PARENT HANDBOOK

2019-2020

BOYS & GIRLS CLUB
OF NORTH LAKE TAHOE
DUFFIELD YOUTH PROGRAM
Dear Parent(s),

Thank you for choosing the Boys & Girls Club of North Lake Tahoe – Duffield Youth Program, 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

Duffield Youth Program:
Incline Elementary School
915 Northwood Blvd.
Incline Village, NV 89451
Phone: (775)832-4250
BGC Incline-Site (775)762-2582

Hours of Operation:
Mon, Tues, Thurs, Fri: 7:30am - 9:15am and 3:15pm- 6:00pm
Wednesdays: 7:30a.- 9:15am and 2:30pm -6:00pm

Conference/Minimum Day Week Schedule:
Mon, Tues, Thurs, Fri: 7:30am- 9:15am and 1:00pm-6:00pm
Wednesdays: 7:30am- 9:15am and 12:45pm-6:00pm

Ski Skate Week/Spring Break Schedule:
Monday-Friday: 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 Chief Executive Officer
Ben Visnyei Director of Operations & Administration
Candice Harris Director of Club House Services
Dawn Teran Office Manager
Stephany Arroyo Director of Fund Development
Paloma Gonzales Site Manager
Ana Delgado Mendoza Front Desk Coordinator

Part-Time Staff

The Duffield Youth Program will have Program Specialists who will implement programs and daily activities. The Club will maintain a 1/25 ratio of staff to members.
Volunteers

Community members are encouraged to support our programs if they are interested in getting involved with the Boys & Girls Club. All volunteers must complete a background check and volunteer orientation prior to repetitive involvement with club programs.

HOLIDAYS OBSERVED & CLUB CLOSURE DATES

The Boys & Girls Club of North Lake Tahoe is closed in observance of the following holidays for 2018/2019:

- Labor Day: September 3
- Nevada Day: October 25
- Veteran’s Day: November 12
- Thanksgiving: November 27-29
- Christmas Break: December 23-26
- New Year’s Day: January 1
- Martin Luther King Day: January 20
- President’s Day: February 18-19
- Memorial Day: May 27

In addition, the Boys & Girls Club of North Lake Tahoe is closed for 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, but no programs will be available for club members:

- Staff Training, Program Development & Club Cleaning: June 17-21, 2019
- Staff Training, Program Development & Club Cleaning: August 26-30, 2019

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 or follow us on facebook!

CHECK IN PROCEDURES

Incline Elementary School Students: All Incline Elementary School students attending the Boys & Girls Club Duffield Youth Program will be directed to their designated pick up or check-in spot by their classroom teacher. Boys & Girls Club Staff members will meet the students and check them into the Boys & Girls Club using their BGCNLT Membership card. Parents should inform teachers that their child will be attending the club program.
Students arriving on the Bus: Boys & Girls Club Staff will greet all students attending the Boys & Girls Club IES site after school as they arrive on the bus. The staff member will escort all children into the club to check in using the BGCNLT Membership card.

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 focusing on our three priority outcomes: achieving academic success, developing healthy lifestyles, and developing good character and citizenship. We reach these outcomes through consistently engaging club members in programs that provide: a safe environment, supportive relationships, opportunities and expectations, recognition, and FUN!

What are 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 - Duffield Youth Program offers access to 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 across the country. These programs are based on a formula 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, Jr. Staff, Kinder Buddies)

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, Reading is RAD! S.T.E.M., 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, BroCode)

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: Theatre & Performing Arts, 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: Individual & Team sports, Table Games, Board Games, Daily Recreational Activities, Physical Challenges)

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 – Duffield Youth Program

Any youth grades kindergarten through 5th grade may join the Boys & Girls Club of North Lake Tahoe – Duffield Youth Program, once they have been accepted through the membership lottery.

Membership Fee
All members are required to pay a $100.00 annual membership fee. The membership is valid July 1st-June 30. A Boys & Girls Club membership entitles members access to drop in activities and programs after school until 6:30 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, or 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:

- Respect the rules of the school
- 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 – Duffield Youth Program, 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 – Duffield Youth Program, 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 – Duffield Youth Program

Our Club members understand that there are both negative and positive consequences for 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 ensures 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 or bullying one another
- Being out of designated area
- Unsafe or rough play
- 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, an incident report 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, an incident report and 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 Program Services/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 Program Services/Club House 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
- 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 Program Services 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 – Duffield Youth Program 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 – Duffield Youth Program.

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 3:30pm-4:00pm in the Incline Elementary School Cafeteria/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 origin, sex, age, or disability.

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. Duffield Youth Program participants will not be permitted to check out of the club and walk home without written documentation and permission from a parent or guardian. This notification must be communicated to the Boys & Girls Club of North Lake Tahoe prior to the club members arrival at program for the day.

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

- All club members are required to leave the club with a designated pickup person.
Pick Up Procedures
- We look forward to seeing you! Please come to the BGCNLT Duffield Youth Program front desk to pick up your child.
- Please make sure that the person picking up the club member is a designated pickup person. This is noted on your membership application.
- Please wait at the front desk unless a staff member gives you a “Parent Pick-up Pass” or visitor pass.
- A staff member will locate your child and they will come to the front desk with their belongings.
- Before leaving please make sure your child scans out with their card.

Snow Day Policy
In the event school is closed due to weather, club will also be closed for that day. 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. 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. The 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, IPHONES). 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 - Duffield Youth Program wants to ensure each member’s safety at all times. In case of a situation requiring an evacuation, our evacuation spot is located outside on the lower field. 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 Incline Elementary School property is of the utmost importance. Incline 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 & Girls 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 IES 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.
- 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-Duffield Youth Program Parent Handbook. I understand the policies and procedures, and will follow them to the best of my ability.

____________________________________
Parent/Guardian Name (Printed)

____________________________________
Parent/Guardian Signature Date