

GREAT FUTURES START HERE.



Parent and Member Handbook

Greetings! It is with great pleasure we welcome you and your child(ren) and/or teen(s) as new members of Boys & Girls Clubs of Southern Maine (BGCSM). Being a member at BGCSM allows your child/teen to participate in a wide variety of fun and impactful programs and activities under the leadership and supervision of trained youth development professionals.

This handbook provides important information to successfully enjoy Boys & Girls Club membership. We encourage you to review this handbook with your child/teen.

If you have any questions, please contact a staff member.

Our Locations

Auburn/Lewiston Clubhouse

43 Second Street
Auburn, Maine
782-2446
School Year Hours: 2:00 – 8:00 p.m.
Summer/Vacation Hours: 10:00 a.m. – 4:00 p.m.

Portland Clubhouse

277 Cumberland Avenue
Portland, Maine
874-1070
School Year Hours: 2:00 – 9:00 p.m.
Summer/Vacation Hours: 10:00 a.m. – 4:00 p.m.

Riverton Park Clubhouse

55 Riverton Drive
Portland, Maine
797-9048
School Year Hours: 3:00 – 6:00 p.m.
Summer/Vacation Hours: 1:00 p.m. – 4:00 p.m.

Sagamore Village Clubhouse

33 Popham Street
Portland, Maine
689-2160
School Year Hours: 2:00 – 6:00 p.m.
Summer/Vacation Hours: 12:00 p.m. – 4:00 p.m.

South Portland Clubhouse

169 Broadway
South Portland, Maine
874-1075
School Year Hours: 2:00 – 8:00 p.m.
Summer/Vacation Hours: 10:00 a.m. – 4:00 p.m.

Administrative Offices

277 Cumberland Avenue
PO Box 7830
Portland, Maine 04112
info@bgcmaine.org
874-1069
Mon – Fri, 8:30 a.m. – 5:00 p.m.

- All Clubs open early for school district early release days.
- Extended hours available for additional fees during summer at the Auburn/Lewiston and South Portland Clubhouses.
- Club hours are subject to change due to weather or other events.

Our Mission, Values and Priority Outcomes

The mission of BGCSM is to inspire and enable all young people, especially those who need us most, to realize their full potential as productive, responsible and caring citizens. Today, realizing this mission means helping our members achieve the priority outcomes of academic success, good character and citizenship, and healthy lifestyles.

We believe in the mission and the importance of positively impacting our Club members' lives. Fulfilling our mission drives every decision we make, and four core values guide everything we do:

Kids Come First: We are committed to creating *Great Futures* by promoting opportunities for kids and teens in our communities, in safe and fun environments supported by compassionate staff and volunteers.

High Quality: We are committed to creating *Great Futures* by providing positive environments that foster high expectations, opportunities for success, integrity, and productive lives developed by committed staff and volunteers.

Results: We are committed to creating *Great Futures* by establishing priority outcomes and goals, inspiring successful life-long learners and leaders who are invested in their communities.

Teamwork: We are committed to creating *Great Futures* by consistently fostering a positive environment, enthusiastically sharing a common purpose, promoting effective communication, and making our workplace fun and inspiring.

For more information, please visit www.bgcmaine.org.

Club Safety

In our care, keeping all youth safe is our #1 priority. With the support and extensive resources from Boys & Girls Clubs of America (BGCA) and its Child & Club Safety Department, we embrace a culture of safety and follow best practices for protecting our Club members.

Club access is controlled and monitored by trained youth development professionals. All members complete a member application and are issued a membership card for access past the front desk/membership counter into the building and programs.

Nationally-based criminal background checks are required for every staff member and volunteer who has ongoing direct contact with children and teens. Ongoing training and supervision of staff are critical. BGCSM participates in a wide variety of child safety training conducted through seminars, conferences and webinars.

Communication around safety is encouraged. Unit directors have an open-door policy for members, parents, staff and volunteers to discuss any issues. Additionally, the Chief Operating Officer and Chief Professional Officer are available. Through BGCA's partnership with Praesidium, one of the nation's leading safety experts, there's access to a 24-hour toll-free Child Safety Hotline, 1-866-607-SAFE (7233), to allow Boys & Girls Club staff members, volunteers and parents to confidentially report suspicions or concerns.

BGCSM is required by state law to immediately report or instigate a report when we have reasonable cause to suspect a child has been or is likely to be abused or neglected. Parental or guardian notification is not a prerequisite.

General Membership & 'Come & Go' Model

BGCSM offers youth ages 6-18 (ages slightly vary by Clubhouse, be sure to check at your Club) a chance to attend during afterschool, school vacations and summer on a drop-in basis. A membership costs \$5 per member per year. Each membership must be renewed annually. Member applications are available at the front desk of all Clubhouses. All members receive a membership card which is needed and used on a daily basis.

BGCSM operates under a 'Come & Go' model. Club members are free to come and go at will. Members are required to check in at the front desk every time they enter a Clubhouse, as well as check out at the front desk each time they exit. Members are not prevented from leaving the facility, and parents are not notified when a child/teen does leave.

Members are well supervised while in our Clubhouses. Parents are encouraged to set expectations with their child/teen around attendance and length of stay for each day a child/teen attends a Clubhouse. Parents wishing to have a child/teen stay in the building should be sure to reinforce this with the member.

While participating at the Club, members typically have a variety of program options. We encourage members and parents to check the daily program schedule and determine which programs they would like to engage in. Please note some programs require pre-registration.

Membership Rules & Responsibilities

Members are expected to be a positive member of our Boys & Girls Clubs community.

1. Members must sign in and out of the Club at the front desk, each time they come.
2. Members should treat staff and other members with respect and use appropriate language at all times.
3. Our Clubs are bully-free zones. Members may not bully other members or staff. Bullying is defined but not limited to the following behaviors: *verbal* (hurtful language, name calling, gossiping); *emotional* (humiliating, ostracizing, spreading rumors); and, *physical* (aggressive contact, pulling hair, obscene gestures).

4. Members are encouraged to help keep our Clubs and equipment clean and in good working order. Members should be gentle with equipment and clean up after themselves. Members should not chew gum or litter in and around our Clubs.
5. Our Clubs value healthy lifestyle choices. In the rare event that a Club member has been found to use alcohol, tobacco or illegal drugs, that member will be asked to leave and his/her parents shall be notified.
6. Members are asked to keep valuables, including electronic devices, jewelry, or cash, at home. Each member is responsible for his/her own personal items and should not leave them unattended.
7. Members involved in any illegal activity, or members who exhibit consistent unruly behavior will be suspended and his/her membership will be subject to review.
8. Members are encouraged to raise concerns on any issues to a staff member.

Our hope is that every member follows the rules and responsibilities of membership. However, if a member fails to follow the rules and responsibilities of membership, action may be taken by staff along a progressive discipline spectrum that includes but is not limited to verbal warnings, program timeouts, behavior contracts, parent notification, suspension and membership termination.

General Information

Computer/Internet Policy and Social Media Guidelines: Internet access is available at BGCSM, and teen members may access approved social media sites. For more information on our member computer use and internet policy and social media guidelines, visit www.bgcmaine.org and click on *What We Do*.

Emergency Procedures: Club staff are trained in emergency procedures. In the case of an emergency, staff will remain with members until the situation is resolved or parents are notified. In rare instances, staff and members may need to vacate to an alternate location.

Club Closings: The Clubs may close for certain holidays, staff trainings, building maintenance, special events or inclement weather. Any upcoming closings are posted at the front desk. Closings due to inclement weather are announced on local media and BGCSM's Facebook page. Parents are encouraged to like our organizational and individual Clubhouse pages on Facebook. Parents are welcome to call a Clubhouse in advance if there is a question about an opening or closing. The following lists holidays when the Clubs are closed:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Columbus Day
Presidents Day	Veterans Day
Patriots Day	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	

Lost and Found: Unclaimed property is placed in a lost and found bin at each Clubhouse. If unclaimed property is not claimed in a reasonable period of time, the property may be donated to a local charity. Members are encouraged to mark their property.

Snacks and Light Meals: Healthy snacks and light meals are offered daily at our Clubhouses. Nut products may be served. Members are responsible to inform staff serving snacks of any food allergies he/she may have.

Off-site Activities: Staff may lead members on off-site, supervised activities within walking distance of the Club to enhance the members' experiences without additional parent permission. These may include trips to local parks, libraries or ball fields. Please notify the Unit Director of your Clubhouse if you do not want your child/teen to participate on walking trips.

Field Trips: Regularly, staff organize field trips to various locations. Staff members announce these field trips and distribute permission forms. The permission form will have all the details of the trip, including any fees needed, and must be signed by a parent or guardian and returned. Most trips fill up on a first come/first served basis. Members need to come prepared especially if any allergies or special conditions exist (asthma inhaler, epi-pen, sunscreen, appropriate clothing, etc.)

Medication: BGCSM staff will not administer medications. We will only assist the member in case of an allergic reaction, when a member has a prescribed Epi-pen, or during an asthmatic episode, when a member has an inhaler. We will also assist the member in the administration of glucose in the case of a diabetic episode. All prescribed medications must be clearly marked and in the original container, with the member's information and any guidelines for administering. Each parent must notify the Club in advance when he or she registers for membership that a child may need to use his or her inhaler, Epi-pen or glucose. Each Clubhouse will provide a safe storage space for members to keep their prescribed medications when they are in the Club during program hours. However, it is the sole responsibility of the parent / guardian and child to ensure that the medication is taken properly and in a timely manner as prescribed. We are not responsible for ensuring that your child takes their prescribed medication.

Illnesses: Please help keep all of our members healthy! Members with the following conditions may not attend the Club until 24 hours after symptoms have subsided: fever, thick nasal discharge, vomiting, diarrhea, heavy coughing, chicken pox, head lice, conjunctivitis, and any other contagious condition or disease. If your child/teen becomes ill at the Club, you will be notified immediately to pick up your child.

Media Release: As part of the membership application, parents are asked to grant BGCSM permission to use pictures, portraits and other images. We make every effort to obtain additional releases when we know an image will be used more widely than our audiences.

For more information, visit us at www.bgcmaine.org, like us on Facebook and follow us on Twitter (@BGCSOEME). We're now available on YouTube and LinkedIn, too!