2019-2020
Parent Handbook
Dear Parent(s),

Thank you for choosing the Boys & Girls Club of North Lake Tahoe – Truckee Site as the after school program for your child. We look forward to building a strong and everlasting relationship with your family.

We are dedicated to making a difference in the lives of our members. Through our Youth Development Strategies, we hope to contribute to the growth, socialization, education and daily fun of your child(ren) by providing a safe, positive place for all.

This handbook is designed to give you some basic information about the Club, its policies and procedures, and important program information. If questions or suggestions arise through the course of your time with us please seek out a full-time staff member to assist you.

Thank you for choosing the Boys & Girls Club of North Lake Tahoe.

Sincerely,

BGCNLT Staff
CLUB INFORMATION

Club House:
Truckee Elementary School
11911 Donner Pass Road
Truckee, CA 96161
Phone: (530)582-3755

Regular Day Schedule:  Monday – Friday: 3:15pm-6:00pm
Minimum Day Schedule:  Wednesdays & Conference Weeks: 12:50pm-6:00pm
Ski Skate Week/Spring Break Schedule:  Mon.-Fri: 8:00am-5:30pm

OUR MISSION

“To inspire and enable all youth, especially those who need us most, to reach their full potential as caring, responsible, and productive citizens.”

THE STAFF

All Boys and Girls Club employees are required to be fingerprinted and submit to a background check prior to employment.

Full-Time Staff

Mindy Carbajal  Executive Director
Stephany Arroyo  Director of Fund Development
Ben Visnyei  Director of Operations & Administration
Candice Harris  Director of Club House Services
Dawn Teran  Office Manager
Shanice Jefferson  Truckee Site Manager
Liz Cortez  Truckee Site Front Desk Coordinator
Rosie Jimenez  Manager of Food Services
Gia Mancuso  Manager of Education & STEAM Services

Part-Time Staff

The Truckee Site will have 4 Program Specialists who will implement programs and daily activities. The Club will maintain a 25/1 ratio of staff to members.
HOLIDAYS OBSERVED & CLUB CLOSURE DATES

The Boys & Girls Club of North Lake Tahoe is closed in observance of the following holidays:

2019:
- Labor Day: September 2
- Veteran’s Day: November 11
- Thanksgiving Break: November 27-29
- Winter Break: December 23-27

2020:
- New Year’s Day: January 1
- Martin Luther King Day: January 20
- President’s Day: February 17
- Memorial Day: May 25

In addition, the Boys & Girls Club of North Lake Tahoe Truckee Site is closed for TTUSD Snow Days and program during the following weeks. During these weeks club staff will be on site for administrative purposes, such as registering your child for summer camp or school year programs, but no programs will be available for club members:

- Staff Training & Club Cleaning: August 26 – August 30, 2019
- Staff Training & Club Cleaning: Last week of school 2020 (TBD)

OTHER IMPORTANT DATES

We would be very happy to see you at our community events and fundraisers! Please visit our website or subscribe to our monthly eNewsletter to get information about fun, free family events throughout the year. Visit us on-line at www.bgcnlt.org

CHECK IN PROCEDURES

Truckee Elementary School Students: All Truckee Elementary School students who will be attending the Boys & Girls Club Truckee Site after school will be directed to
their designated pick up spot by their classroom teacher. A Boys & Girls Club Staff member will meet the students and check them in to the Boys & Girls Club.

**Students arriving on the Bus:** Boys & Girls Club Staff will greet all students attending the Boys & Girls Club Truckee Site after school as they arrive on the bus. The staff member will escort all children into the club to check in.

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**THE YOUTH DEVELOPMENT STRATEGY**

The Youth Development Strategy is the way in which our staff interacts with young people and builds in them:

- A Sense of Belonging – a setting where they know they fit and are accepted.
- A Sense of Competence – the feeling that there is something they can do well.
- A Sense of Usefulness – opportunities to do something of value for others, to assume real responsibility and do real work.
- A Sense of Influence – a chance to be heard, to lead, to take part in decision making and feel that they have control over their own destiny.

**AGENCY OVERVIEW**

The Boys & Girls Club is a youth development organization dedicated to promoting the health, social, educational, vocational, cultural, character, and leadership development of all youth.

**Boys & Girls Clubs:**

- Are for boys & girls, and satisfy the age old desire of young people to have a “Club” of their own.
- Have full-time professional leadership, supplemented by part-time staff and volunteers.
- Require no proof of good character. They help guide girls and boys who may be in danger of acquiring, or who have already acquired unacceptable habits and attitudes, as well as those of good character.
• Make sure that all boys & girls feel welcome, regardless of their backgrounds.

• Are building centered. Activities are conducted in a warm, friendly atmosphere specifically designed to conduct youth development programs.

• Have an Open Door policy. Clubs are open to all members at any time during hours of operation.

• Have a varied and diversified program that recognizes and responds to the collective and individual needs of boys & girls.

• Are guidance oriented. Clubs emphasize values inherent in the relationship between young people, their peers, and adult leaders.

PROGRAM OVERVIEW

The Boys & Girls Club of North Lake Tahoe – Truckee Site offers a variety of activities that meet the interest of all youth. Our programs are designed to meet the physical, emotional, cultural, and social needs and interests of all our members. Our national programs have been implemented in Clubs all across the country. These programs are based on a formula of success that has made Boys & Girls Clubs a successful youth development agency for over 100 years.

CHARACTER AND LEADERSHIP
(Example: Youth of the Year, Torch Club, Keystone, Community Service Programs, Club Kid of the Week, The Clubbies)

Programs in this Core Program Area empower youth to support and influence their Club and community, sustain meaningful relationships with others, develop a positive self-image, participate in the democratic process and respect their own and others’ cultural identities.

EDUCATION AND CAREER DEVELOPMENT
(Example: Power Hour, Lego Robotics, Job Ready, Summer Brain Gain)

Programs in this Core Program Area enable youth to become proficient in basic educational disciplines apply learning to everyday situations and embrace technology to achieve success in a career.

HEALTH AND LIFE SKILLS
(Example: Nutrition, Culinary Arts Chop Shop, Smart Moves, Smart Girls, Passport to Manhood)
Programs in this area develop young people’s capacity to engage in positive behaviors that nurture their own well-being, set personal goals and live successfully as self-sufficient adults.

THE ARTS
(Example: National Fine Arts Exhibit, Pottery, Photography, Dance, Ceramics)

Programs in this area enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts and creative writing.

SPORTS, FITNESS, AND RECREATION
(Example: Fit Family Challenge, Billiards, Chess, Daily Recreational Activities)

Programs in this area develop fitness, positive use of leisure time, skills for stress management, appreciation for the environment and social skills.

MEMBERSHIP GUIDELINES

Who Can Join the Boys & Girls Club of North Lake Tahoe – Truckee Site

Any youth grades kindergarten through 5th grade may join the Boys & Girls Club of North Lake Tahoe – Truckee Site. Space is limited. A lottery system or waitlist system may be implemented in the event capacity is reached.

Membership Fee
All members are required to pay a $100.00 annual membership fee. The membership is valid July 1st-June 31st. A Boys & Girls Club membership entitles members access to drop in activities and programs after school until 6:00 p.m. Additional fees may be required for some programs and additional hours that the club may stay open.

Phone Policy
In case of emergency, a staff member will call home. Phone calls to Club members will be accepted from parents/guardians only. We ask that parents limit their calls and make as many arrangements as possible prior to their child coming to the club to limit use of the phone by members.

Technology Policy
Club members are not allowed to bring tablets, iPhones, and iPads to the club and use them during program time.

Club Rules
The Boys & Girls Club has adopted a simple set of rules to guide children when they are in the Club. The rules are simple to follow and easy to remember:
● Scan in and out every day
● Follow all staff’s directions
● Keep hands, feet and all objects to yourself
● Use appropriate language; please do not curse in the Club.
● All running, yelling and screaming to be done outdoors
● Food and drink are not allowed in program areas (i.e. gym, learning center, art room) Gum is never allowed in the Club.
● Offices, storage and non-staffed areas are off-limits to all members.
● RESPECT SELF, OTHERS & CLUB
● BE SAFE
● HAVE FUN!!

Discipline Policy

The Boys & Girls Club of North Lake Tahoe – Truckee Site, believes that discipline is not about punishment. It is about the staff efforts in coaching and guiding young people to understand the value and benefits of behavior that provides them their needs while not infringing upon others.

Discipline is an ongoing, every day learning process for young people. Staff must provide a structured setting that never waivers or changes. Club members must understand the rules and limits of their behavior to benefit from their Boys & Girls Club experience.

Discipline is the proactive process of limiting the time for negative behavior through positive alternatives. Discipline is not about the consequences of poor behavior.

Members of the Boys & Girls Club of North Lake Tahoe – Truckee Site, must have reinforcement for their behavior. There is a much greater chance that positive behavior will be repeated and developed into a lifetime pattern, if staff recognize and appreciate this type of behavior.

When our focus is on the negative, with the absence of positive recognition, young people will misbehave just to secure the attention they desire. Full- and part-time Club staff members must understand that many forms of negative behavior are simply the members’ desire for attention and recognition. When negative behavior is not followed
by immediate correction, a young person will often feel that adults do not care and a wonderful guidance opportunity is missed.

Club staff must also understand there may be friction and testing between Club member and staff in the relationship-building effort. This is just part of the process a Club member attempts during the discipline learning experience. Staff must be fair, consistent, preventive, and take immediate action to correct a negative behavior or recognize a positive behavior.

Discipline Statement

Members of the Boys & Girls Club of North Lake Tahoe have high standards for their behavior. Acceptable behavior is defined by the following:

- Respect for themselves
- Respect for others
- Respect for the Boys & Girls Club of North Lake Tahoe – Truckee Site

Our Club members understand that there are both negative and positive consequences from their personal behavior.

Consequences Guidelines

The following guidelines are the approved “Consequences Steps” for Club staff to use in daily program operations:

Informal Guidance
This is the process of reinforcing positive behavior and not accepting negative behavior by members of the Boys & Girls Club of North Lake Tahoe. On a daily basis Club staff create a program environment that helps youngsters be successful. Staff insures that they are proactive in preventing negative behavior to occur through the observation of behavioral and program operation clues.

When our Informal Guidance methods are not effective with a specific Boys & Girls Club member, the following steps are used:

Three Citation Rule
Each youth has a three citation chance for poor behavior. If a youth engages in the following, they are subject to a citation. Inappropriate behavior includes, but is not limited to:

- Teasing one another
- Being out of designated area

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- Eating out in the games room and carpeted areas
- Playing in the bathrooms

When engaged in this type of behavior, the three citation rule will come into effect.

1. verbal warning for wronged action and follow up consequences depending on the incident
2. second offense, a written citation and parent notification, and follow up consequences depending on the incident
3. third offense, one day suspension, parent notification, citation and incident report

Upon return, the youth can start over again with the three citation rule, but if they get another citation, they will experience the following:

1. verbal warning for wronged action and follow up consequences depending on the incident
2. second offense, a written citation, which is documented from prior offense, parent notification, and follow up consequences depending on the incident
3. third offense, one day suspension, parent notification, citation and incident report
4. upon return, two hours of age appropriate community service

**Two Members Engaged**

When two or more members are engaged in inappropriate behavior, each is subject to the three citation policy. In order to eliminate the blame game, both will experience the same consequences, unless a staff is notified of inappropriate behavior immediately.

**One Day Suspension Warning**

Based on the judgment of the Director of Operations/ Club House Manager when a member is not meeting behavioral standards, the staff member will:

- Issue a warning that the member may be suspended for one day.
- Youth will be informed that future negative behavior could result in losing their Boys & Girls Club membership
- Staff completes an Incident Report to document warning for future reference.

**One Day Suspension (balance of the program day and the next day)**

When the Director of Operations/ Program Manager determines that a member’s behavior does not meet our standards and the prior “Warning” had been provided, the staff member will:

- Issue a One Day Suspension

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- Contact the member’s parents by telephone to inform them their child has been dismissed from the Boys & Girls Club for the day, the actual negative behavior exhibited.
- Parents are contacted both by phone and written notification outlining the negative behavior for their child, the One Day Suspension and future consequences if this type of behavior continues.
- Staff completes an Incident Report to document the suspension.

**One Week Suspension -- Continued Major Incident**

After a youth has been suspended for one day, any future negative behavior within a 30-day period may result in a One Week Suspension. The Director of Operations will implement a “One Week Suspension” based on this frequency of negative behavior.

The staff will:
- Issue a One Week Suspension
- Contact the member’s parents by telephone to inform them their child has been dismissed from the Boys & Girls Club for the one week, the actual negative behavior exhibited.
- Parents are contacted both by phone and written notification outlining the negative behavior for their child, the One Week Suspension and future consequences if this type of behavior continues.
- Staff completes an Incident Report to document the suspension.
- Director of Operations receives verbal report in addition to the Incident Report from staff.

**Membership Revoked**

Continued negative behavior that creates an unsafe program environment for fellow Boys & Girls Club of North Lake Tahoe – Truckee Site members and/or staff may result in the Boys & Girls Club membership being revoked.

The Staff/Club House Manager must present findings to the Director of Operations to document this type of action prior to any membership being revoked. During this process the Boys & Girls Club member will be placed in a One Week Suspension.

The Director of Operations decision is final, but the member or parents may appeal this decision up to thirty-days after the date of the incident. This appeal must be made in writing to the Director of Operations outlining the parent’s plan to help their child change their behavior while attending the Boys & Girls Club of North Lake Tahoe – Truckee Site.

The staff will:
- Document their findings for the Director of Operations to review.
- Staff completes an Incident Report to attach to their findings.
Immediate action for the Following Behavior

The following negative behaviors will automatically suspend a member for one day using the approved guidelines:

- Fighting
- Stealing
- Obscene gestures
- Threaten the safety of a Boys & Girls Club member or staff member
- Damage to the Boys & Girls Club facility or equipment --- Member is expected to reimburse the Boys & Girls Club for any damages and will be billed. If member can not pay, they will work off the damages with community service hours. **Suspension will continue until a payment plan is approved by the Chief Professional Officer.**

Consequences for these behaviors will result in the following:

1. two day suspension
2. parent contact
3. incident report

Should a youth become suspended again, they will experience the following:

1. a one week suspension
2. parent contact
3. incident report
4. five hours community service

A third offense:

1. 90 day suspension

The Boys & Girls Club of North Lake Tahoe reserves the right to immediately and automatically suspend a member at anytime during the day. Usually an immediate suspension will only occur for the following reasons: Fighting (violence of any kind), Theft, or Blatant Disrespect of Staff, Volunteers, Parents, or Members.

**Every Member begins each day with a clean slate!**

**Food Program**

Members will be provided with a free snack after school from 3:45pm-4:00pm in the Truckee Elementary School Cafeteria/Small Gym.

**Alternative Snack options** will be made available to disabled participants who have special diets or allergies. To take advantage of the alternative snack, members must state the medical issue on their membership form and submit a medical statement to document the problem at the front desk.

In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national orgin, sex, age, or
To file a complaint of discrimination, write USDA, Director Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington D.C. 20250-9410 or call (202)720-5964 (Voice & Tdd). USDA is an equal opportunity provider and employer. The Boys & Girls Club of North Lake Tahoe is also an equal opportunity provider and employer.

Additionally, if you feel you have been the victim of illegal discrimination, please fill out a complaint form immediately and/or contact the Executive Director at 530-546-4324.

Civil Rights Coordinator: The Executive Director will handle Civil Rights Compliance for both internal and external clients (employees, volunteers, club members, parents, etc.) For internal civil rights complaint procedures refer to the employee handbook. For external civil rights complaint procedures (club members, parents, etc) refer to this policy. Mindy may be reached at (530) 546-4324, or emailed at mcarbajal@bgcnlt.org, or mail correspondence to P.O. Box 1617, Kings Beach, CA 96143.

CLUB POLICIES & PROCEDURES

Walking Policy
The “walking” policy means children are allowed to come and go as they choose. Professional supervision will be provided for children at our facility only. It is a family’s decision as to whether a child is allowed to leave the Club on their own.

Youth who decide to not check into the Club or who have checked out may not remain on Boys & Girls Club or Truckee Elementary School property, unless they are supervised by another adult or participating in other programs on site. This includes the playground, play field, or sidewalk in front of the Site.

- Kindergarten participants are not allowed to leave Kindergarten without a parent or designated pick-up person.

Pick Up Procedures

Snow Day and Late Start Policy
If School is in session and the weather gets worse over the course of the day, we will make the decision to close depending on the conditions in and around the community. As always, the safety of the kids, families and staff is our primary concern.

Protective Orders
Please provide the Club a copy of any protective orders you may have for your child. This will allow us to help you enforce them. A copy of the protective order is mandatory for the Club to observe the enforcement; verbal notification is not notice of a protective order.
order. If the protective orders are changed or revoked, please let the Club know. The Club will only operate under the most recent protective order provided by the family.

Mandatory Reporting and Parent Behavior
Club staff and volunteers are required by law to report suspected abuse or neglect. In addition, inappropriate behavior by any adult will not be tolerated. Disrespectful language or behavior by parents towards Club staff, Club volunteers, or Club members may affect a child membership or a parent’s ability to be on Club property.

Late Pick-Up Policy
There is a charge of $1.00 per minute - per child for members remaining after Club closes. Members need to wait inside Club for parents/guardians. After all available contacts have been called and 30 minutes have passed with no response, we will immediately contact the proper authorities. Member is not allowed to return until late fee has been paid.

Personal Possessions
THE CLUB IS NOT RESPONSIBLE FOR PERSONAL POSSESSIONS BROUGHT FROM HOME (EXAMPLE: MONEY, BIKES, IPODS). WE DO NOT ENCOURAGE MEMBERS TO BRING ANYTHING OF VALUE TO THE CLUB, IF MEMBERS CHOOSE TO DO SO; THEY BRING IT AT THEIR OWN RISK.

All items need to be taken home daily. A lost and found will be available. Items in lost & found will be given to charity at the end of each month.

Emergency Procedures
The Boys & Girls Club of North Lake Tahoe, Truckee Site wants to ensure each member’s safety at all times. In case of a situation requiring an evacuation, our evacuation spot is located on the playground by the fence facing east. In the event the campus is not safe, our off-site location is located at Truckee High School. When picking up your child from the Club during an emergency or drill please check in and out with a designated staff member.

In addition, the safety of all students and all adults on Truckee Elementary School property is of the utmost importance. Truckee Elementary School has developed a Safe School Plan as part of SB187 (Comprehensive Safe School Planning). These plans have been made available for the viewing of Boys & Gils Club staff. Boys & Girls Club staff will use this plan as a guide to safety procedures.

Emergency evacuation drills will be conducted periodically to educate members on our procedures.
Broken/ Lost Equipment
If a member loses or breaks any of the Club’s equipment or causes damage to the building, the member will be responsible to pay to have it fixed or replaced. Failure to comply will result in the child’s membership being suspended until the items are taken care of.

Illness
Members that do not participate in school due to illness, expulsion, etc. will not be allowed to participate in Boys & Girls Club programs during that day.

While at Club, if a member displays symptoms of illness and/or fever, the member will be isolated and kept comfortable until parent arrives. To ensure the safety and well-being of our members and staff, we expect prompt arrangements for pick-up if your child becomes ill at the Club.

Medication
Any medication to be administered to a member attending the Boys & Girls Club, prescription or otherwise must follow these procedures:

- Parents must provide the Club a written permission and directions on how to administer medication as well as an “Authorization to Administer Medication” form signed by the child’s physician.

- The medicine must be in the original container with written dosage

- Send only amount needed while at the Club, (Example: If a member is to take 1 pill daily for 1 week, send only 5 pills)

- All medication must be given to a staff member to be locked up, not sent in a backpack, including over-the-counter medications, such as Tylenol.

- If a child has asthma and uses an inhaler at the Club, an “Authorization to Administer Medication” must be filled out.

Club Security

- No one is allowed to leave the reception area and go into the Clubhouse without signing in and receiving permission from a staff member and a visitor or pick-up pass. This includes ALL adults.
- Parents or guardians must come into the Club to pick up their child(ren). A phone call to send members out to vehicle is not allowed.

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● Security cameras are used on premises to assist us in monitoring all members.
● We highly recommend that no member be allowed to walk home alone or after sunset.

● The Club strictly prohibits the use and/or possession of alcohol, drugs, and tobacco products on the Club premises or any Club sponsored activity.
● All weapons and simulated weapons are banned including toy, cap and water guns.
● Inappropriate attire will not be allowed in Boys & Girls Clubs (example: excessive sagging, colors, bandanas, and any attire depicting alcohol, tobacco, or any inappropriate stereotypes)
● If absent or suspended from school, members will not be allowed at the Club during that period.
● Boys & Girls Clubs reserves the right to have an individual and/or personal property searched if there is reasonable concern for Club security.

I have received and read the 2019-2020 Boys & Girls Club of North Lake Tahoe-Truckee Site Parent Handbook. I understand the policies and procedures, and will follow them to the best of my ability.