvement

The Club strongly encourage parents' involvement in their child's academic and personal growth. Parents are always welcome to work or play with their child at the Club. This is the best and most effective method to inform parents about their child's successes and struggles. Club newsletters and occasional phone calls to homes also keep parents up to date on the programs and activities offered through the clubs.

Communication with Parents on Child's Progress

BGCGH parents, members and guests receive and sign the parent handbook that includes BGCGH's Rules and Regulations and Bullying. These policies clearly state that some violations may result in immediate suspension or termination of membership. In all but the most serious violations, however, staff will work with the member and his/her family to restore the child's good standing in the Clubs.

Parents also agree to ensure that their children abide by these rules. If a child breaks a rule, this violation will be documented and placed in the child's file. Depending on the severity of the infraction, parents will be contacted. In the case of children who are picked up by a relative, staff will verbally inform the family member the same day that the violation occurs. More serious or repeat violations will also be conveyed via written notice. Parents are welcome to review their child's file at any time. They can also meet with staff and Club leadership regarding their child's behavioral or safety issues in order to develop a strategy for improvement.

Safe Passages Program

Release of Children

Children will be released only to those persons authorized on the Registration Approval/Parent Consent Form. When the child is picked up, the parent/guardian must sign out the child. Parents must notify the Club Director in

writing of any changes regarding persons to whom the child may be released to, or if there are any variations in departure time.

Parents picking up their children must do so by closing time and complete the sign-out sheet. If parents or other designated persons are late in picking up children, staff will remain with the child until they are picked up. Parents may be asked to withdraw their child after the second time that they are late in picking up their child. Generally speaking, staff are not responsible for the child's transportation to and from the program. If the child is not picked up at closing time, the police or child protective services will be called.

Child Pick-up Procedures

One of the Clubs' primary concerns is the safety and well-being of the children we serve. Our pick-up procedures are designed to protect the children we serve.

Release to Authorized Parent/Guardian Only

BGCGH provides a safe and secure environment for its club members. Club staff are responsible for ensuring members are picked up by only those adults who are authorized to pick up each member. Each member's parent/guardian is to fill out a form listing the individuals authorized to pick up their child each day. If applicable, a copy of any legal documents prohibiting certain individuals' access to the child are kept in the file. Each time a member is picked up from the Club, staff are responsible for checking the adult's ID to make certain the child is leaving the Club with the authorized adult.

In the case of an individual who is not authorized but who claims the parent has given him or her permission to pick up a child, staff will contact the parent for verbal authorization. The parent will be asked to update the pick-up authorization form in their child's file at their earliest convenience.

Release to Parent/Guardian Who Appears Impaired

If the parent or guardian who is picking up the child appears to be impaired by drugs or alcohol, staff will contact another adult on the pick-up authorization form. The child will not be released to the parent under the influence of drugs or alcohol. The child will remain in staff's care until the arrival of an authorized adult who is capable of taking responsibility for the child's release.

Field Trips (if applicable)

Parents are notified of field trips with sufficient notice to give their permission and/or pay required fees. If children are to dress appropriately for a certain activity, the field trip materials will include this information.

HEALTH & WELLNESS

Health Records for Club Members

A health record shall be maintained in the facility for each child enrolled. Each record shall include all of the following information:

- A copy of the immunization record IS NOT required for school-age children.
- Other health information if deemed necessary by the operator or director of the facility and/or by parent(s)/guardian(s).
- Incident/Accident Reports Procedures

All accidents and illnesses (major and/or minor) MUST BE REPORTED and entered into the Incident/Accident online portal. They are to be reported immediately to the department supervisor and the Club Director. A BGCGH

Accident Report Form should be completed as soon as possible. This report is due at the Administration Center the day after the accident and must be accurate and complete.

Depending upon the seriousness of the accident or illness, the staff person in charge of the area where the accident occurs will be expected to administer the necessary emergency first aid. If the necessary first aid is beyond the abilities of the staff person present at the scene, the Club Director, Lead YDS or other full-time staff should be called.

Only full-time staff should call a parent when there is an accident. If staff are unable to contact a parent or guardian, they will call the Police Department to come to the Club and follow up with the situation. Staff members are not authorized to transport members from the Club to any other location but can administer emergency first aid. Fire and/or Medical personnel will transport the child to the nearest and most appropriate medical facility.

Dispensing Medication

It is the responsibility of parents or guardians to administer medications to their children. Staff do not hold or administer any over-the-counter or prescription medications to members.

Child Definition

As a provider of after-school program services to well children, BGCGH will not permit children to come to the Clubs with any of the following illnesses or symptoms:

- Severe pain or discomfort;
- Acute diarrhea, characterized as twice the child's usual frequency of bowel movements with a change to a looser consistency within a period of 24 hours, or bloody diarrhea;
- Two or more episodes of acute vomiting within a period of 24 hours;
- Elevated oral temperature of 101.5 degrees Fahrenheit or over or axillary temperature of 100.5 degrees Fahrenheit or over in conjunction with behavior changes;
- Lethargy that is more than expected tiredness;
- Yellow eyes or jaundiced skin;
- Red eyes with discharge;
- Infected, untreated skin patches;
- Difficult rapid breathing or severe coughing;
- Skin rashes in conjunction with fever or behavior changes;
- Weeping or bleeding skin lesions that have not been treated by a health care provider;
- Mouth sores with drooling; or
- Stiff neck.

A child who presents with these symptoms will be sent home unless medical diagnosis from a health care provider, which has been communicated to the center in writing, or verbally with a written follow-up, indicates that the child poses no serious health risk to himself or herself or to other children. All such documentation will be placed in the member's file.

Communicable Diseases and Member Attendance

If any member shows evidence of having contracted a communicable disease as defined by a skin irritation or lesion that is designated as contagious to others and appearing as impetigo, chicken pox, scabies, ringworm, head lice, pink eye, etc. Staff will isolate the member in a designated area until a parent or guardian can pick up the child from the Club. Club staff are obligated to contact the Health Department, the child's parents and the parents of any other children who may have been exposed to the infected child. A letter to member's parents or a posting

at the Club is required when a communicable disease has been present at any Club location. Confidentiality of each Club member is to be kept in all situations.

The contagious member will not be allowed to return to active participation in Club activities until the member is examined by medical personnel and found to be free of contagious aspects of their affliction. A letter to this effect must be signed by a physician or registered nurse and placed in the permanent membership file of the member.

Parent Notification and Confidentiality

The contents of all member files are kept confidential and are only available to Club staff. Staff should call the member's parent any time a member is ill or an accident has occurred. In the case where 911 needs to be called, the parent should give any and all information to the responders. If the parent is not able to be reached and the child is in a life-threatening state, the Club Director may give any necessary information to the responders. If a Club member is found to have a communicable disease, it is the responsibility of Club staff to inform the parent of the infected child, the parents of other children who came in contact with that child and the health department. This will be done in a manner that safeguards confidentiality.

Special Health Needs

Parents should provide the Membership Coordinator with any information on a child's special health needs or conditions upon enrollment or upon the onset of the condition. The Membership Coordinator will place a copy of the information in the child's file and ensure that all staff who are responsible for the child's care are properly informed. This includes any allergies and/or health issues a Club member is diagnosed with, as well as the proper method of treatment (ex: asthma: treat with inhaler – child should administer him/herself.)

Other Dietary Restrictions

Parents whose children have dietary restrictions or special diets due to religious beliefs or other practices should submit documentation to the Club's office manager. A special diet based on a medical condition may be served only upon written instruction of a child's physician and upon request of the parent. A copy of these restrictions will be placed in the child's individual file. All staff members having direct contact with the child shall be informed about a child's dietary restrictions, special diet or food/other allergies.

Posting of Menus

All snack and meal menus will be created with at least one week's notice and posted in a prominent place on the Parent Board and in the eating area(s). Menus will be dated and kept on file for at least three months afterward. Any changes in a planned menu should be recorded on the copies of the menu kept on file and posted for parents.

SAFE & SECURE CLUBS

Emergency Preparedness Plan

Boys & Girls Clubs of Greater Houston (BGCGH) are committed to providing a safe environment for all members participating in programs at BGCGH facilities. This commitment requires an established plan to manage environmental hazard situations in a manner that minimizes risk to any person present when an evacuation or shelter in place is necessary.

This policy contains requirements for general environmental hazard plans which are designed and implemented to protect program staff, club members, visitors and contractors from the hazards associated with an emergency.

Shelter in Place:

Staff are required to keeping members as calm as possible. Older members, if available, may be used as helpers. All staff must be advised within 7 days of hire where the designated shelter in place is located.

- Stay away from exterior doors and windows and go to the designated shelter area.
- Do not use elevators during a tornado.
- Remain in areas designated as “shelter areas.”
- Use two-way radio advising all staff of the emergency using the site-specific emergency code.
- Lead club members promptly out to the shelter area.
- Staff must ensure that all spaces are cleared including bathrooms.
- Members may not stop to take clothing, toys, book bags, etc.
- Staff must take the group rosters/attendance records to the shelter area.
- Staff must leave lights on and close doors upon exiting the room.
- Directors or other designated staff is responsible for conducting a final walkthrough of the club, checking closets or other hiding places, making sure all windows are closed, and all doors are shut and locked.
- The Director must place a sign on the door indicating “Shelter in Place.”
- Do not go outside until advised and cleared to do so.
- At Shared Space Clubs, school personnel are responsible for shutting HVAC and conducting walkthrough.
- The Director is responsible for taking attendance at the shelter area ensuring that all individuals are accounted for. Check the completeness of the shelter in place.
- Staff will lead children back into the program area when the hazard has cleared.

Evacuation:

Staff are required to keep members as calm as possible. Older members, if available, may be used as helpers. All staff must be advised within 7 days of hire where the designated evacuation and re-location area is located.

- Exits, hallways, and other evacuation routes will be clear at all times to permit prompt and safe exit from the building.
- Do not use elevators during an evacuation.
- The designated meeting location must be at least 1000 feet from the building or as indicated by Emergency Management.
- Use two-way radio advising all staff of the emergency using the site-specific emergency code.
- Lead club members promptly out of the building using the closest and safest exit.
- Staff must ensure that all spaces are cleared including bathrooms.
- Members may not stop to take clothing, toys, book bags, etc.
- Staff must take the group rosters/attendance records to the shelter area.
- Staff must leave lights on and close doors upon exiting the room.
- Upon exiting the building, staff must direct their assigned group of members to the site-specific designated area or as indicated by Emergency Management.
- Directors or other designated staff are responsible for conducting a final walkthrough of the club, checking closets or other hiding places, making sure all windows are closed, and all doors are shut and locked.
- The Director is responsible for taking attendance at the shelter area ensuring that all individuals are accounted for. Check the completeness of the evacuation.
- Staff will lead children back into the program area when and if Emergency Management determines it is safe.

Severe/Inclement Weather:

The CEO will determine whether to close BGCGH club locations due to adverse weather conditions. As a general guideline, when Houston and surrounding city and/or county public schools close due to severe/inclement weather, BGCGH club locations will close. If the decision to close is made when members are present in BGCGH, staff must contact parents/guardians/emergency contacts to pick up members immediately. Staff must remain with members while maintaining the staff to member ratio, until all members are picked up.

Fire/Tornado/Flash Flood and All Other Emergencies:

Routine drills are necessary to ensure BGCGH staff know how to conduct fire drill and a shelter in place in the event of a tornado. State regulations and BGCGH policy define routine as one time per month, January through December. The manager is responsible for documenting the monthly drills in the BGCGH Safety Binder.

Bomb Threat:

It is the policy of BGCGH that ALL BOMB THREATS are to be considered valid and taken seriously until proven otherwise. No use of two-way radios or cellular phones because radio signals have the potential to detonate a bomb. Do not activate the fire alarm. Most bomb threats are received by phone and most currently electronically or via social media.

If the bomb threat is received by phone:

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- Obtain as many details as possible from the caller.
- If Caller ID is available, take down the number.
- Pay attention to the caller’s voice (male, female, adult, child, recorded, well-spoken, accent, lisp, nasal, raspy, stutter, slurred) and background sounds (animals, house noises, music, static, office machinery, factory machinery, street noises, motor)
- If possible, write a note for a colleague to call the authorities 9-1-1 or as soon as the caller hangs up, immediately notify them yourself.

If the bomb threat is received electronically or via social media (Facebook, Instagram, Text, Snapchat, email):

- Notify authorities 9-1-1 immediately.
- Notify BGCGH personnel based on communication protocol.
- If possible, forward email or screenshot an Account Manager.

Suspicious packages such as packages wrapped excessively, strange odor, foreign postage, strange sounds, and/or unexpected delivery must be taken seriously and cautiously.

- Notify authorities 9-1-1 immediately.
- Notify BGCGH personnel based on communication protocol.

Emergency Numbers:

- Will be posted in a prominent location where club staff can access them quickly.
- 9-1-1 Police, Fire, and Medical
- CPS 24-Hour Hotline 1-800-252-5400

Emergency Relocation:

In the event that members must be relocated for safety purposes, the designated relocation sites can be found in front of each club near the fire evacuation posting.

Use of Drugs or Alcohol

Use of drugs or alcohol is strictly prohibited. BGCGH is committed to providing a drug-free workplace and conforms to the requirements of the Drug-Free Workplace Act and all laws pertaining to alcohol and drug use in the workplace.

Smoking

Smoking in or on Club facilities is not permitted. Employees are not permitted to smoke when members are present under any circumstances.

Guidelines on Staff/Member Relationships

The essence of the Clubs' mission is to support young people as they develop and build values, skills and self-esteem. Employees and volunteers are hired and/or selected to carry out that mission. They are expected to perform their job responsibilities at all times in a professional manner. Any employee who acts inappropriately in the presence of or toward a Club member, co-worker, or management is subject to discipline, up to and including immediate termination.

Special Notice:

Please be aware that staff are **NOT** allowed outside contact with any member in our program. This includes but is not limited to babysitting, house sitting, email/phone/social media contact, personal transporting, etc. Any prior relationships state may have with members and/or families must be disclosed and on Off-Hours Contact with Boys & Girls Clubs of Greater Houston Staff and Minors form must be filled out and on file.

Lost and Found

We are not responsible for lost, stolen or damaged items brought from home. Please help us by labeling everything with your child's name and leaving valuables at home.

COMPLAINT PROCEDURES

Employees should communicate with parents upon pick-up or drop-off regarding any pertinent information about the child's well-being. For communication of policies and/or other information required by law, the employee should check with a supervisor about the best way and most appropriate person to speak with the parent.

STEPS TO FILE A COMPLAINT

1. Contact the Club Director of the local club your complaint is with. If not resolved proceed to Step 2
2. Contact the Account Manager of the local club your complaint is with. If not resolved proceed to Step 3
3. Contact the BGCCH Headquarters Office at 713-400-2945 and complete the attached Parent Complaint Survey (<https://www.surveymonkey.com/r/complaint-form>).
4. Allow 24-48 hours for a response from Headquarters Staff for a resolution.

****Licensed After-School Program Clubs, stand by the following DFPS statement:***

You may find yourself displeased about something that has happened at your child's after-school operation. It is important you communicate your concerns with the director and/or other BGCCH Administrator's. There may be a misunderstanding that can easily be resolved.

If you feel the situation isn't resolved and you believe the operation is not meeting the minimum standards, you should report your concerns to a local Licensing office or contact our Child Abuse Hotline at 1-800-252-5400. Licensing staff will investigate all reports of minimum standard violations.

If you suspect your child has been abused or neglected, you must report the situation immediately to the Child Abuse Hotline. Parents who suspect that their child has been abused in child care sometimes remove their child from the operation, but do not report the problem. This leaves other children in danger. Be seriously concerned with your child care operation if you see that:

- Parents are not encouraged or allowed to visit the operation during the day.
- Children are left without direct adult supervision.
- Classrooms are continually out of control or there appears to be too many children in care.
- Employees are scolding and yelling at children.
- Employees are physically rough with children and allow rough play.
- The operation is unsanitary or has unsafe conditions.
- Your child is unhappy about being left at the facility and this doesn't improve over time.
- Your child comes home with unexplained bruises or injuries.
- Injury to a child in our care that requires treatment by a health-care professional; and/or
- If an employee or child in our care contracts an illness deemed notifiable by DSHS (Dept of State Health Services) such as a Communicable Disease;



**BOYS & GIRLS CLUBS
OF GREATER HOUSTON**

Boys & Girls Clubs of Greater Houston Acknowledgement of Review of the Parent Handbook

As we strive to provide a safe and quality experience for your child, we also seek the involvement of parents/guardians to help our members be most successful. Your signature acknowledges receipt of the handbook, as well as the rules, regulations, and expectations outlined for both the member and family in regards to:

- **Membership /Procedures**
- **Member Code of Conduct /Bullying Policy**
- **BGCGH Youth Guidance Philosophy/ Restorative Practices**
- **Parent Engagement /Parent Code of Conduct**
- **Safe & Secure Clubs /Health & Wellness**
- **Complaint Procedures**

Member Name (PLEASE PRINT)

Parent/Guardian Name (PLEASE PRINT)

Parent/Guardian Signature

Date

Club Director/Membership Coordinator Signature

Date