



**BOYS & GIRLS CLUBS  
OF SOUTHERN MAINE**

## **Additional Policies and Guidelines**

### **Non-Discrimination Policy: An Inclusive Environment**

Our mission is to provide an inclusive environment for a diverse group of employees, volunteers, Club members, and Club families, where opportunities and equal access are demonstrated at all levels. We have zero tolerance for discrimination in any form. The model we set fosters our ability to understand, support and deliver on our organizational goals and commitment to youth. Inclusion cultivates an environment that builds healthy and productive working relationships by creating a foundation of equal treatment, influence and respect for diversity.

### **Nutritious Meals Non-Discriminatory Statement and Policy**

The USDA Child and Adult Care Program (CACFP) and the USDA Summer Food Service Program (SFSP) are the funding sources for the serving of nutritious meals at the Boys & Girls Club of Southern Maine. The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment based on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6163 (in Spanish). Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). USDA is an equal opportunity provider and employer. This institution is an equal opportunity provider.

### **Racial and Ethnicity Data Collection Policy**

Racial and ethnicity data is initially collected via the membership application as one of the suggested fields. Membership applications expire one year after submission and thus this information is recollected from every returning member annually. Membership demographic data is stored for each individual in a data warehousing system used by Boys and Girls Clubs of Southern Maine called NFocus TraxSolutions.

### **Parent/Member Grievance Policy**

In the event that you or your child feels that any of these policies have been administered incorrectly or unfairly or that one of you has a problem with the program or staff in any way, either of you may make a formal complaint as part of our grievance policy. We ask that you talk with the child's immediate staff leader first. If the issue remains unresolved or if that staff member is unavailable, you may then discuss the issue with the Unit Director, the Chief Operating Officer, or the Chief Executive Officer, respectively.