



**BOYS & GIRLS CLUBS
OF THE GREATER CHIPPEWA VALLEY**

Altoona Center • Chippewa Falls Center • Lunda Center
Lee & Mary Markquart Center • Menomonie Center

Great Futures Guide

Last Revision: August 2023

Boys & Girls Clubs of the Greater Chippewa Valley does not discriminate on the basis of age, gender, race, national origin, ancestry, religion, creed, pregnancy, marital, or parental status, sexual orientation or physical, mental, emotional, or learning disability.



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Boys & Girls Clubs of the Greater Chippewa Valley Mission

To inspire and enable all youth, especially those that need us most, to be productive, responsible and caring citizens.



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Locations

Altoona Center	1903 Bartlett Avenue Altoona, WI 54720 715-855-0081	<u>After-school</u> \$15/\$30 for a family Hours: Mon-Fri 3:00-6:30 pm	<u>Summer: To Be Announced</u> March 15 Hours: Mon-Fri 7:30-6:00 pm
Chippewa Falls Center	650 Bridgewater Avenue, Chippewa Falls, WI 54729 715-726-2065	<u>After-school</u> \$15/\$30 for a family Hours: Mon-Fri 3:00-6:30 pm	<u>Summer: To Be Announced</u> March 15 Hours: Mon-Fri 7:30-6:00 pm
Lee & Mary Markquart Center and Administration Office	1005 Oxford Ave, Eau Claire, WI 54701 715-855-0081 LMMC and 715-514-5115 Admin	<u>After-school</u> \$15/\$30 for a family Hours: Mon-Fri 3:00-6:30 pm	<u>Summer: To Be Announced</u> March 15 Hours: Mon-Fri 7:30-6:00 pm
Lunda Center	405 State Highway 54, Suite B, Black River Falls, WI 54615 715-284-4005	<u>After-school</u> \$15/\$30 for a family Hours: Mon-Fri 3:00-6:30 pm	<u>Summer: To Be Announced</u> March 15 Hours: Mon-Fri 7:30-6:00 pm
Menomonie Center – River Heights	River Heights Elementary 615 24 th Ave W, Menomonie, WI 54751 715-233-2540	<u>After-school</u> \$15/\$30 for a family Hours: Mon-Fri 3:00-6:30 pm	<u>Summer: To Be Announced</u> March 15 Hours: Mon-Fri 1:00-6:00 pm (half day) Mon-Fri 7:30-6:00 pm (full day)
Menomonie Center – Middle School	Menomonie Middle School 920 21 st Street SE, Menomonie, WI 54751 715-953-6366	<u>After-school</u> \$15/\$30 for a family Hours: Mon-Fri 3:00-7pm	<u>Summer: To Be Announced</u> March 15 Hours: Mon-Fri 1:00-6:00 pm (half day) Mon-Fri 7:30-6:00 pm (full day)



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Membership Policy

Fees & Payments

The Boys & Girls Clubs of the Greater Chippewa Valley membership is based on the fiscal year from January through December at \$15 for an individual or \$30 for a family of two or more, with renewals beginning at the end of November. Those joining the Club in October or later in the year will be pro-rated for the rest of the year at \$5. There is a separate fee for school year full/half/early release days and the summer program.

School Year full days are provided if the Club has a minimum of 15 members registered to attend the Club when school is closed. Full days are \$25 per day per child for those that pre-register to attend. If a family does not pre-register their attendance, full days are \$40 per day per child. Each family is responsible for registering their attendance to the Club 1 month ahead of time to ensure timely release of full day dates and payments. Families are required to submit payment a minimum of 1 week before a full day is set to be provided. Families that ‘no show’ after registering to attend will be charged a ‘no show’ fee of \$10.

In situations where half day services are provided, all fees listed above will be half the amount.

Summer payments are to be paid in full at the beginning of each week on Monday, or the first day your member attends the Club for the week. Summer fees and payment schedule to be announced March 1 of each year. Beginning summer 2024, there will no longer be a daily fee for attendance.

Free/reduced fees are available by request and require an additional form be submitted for review. Free/reduced fees are provided on a sliding scale for those that need them to ensure all Club members have a safe place to go after school and non-school days.

School Year Full/Half Day Fee Breakdown

Full Day	Pre-Registered = \$25/member	Day-of Registration = \$40/member
Half Day	Pre-Registered = \$12.50/member	Day-of Registration = \$20
No Show Fee	Full Day = \$10/member	Half Day = \$5/member

LiveSafe Application & Process

As part of holding membership with the Club, all member information is included in our safety application LiveSafe. LiveSafe is a crisis preparedness application that the Club encourages all families to download on their phone for emergency purposes, should it ever be needed. This application allows for members and families to anonymously report safety concerns or challenges for review by the organization to ensure all members are safe while attending and receive effectively/timely follow-up.



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In addition, this application allows for the local site and organization to communicate to the entire membership population if an emergency were to occur. This system allows for all families to know what is happening in real time, such as, if the pick-up location of your child may have changed and how-to communication in a time of crisis. This application will ensure quick and effective response and communication to all who may be affected to reduce crisis response time.

If you are unable to download the Live Safe application to your phone, the Club encourages all families to sign-up for the Club's texting system as this messaging will also be used in times of emergency.

Priority Outcomes

The Boys & Girls Clubs of the Greater Chippewa Valley has the following priority outcomes areas:

- Academic Success
- Good Character & Citizenship
- Healthy Lifestyles

Through these outcome areas, all Clubs provide over 40 program opportunities. These opportunities include staff facilitated programs, partnership programs from the community and field trips!

Diversity, Equity & Inclusion

In alignment with our RIICH (Respected, Included, Inspired, Comfortable, and Happy), the Club is committed to the promotion of diversity, equity, and inclusion in all activities. Members at the Clubs learn about their own cultures, as well as the variety of cultures and beliefs throughout the world.

Activities such as dance, music, art, and food are integrated into core programming, along with field trips and special events, to expose Club members to different cultures to help create an atmosphere of respect and understanding for all people from all backgrounds.

Dress Code

Rules pertaining to appropriate Club member attire are necessary to maintain good decorum and a favorable member development atmosphere. Appropriate dress is the responsibility of Club members and their families. As the Club is also a safe & respectful place for all members physically and socio-emotionally, the Club reserves the right to make adjustments if a member's dress may be causing harm to others.

Club members are not permitted to wear clothing that is inappropriate for the Club setting. This could include clothing that displays profanity, violence, is sexually suggestive, is offensive, is disrespectful, makes others feel unsafe, promotes gang activity, or promotes alcohol, tobacco, or drug uses which are not appropriate. Club members wearing inappropriate clothing will be asked to change or turn their shirts inside out.

Clothing must cover the torso from above chest cleavage to mid-thigh.



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- No items of clothing where undergarments are exposed are allowed
- Footwear must be worn while at the Club
- Closed toed shoes are strongly encouraged to protect feet during sports/recreation activities
- Club staff may limit participation in activities and program due to lack of safe footwear

Guests

Club members may bring friends and family members to the Club up to one full week in total, at no charge. The guest must meet the age requirements of the Club to attend. The name, age, and contact information for the visiting member must be recorded. If the guest(s) want to attend after their first week, a membership application and fees must be paid, and new family orientation must be attended before they are able to attend again.

Membership cards

As part of Club membership, all members receive a membership card with their name and a barcode for scanning in and out of the building. It is the responsibility of Club members and their families to ensure their membership card is brought with them each day they attend for safety purposes as well as checking items out while attending the Club.

If a member loses their card, they have two options to get a replacement: purchase a new card for \$2 or help/giveback to the Club through cleaning, organizing, helping staff, etc.

Family Communication

Front Desk

The Boys & Girls Club front desk is a source of resources, materials, and updates. As part of attending the Club, it is the family's responsibility to check-in at the front desk when picking up their member(s) and stay up to date on permission slips, schedules, and changes in contact information.

Identification

When arriving for pick-up or drop-off all adult authorized family members are required to enter the building. We appreciate the ability to meet people face to face to help build rapport and share new updates, discuss needs for support or fun things to come.

During pick-up, specifically, all families are required to be prepared to show their ID. Club staff may ask for your ID and your connection with the member(s) you pick-up. This is to ensure that Clubs are providing a safe exit for Club members to go home with the correct, and authorized contact.

We understand this can be cumbersome for you to show your ID; we want to apply safety practices while also being practical. Therefore, as Club staff gets to know family members, you may not be required to show your ID. Please be patient with us as staff develops a comfort level with getting to know all family members.



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There might be circumstances where showing ID might be required. This could include when a Club staff member is filling in for the Membership Coordinator. Or it could be during a situation where we have been alerted to a potential safety risk for a Club member. Again, we ask for your patience when these requests are made; we hope you'll understand we're doing it with the good of Club members in mind. For example, we may require ID's in an emergency where a Club member requires medical assistance, a fire alarm has been activated or members/staff needed to exit the building. These are examples where even well-known family members may again be requested to show their ID.

If a primary family member notifies Club that a new adult is being authorized for pick-up whether consistently or inconsistently, the new adult is required to show their ID each time they come for pick-up. If the primary family member needs having a minor (likely a sibling) come and pick-up, they are required to provide written approval via email in advance to ensure a safe exit.

Examples of this could be a friend is picking up your Club member, your Club member is going home with a friend for a sleepover, or another related family member is coming to support pick-up due to changing work obligations. In each situation, Club asks for families to notify of these changes through a phone call or email ahead of time. If Club is not notified ahead of time, it will result in a delay in pick-up as staff will be calling for verbal approval from a primary contact before allowing them to exit the building to maintain safety.

Late pick-up

All Boys & Girls Club locations close at either 6:30 or 7pm during the school year and 6pm during the summer. It is the family's responsibility to know the hours of operations of the Club site their member is attending. If a Club member is present 5 minutes after Club closes families and/or emergency contacts will be called, and a late pick-up notice will be issued. If 30 minutes have passed and no one has been reached, or the Club member has not been picked up, local law enforcement will be contacted.

- First late pick-up notice = reminder letter of Club hours
- Second late pick-up notice = 1-day membership suspension from Club
- Third late pick-up notice = 3-day membership suspension from Club and meeting with the Director

Families under the influence

The safety of all Club members is priority one! This includes intervening when unsafe circumstances are presented by a family member. When Club staff suspect that a family member picking up a child from any of our Club locations is under the influence of drugs or alcohol, these procedures will be followed:

- The Director will be alerted that a family member is under the influence and the member will not be released to the family while the Director speaks to them
- The Director will privately speak to the family in an office with the door open. Explaining concerns regarding sending the member home with someone who appears under the influence.



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- Call emergency numbers listed on membership applications in attempt to have someone else pick up the member
 - If no one is available to pick up the member, the local Police Department will be called and the situation will be explained to see if they can take the member home
- If the Director is unable to detain the family member and prevent them from taking the member, the police will be called, and a description of the vehicle and license number will be given.

Lost & Found

The Club is not responsible for lost, stolen or damaged items.

- Club members are responsible for their personal belongings and should not bring expensive equipment including electronics, jewelry, or anything else of value
- The Club has a lost and found located near the front entrance
- School sites lost and found is located within the school's lost and found (where applicable)
- Lost and found items are kept for 4-6 weeks and then donated

Inclement Weather & Emergency Closings

If the School District **cancels school** due to inclement weather or an emergency, the Boys & Girls Clubs of the Greater Chippewa Valley will also be **closed**. Notification to families of the decision to close will be on a timely basis and in the following ways:

- Facebook
- Text Message (if signed up)
- Local News Stations: WEAU and WQOW
- Email

School Dismissed Early

If the School District **closes school early** due to inclement weather or an emergency, all Boys & Girls Club locations will be **CLOSED**. Notifications to families of the School District's decision to close early will be provided in the following ways:

- Facebook
- Email

School District Afterschool Activities Canceled

If the School District **determines activities need to close early**, all Boys & Girls Club program locations will be open. We ask that on those days you pick up your children as soon as possible. The Club may



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determine that they will close early on those nights and will notify families as soon as that decision is made.

One-on-One Interaction Policy

Definition of One-on-One Interaction

One-on-one interaction is defined as any private contact or communication (including electronic communication) between any Club member and an adult, including adult staff, minor staff, volunteers, board members and others who might encounter member during regular programming and activities.

- **Private** contact/communication is any communication, in person or virtual, that is between one member and one adult/staff/volunteer that takes place in a secluded area, is not in plain sight and/or is done without the knowledge of others. Private places can include but are not limited to vehicles, rooms without visibility to others, private homes, and hotel rooms. Examples of private contact include but are not limited to:
 - Meeting behind closed doors (in rooms without windows or visible sightlines) or any spaces that are not visible to others.
 - One staff member transporting one member in a vehicle.
 - Electronic communications (text, video, social media, etc.) between one member and one adult.
- **Public** contact/communication is any communication or meeting, in person or virtual, that is between at least three individuals, including two staff and one member, one staff and two members or variations of these combinations. Examples of public contact include but are not limited to:
 - Meeting in plain sight of others (e.g., in a quiet corner of an active games room).
 - Transporting members via public transportation (bus, taxis, train, air, etc.) or transporting multiple members
 - Electronic communications (text, video, social media, etc.) between multiple members and adults (e.g., group chats)
 - Public places can include but are not limited to buses, airports, shopping malls, restaurants, and schools.

Exceptions to Policy

In limited circumstances, exceptions to the one-on-one can be made in the following circumstances:

- When delivering medical or counseling services by a licensed, training therapist or similar professional (i.e., counselors, social workers).
- When the emotional or physical safety of a member is at risk and a private, one-on-one communication is deemed necessary by Club leadership
- In emergency situations, which could create a safety risk, exceptions can be made, i.e., if a member is not picked up by their family and leaving them alone at the Club could be a safety risk.



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Should exceptions need to be made, the Club shall have policies in place to monitor interactions, including, but not limited to:

- Disclosing the meeting to Club leadership and regularly checking-in with the member and adult during conversations
- Placing time limits on conversations
- Meeting in rooms with clear sight lines (i.e., rooms with windows, glass doors)
- Documenting the interaction
- In an emergency, disclosing the situation to another staff member engaging in one-on-one interaction

Behavior Support

Kind, caring and respectful behavior expectations

While attending the Boys & Girls Club, all Club members are expected to show kind, caring and respectful behavior to themselves, other members, and Club staff. These expectations are threaded through all aspects of programming and will be provided as a constant reminder when participating at the Club.

Member development strategy

Club programs and services promote and enhance the development of Club members by instilling:

- **A sense of competence** - The feeling there is something they can do and do well
- **A sense of usefulness** - The opportunity to do something of value for other people
- **A sense of belonging** - A setting where young people know they fit in and are accepted
- **A sense of power or influence** - A chance for Club members to be heard and to influence decisions

Positive reinforcement

The Boys & Girls Club focuses on engaging Club members through positive reinforcement. The Club provides positive reinforcement through a reward system where members can earn points for displaying positive decision making, showing positive behavior towards themselves and others, and trying new things.

Members can also be selected as Member of the Month for going above and beyond expectations while attending.

Zones of Regulation

The Boys & Girls Club utilizes Zones of Regulation curriculum through written materials, board games and technology apps to provide support to build a safe, supportive environment that fosters learning and well-being for all Club members. Club members will benefit from:



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- Increased self-awareness and social emotional skills
- A common language for communication, problem solving and emotional understanding
- More time spent on learning instead of on behavior management
- A healthier, more inclusive Club climate

Tiered Support Structure

The Boys & Girls Club provides a tiered support structure based on the needs of Club member(s) attending. This tiered approach functions on 3 tiers.

Tier One

This is our universal support structure. All Club members are eligible for the same level of behavioral support, and it includes items like providing break spaces, sensory items, positive verbal support, family phone calls and participation in the Club incentive programs.

Tier Two

This is our learning support structure. Club members who may need some additional layers of support that include a personal learning plan which could include check-ins, scheduled breaks, point systems, family check-ins and/or a potential modification to programming. This level is provided for Club members who may be on a school IEP or need additional support when engaging in large groups. If this support is needed, Club leadership will request a formal meeting prior to the start of membership attendance, and/or as needs arise while attending.

Tier Three

This is our community collaborations needed structure. Club members who require or need one-on-one support would require a formal Club meeting prior to attending. If attendance has started, and behavioral needs warrant one-on-one support, membership will be paused until a formal meeting can be used. This may also include those who are looking to transition from a day treatment facility, etc. and need additional support layers for success. During the school year, the Club is unable to provide one-on-one support due to capacity and staff limitations. During the summer program, the Club may have access to one-on-one support via school district collaborations but may be subject to approval from the school district prior to receiving and beginning attendance.

Send Homes/Suspensions

The Boys & Girls Club offers opportunities for members to appropriately meet their safety, belonging, freedom, fun and power needs. The Club attempts to create the conditions for members to try out new skills. Members are given opportunities to consider their actions, fix mistakes when they occur and return to the group strengthened. To ensure that the Club remains a positive and safe learning environment for all members, each member receives up to 3 Opportunities daily to show kind, caring and respectful behavior. Prior to an Opportunity being provided, Club members first receive reminders



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about showing kind behavior and interaction which involves further discussion on how/why they may be feeling the way they do.

- 1st opportunity – If a member begins to display behaviors that are not allowed at the Club, a direct program staff will give them a reminder of Club expectations and how/why they should adjust. If reminders continue, a supervising staff will be called in for assistance and to provide the members' first opportunity.
- 2nd opportunity – If a member continues displaying the same or equivalent behavior, a direct program staff will spend some additional time talking with the member to ensure they understand why their behavior is not acceptable at the Club and work with them to learn and practice more positive behaviors. If reminders continue, a supervising staff will be called in for assistance and to provide the members' second opportunity.
- 3rd opportunity – If a member continues to show similar behaviors after multiple reminders, they may be asked to take a break from programming to talk with the Assistant Director or the Director until the member understands and is ready to show appropriate and positive behavior.

If the issue cannot be resolved, a member may be sent home/suspended from the Club. Sent home/suspensions occur as follows:

- First time = 1 day
- Second time = 2 day
- Third time = 3 day

A required family meeting must occur prior to returning back to Club after their third time or 3-day suspension from Club. During this meeting, Club leadership will discuss the return to Club and require a Tier Two plan to be implemented to help increase success while attending.

Following the family meeting the process above restarts.

If the process happens again, a second family meeting will be required to discuss a revamp/expansion of the Tier Two plan that is being implemented.

If the process happens a third time, an additional family meeting will be required to discuss the need for a one-on-one mentor support (school year) that would be found by the family or the potential of requesting a one-on-one support (summer program) that may be able to be provided via the local school district.

If your member needs to be picked up, an authorized adult contact must be available within 30 minutes. Not meeting this requirement repeatedly could result in a suspension or removal from Club programming.

Non-Tolerant Behaviors



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The Club will strive to provide a safe, secure, and respectful environment during all activities, programs, and services offered. Non-tolerant behaviors disrupt the Clubs ability to empower all young people to reach their full potential as productive, caring, and responsible citizens. It is the Club's expectation that all its staff, volunteers, members, and families will observe this policy, and demonstrate appropriate behavior, treating others with civility and respect.

Behaviors that hinder the safety of others or self may result in a send home or suspension from Club.

- Directed derogatory language (1 day suspension): defined as language directed at others meant to cause harm/reduce feelings of safety
 - o Examples would include homophobic or race-based language, language aimed negatively at others that impacts their social-emotional wellness.

- Bullying (2-day suspension): defined as any willful, persistent, deliberate or attempted act, through the use of words or actions, which are intended to cause physical injury, emotional distress/suffering or property damage, or which negatively impact the Club's ability to provide a safe and secure place for members. Examples would include:
 - Verbal (e.g., threatening or intimidating language, name-calling, or racist remarks) Between members/members, members/staff, or adults and adults
 - Indirect (e.g., spreading rumors, intimidation through gestures, social exclusion)
 - Cyber bullying. This includes but is not limited to the following misuses of technology: harassment, intimidating, threatening, or terrorizing another person or group of people by sending or posting inappropriate and hurtful e-mail messages, instant messages, text messages, digital pictures or images, website postings, including blogs or any other messages via cyberspace

- Physical aggression (3-day suspension): defined as physical violence/fighting with other members or staff damaging program spaces/materials, continuously running away from program spaces/site location.
 - o Examples would include getting into a fight with another member or staff, threatening to cause harm to another person, drawing plans that could be used to cause harm, etc.

Addressing and Repairing Situations

Staff cannot be everywhere, but in cases where acts of non-tolerant behaviors are witnessed or reported, either from the victim or a third-party, staff will immediately cease the situation, should the act be occurring. Then the staff will begin the process as noted below, if the non-tolerant behavior accusation is found truthful.

- In all cases of reported non-tolerant behaviors—even before fact-finding based on the allegations—the Club staff will attempt to sort out cases of actual non-tolerant behavior versus isolated cases of Club members simply not getting along.



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- In cases where alleged non-tolerant behaviors are prolonged, continual, and/or combined with oral epithets, racial slurs, or other prohibited behaviors, staff will consider the situation to be factual.
- The Club staff will intervene in all non-tolerant behaviors that is brought to its attention or witnessed; redirection and discussion with each of the participants will occur
- When non-tolerant behaviors are witnessed or reported to any Boys & Girls Club staff or volunteer, and the alleged incident is found to be an actual case of non-tolerant behavior, the following will occur:
 - All care will be taken to immediately interrupt any active incident of non-tolerant behaviors.
 - Club staff will make an oral report to the Assistant Director/ Director within one day of the alleged incident. Fact-finding will occur. Then the following steps will take place:
 - Club staff will submit a written report to the Assistant Director/ Director within 1 day of the alleged incident.
 - Promptly after receiving the report, the Assistant Director/Center will complete an investigation with the support of the Area Director/Director of Operations.
 - Within 72 hours of the incident, staff will notify families of the Club's actions.
- In rare situations where local authorities, school officials, or law officials must be brought into the situation, the Club will proactively involve the appropriate authorities

Club members and their families are encouraged to report non-tolerant behaviors as well. Reports of non-tolerant behaviors may be made verbally or in writing and can also be made confidentially. There will be no retaliation against individuals making such reports. Individuals found to be engaging in retaliating behavior will be subject to disciplinary action.

Individuals who engage in non-tolerant behaviors will be in violation of this policy and will be subject to disciplinary measures as outlined in our Behavior Support section.

Sexual Abuse Prevention Policy

The Boys & Girls Club is committed to providing a safe and respectful environment for our members and will not tolerate any sexual abuse or sexual misconduct toward or by any member. Sexual abuse and sexual misconduct shall be interpreted to mean any sexual interaction between a child and another person (including another child) in a position of power over the child. Specific acts may include, but are not limited to inappropriate physical contact, viewing pornography, exposing oneself to another person, enticing others to expose themselves, inappropriate language, or any other behavior that is a violation of the Boys & Girls Club Behavior Policy or Employee Handbook.

Unless authorized in advance by a supervisor, adult staff and volunteers shall not:



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- Initiate conversations with members about sexual matters. If a member initiates a conversation about sexual matters with a staff or volunteer, the adult shall limit the conversation to the child's immediate concerns and shall provide a written incident report to the supervisor within 24 hours
- Engage in off-site activities with members. Such interactions may include, but are not limited to field trips, meetings, and communications via phone, text, and/or social media

All persons are prohibited from the access, display, production, possession, or distribution of pornography on Club premises or equipment. Any suspected sexual abuse or misconduct will be treated as a serious matter and documented by written incident report within 24 hours. When applicable, the incident will be reported to the appropriate authorities. The Chief Executive Officer/Director of Operations shall provide written directives to maintain the confidentiality of incident reports.

Adult/Illegal Activity

The Boys & Girls Club is committed to providing a safe place for members of all ages.

No one shall possess, use, threaten the use of, or store a weapon on Club property or at any Club event. Weapons include, but not limited to, guns, knives or swords with blades, explosives, and any chemical whose purpose is to cause harm to people.

Gang activity is not allowed on Club grounds. This includes, but is not limited to: display of gang symbols, soliciting others for membership, intimidating or threatening others, or other criminal activity.

In the interest of a tobacco-free environment and in compliance with State law, smoking and/or use of other tobacco products is prohibited on Club property or at Club sponsored events. Substance abuse which includes the possession, use or sale of illegal drugs, or the unlawful use of lawful substances including alcohol and prescription drugs will not be tolerated on Club premises or at any Club-sponsored or Club-related functions.

In rare situations where local authorities, school officials or law enforcement must be brought into a situation, the Club will act as an intermediate and notify the appropriate authorized family contacts.

Supervision Policies

Supervision

The Boys & Girls Club is committed to providing a safe environment. All Club activities and program spaces shall always be under continuous supervision by sight or sound (for restroom supervision) by an appropriate adult staff (18 or over). To ensure appropriate supervision, staff, and volunteers:

- Must abide by the prohibition of private one-on-one interaction policy.
- Must abide by all the organization's disciplinary policies and procedures.
- Must ensure at least one staff (18 or over) are present with supervising members.
- Must always maintain proper supervision ratios.



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- Must be trained on appropriate supervision tactics and behavior patterns.
- Must ensure that all members, staff and volunteers are supervised by an adult (18 or over) staff member
- Immediately notify Club leadership and/or submit written reports detailing supervision issues, accidents, or critical incidents.
- Never use electronic devices such as cell phones, iPads or other communication devices while supervising members unless for Club purposes, as defined in the Acceptable Technology Use Policy

Staff to Member Ratios

All Club activities shall be under continuous supervision by an appropriate adult (18 or over) and reasonable ratios shall be maintained when supervising member (**never to exceed 1 staff to 20 member**). Ratios are based on the organization's experience, standards set by Club leadership and/or standards set by local agencies or authorities. Required minimum ratios are below:

Type	Adults	Member
Drop-in	1	20
Instructional	1	15
Group Clubs	1	12
Teams	1	15
Day Trips	1	8
Overnight	1 (with minimum of 2 adults present)	6
Swimming	1 lifeguard (with a minimum of 2 additional adults supervising)	20 swimmers

Restroom Usage Policy

The Boys & Girls Club is committed to providing a safe environment and enforces the following restroom policy for members, staff, volunteers, and other adults.

Best practices include:

- Issuing restroom passes or keys
- Prohibiting mixed age groups (children, teens, and adults) from sharing a restroom
- Limiting the number of restroom users at one time or multi-user restrooms with single stalls that can be secured from the inside
- Positioning staff near restroom entries
- Implementing a restroom inspection and monitor schedules
- Designing restrooms to eliminate doors but maintain privacy
- When using restrooms at public facilities during field trips, a minimum of three member will be escorted by one staff member, who will wait outside the main entrance of the restroom



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- Age groups will follow a schedule for when their group is able to utilize the restroom. If/when a member is in need of using the restroom, staff will utilize radio communication to ensure that no other members/groups are currently accessing the restroom to ensure safety

The Boys & Girls Club is committed to providing a safe environment and enforces the following restroom policy for members, staff, volunteers, and other adults. Restrooms shall be regularly monitored by designated staff at a schedule set by Club leadership. Monitoring includes walk-throughs and inspections set by Club leadership.

Staff shall:

- Only use designated adult restrooms. Should separate restrooms be unavailable, staff shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as members
- Abide by all staff codes of conduct
- Intervene and notify Club leadership should inappropriate conduct be observed
- Ensure restrooms are regularly cleaned and sanitized

Staff observing unacceptable restroom conditions shall:

- Immediately notify Club leadership
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible.
- Club leadership will inform families if/when their member is involved in a restroom situation.

Disability Inclusion Policy

Process to provide accommodations

The Boys & Girls Club welcomes all members and is committed to act in a non-discriminatory manner and to make reasonable accommodations to provide equal opportunity and service to individuals with disabilities and other complex needs.

- **Inclusive Environment:** The Boys & Girls Club staff will work with families to understand special needs of members seeking accommodation, and to identify modifications necessary to support the disability. Staff will work to integrate individual accommodations as safely and feasibly possible
- **Staff Training and Development:** Training and support is provided to ensure staff are competent and can meet the developmental needs of Club members for which accommodation is being provided. Club staff will work with families to understand specific or individualized needs, and to identify additional support and resources as necessary and/or appropriate
- **Confidentiality:** Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled members and their families. All staff and volunteers are trained on the need for confidentiality. Written records are stored in a secure location with limited access. No information subject to confidentiality is released without first receiving the



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written permission of the parent/guardian. This excludes the responsibility of mandated reports of suspected child abuse and neglect as outlined by applicable state law

Factors to be considered include:

- Needs of person with disability
- Accommodation requested
- Supervision requirements
- Resources available to Club/program
- Impact on Club policies (i.e., prohibition of 1:1 contact)

Private agency

As a private organization, the Boys & Girls Clubs of the Greater Chippewa Valley reserves the right to deem a member to have needs outside of what we are capable of providing services for and to deny or remove a member from programs.

Health Policy

Drugs & Alcohol

The Boys & Girls Club is a tobacco, drug, and alcohol-free environment. Alcohol, non-prescription drugs, and any other substances that alter an individual's ability to function in the Club environment are strictly prohibited. Everyone is expected to report any smoking or drug use to Club staff immediately. In the event of a drug or alcohol related issue occurring on Club grounds or at a BGC sponsored event, police and guardians will be notified and appropriate actions will be taken to correct the situation.

Minor first aid & illness

Select Boys & Girls Club staff are CPR and First Aid Certified and are permitted to administer: band aides, ice packs, bandages, and other first aid supplies.

- Club staff cannot physically apply sunscreen and insect repellent lotions/creams
- The Club is not responsible for reactions or improper usage of sunscreen, insect repellent, or any item that is borrowed from or used by Club members
- Guardians must advise the staff of any Club member's medical condition by completing the medical information portion of the membership form and updating information as needed
- In case of emergency guardians will be notified as soon as possible
- Club members who stay home from **school** due to illness are not eligible to come to the Club that day
- Guardians must notify the Club and keep children home when member:
 - Has had a fever of 100 degrees or more, and should remain at home for 24 hours after the temperature returns to normal without medication to keep the temperature down
 - Has vomited or has had diarrhea, and should remain at home for 24 hours after it has stopped



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- Has a persistent cough
- Has any rash or fever
- Has open or draining skin sores
- Has inflamed or draining eyes or ears
- Have a contagious illness
- Club members who develop symptoms of a contagious illness while at the Club must be picked up within **30 minutes** of notification and are not eligible to return without a doctor's note clearing illness

Medication

- Medications should be administered at home whenever possible. Families are urged to consult with the prescribing physician to determine if medications can be scheduled outside Club hours. If this is not possible, designated staff will administer medication. The Clubs medication form must be filled out by the family. **You may request our medication form at your Club site's front desk.**
- The prescription medication must be supplied in the original pharmacy-labeled bottle with Club members name indicating the correct dosage and frequency of administration
- All medications will be stored in a secured/locked area at the Club and documented each time medication is administered
- Medications not on record with staff and found in a Club member's possession will be confiscated and families will be called
- Unused portions of medication after the completion of the school year / summer or when discontinued will be disposed of after 7 days if not picked up by the parent/guardian
- Guardians are responsible for ensuring a sufficient supply is on hands at all times

Emergency Treatment

In the event of an emergency injury or illness requiring immediate advanced medical treatment, the Boys & Girls Club staff will call 911 first. Families will be contacted as soon as possible. Boys & Girls Club staff are not allowed to transport injured or severely ill Club members.

Lice, Ticks, Fleas

If a Club member is suspected of having head lice, they will be checked by the Assistant Director/ Director. If an active infestation of head lice is confirmed, contact will be made with the parent/guardian and inform that their child(ren) have crawling head lice and/or that lice eggs/nits have been observed attaching to the base of the hair shaft near the skin. Club members must be picked up and treatment info will be provided. Families experiencing repeated outbreaks of head lice will be offered additional assistance through referrals to community partners. The Club member may return to the Club once no additional live lice or nits are found. The Club recommends utilizing one of the following options for treatment: head lice treatment spray/shampoo, coconut oil, mayonnaise, or tea tree oil.



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If a Club member is suspected and confirmed of having fleas, families will be contacted, and pick-up will be required. The Club member may return once they no longer have fleas present.

If Club member is found to have a tick(s), parent/guardians will be called to notify their primary contact. Club staff will not attempt to remove ticks found to ensure safe removal.

Reporting procedures

The Boys & Girls Club strives to maintain a safe and secure environment to all Club members. We ask families and Club members to immediately report any potentially dangerous situations to their Assistant Director/Center Director. All reported situations will be investigated as soon as possible. If the complaint is in regard to the Center Director, the next level of authority, the Area Director and/or Director of Operations (715-514-5115) should be contacted. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to know basis. If it is determined that a violation of this policy has occurred, the Boys & Girls Club will take appropriate action to help ensure the safety of all Club members. This includes, but is not limited to, seeking the assistance of law enforcement officials.

When a report is received there will be a prompt and careful investigation. Club members and their families are expected to cooperate in the investigation. The Boys & Girls Club will maintain confidentiality of all involved whenever possible and will expect all involved to do the same.

Meal Program

Snacks and Meals

The Club provides nutritious food options each day. PM snacks are provided each day from 3:00-4:30pm with a second snack at the Altoona/Menomonie Centers and a dinner at all other Clubs served between 5:30-6:30pm.

Breakfast, AM snack, lunch (12:00-1:00pm) and a PM snack are provided on days when the Club is open from 7:30-6:00pm for full day programming. The Altoona/Menomonie Center utilizes the school breakfast and lunch as part of its partnership.

Any dietary restrictions or food needs for an individual member will need to be submitted through a doctor's note. Club staff follow DPI and Health Department health and safety rules in the kitchen. Members are not allowed to bring in their own food without prior permission from the Center Director.

Open meal site

All Boys & Girls Club locations operate as an open meal site throughout the summer program to provide meals to those in need during breakfast and lunch. Any community members and their families are welcome to receive a meal at the Club.

Activities/field trips away from Club



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Permission slips

The Boys & Girls Club provides opportunities for Club members to leave the Club and attend various field trips related to its priority outcome areas: academic success, good character & citizenship, and healthy lifestyles. As part of leaving the Club, it is the Club member and families responsibility to check the front desk and complete the necessary permission slips to attend. Families will be notified of trips with permission slips including the event, date of trip, departure time and estimated arrival time back at the Club.

Permission slips requiring payment must be submitted same day with the form. Extensions on permission slip deadlines will not be provided, unless the week of the field trip is the first time the member has attended for the afterschool or summer program.

Visitor Conduct Policy

The Boys & Girls Club encourages families and other interested community members to visit the Club. The following policy addresses avoiding disruption to the member development process, protecting the safety and welfare of the members and staff, and to protect the Club's facilities and equipment from misuse or vandalism.

- The Center Director/Assistant Director shall have the authority to determine which visits are to be permitted as well as the discretion to set any appropriate conditions on the nature and extent of such visits. In exercising their discretion, the Center Director/Assistant Director shall consider the purpose of the visit, the impact of the visitor's presence and the relationship of any visitor to the members.
- Club personnel shall seek to assure that families and other visitors are courteously received and sincere efforts are made to provide them with information needed to foster a cooperative relationship between home, Club and community

Check-in/Check-out

A visitor is defined as any person seeking to enter a Club building who is not an employee of the Club or a registered participant in a Club program.

1. All visitors shall report to the front desk when arriving or leaving the Club to check-in by signing and providing their information on a visitor clipboard
2. Notices shall be displayed at the building entrance indicating that all visitors are required to register with the front desk. All visitors shall be requested to wear an appropriate form of identification when on Club premises

Exceptions to Visitor Requirements: Families or community members who have been invited to visit the Club as part of a scheduled open house, special event, scheduled performance by a team or group, other



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adult participants in organized and Club approved activities are exempt from requirements stated above.

Visitors to Activity Areas

Access to areas of the Club may be restricted upon the recommendation of the staff person in charge or as otherwise deemed necessary by the Center Director/Assistant Director, most commonly during the provision of confidential services.

In some program areas, specific conditions may be imposed upon visitors, including but not limited to:

- Remaining in a designated place or seat
- Refraining from speaking to members while the class or activity is in session
- Refraining from entering or leaving the area while an activity is underway
- Requiring that the dress and grooming of the visitor be consistent with the dress code for the members and employees within the building
- Requiring that the visitor be chaperoned
- Limiting the duration of the visit to particular times or length of time
- Limiting the activities of the visitor to a particular purpose(s)
- Designating routes of travel in the building or upon the Club grounds

Visitors wishing to speak with program staff or supervisors during the course of the Club day are encouraged to make arrangements in advance.

Special Situations

- Both custodial and non-custodial families of a member have the right to visit the child's Club unless a court order exists restricting such contact. If contact is restricted, a copy of the court order needs to be provided. Non-custodial parents with visitation permission must be included in the membership application. Club space will be provided for visit and a phone call will be made to notify the custodial parent
- The Center Director/Assistant Director have the authority to exclude from the Club premises any person who disrupts or who appears likely to become a disruption to the program. Any such individual shall be directed to leave the Club premises immediately and law enforcement authorities shall be called if necessary

Background checks



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The Boys & Girls Club is committed to selecting and retaining the best staff and volunteers to serve its member. As part of the initial selection process and on an on-going basis, the Boys & Girls Club will conduct background checks in accordance with the following policy:

Boys & Girls Club will conduct criminal background checks of all employees including minors, board members, volunteers who serve on a standing or enumerated committee, advisor or otherwise. Checks will also be conducted on all volunteers, including minors who have direct, repetitive contact with children. Name-based record searches may be used in any combination but shall, at a minimum, (a) verify the person's identity and legal aliases, (b) provide a national Sex Offender Registry search, and (c) provide a national criminal record search. Such checks shall be conducted prior to employment and at regular intervals not to exceed twelve (12) months.

All background check findings shall be considered when making employment or volunteer decisions. It is the policy of Boys & Girls Club that an employee or volunteer will be automatically **ineligible** for employment or volunteer service, if such individual:

- Refuses to consent to a criminal background check
- Makes a false statement in connection with such criminal background check
- Is registered or is required to be registered on a State or National sex offender registry
- Has been convicted of a felony consisting of:
 - Murder
 - Child abuse
 - A crime against children, including child pornography
 - Spousal abuse
 - A crime involving rape or sexual assault
 - Arson
 - Physical assault or battery
- Has been convicted of a drug related offense committed within the last five years

With respect to convictions for crimes not listed above, any applicant with such a conviction shall be evaluated on an individual basis to determine whether they should be excluded from consideration based on the conviction. In so doing, the Boys & Girls Club shall consider the following factors:

- Nature and gravity of the offense
- Time that has passed since the offense or completion of sentence
- Facts and circumstances surrounding the offense or conduct
- Number of offenses for which the individual was convicted
- Age of the individual at the time of conviction or release

All personal data, background check data and adverse action letters shall be treated as confidential and maintained in a secure location.

Electronics Policy



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The Boys & Girls Club has adopted the following technology policy to maintain a safe and secure environment for Club members, staff, volunteers, and others. This policy will allow members at the Club to use technology including, but not limited to, computers, laptops, tablets, and/or smartphones, for educational use at our Club.

Club Devices

The Boys & Girls Club provides access to both wired and wireless networks with Club-owned equipment. Any Club member who has this policy signed by families annually is permitted to utilize Club equipment for the purpose of program activities, career development, communication with experts and/or Club members, homework, and other Club activities. Additionally, Club members can use the Club's network for valid recreational purposes. Club members are expected to act responsibly and thoughtfully when using Club-owned technology resources.

Non-Club Devices

A personally owned device shall include all Club member-owned existing and emerging technologies and devices that can take photographs; play/record audio or video, input text, upload and download content and/or media, and transmit or receive messages or images. Personally owned devices are permitted for use during Club recreational time for and in approved locations for Club members.

If you would like your member(s) to participate in this program, please read and discuss the following 'Acceptable Technology Use Policy' with them.

Acceptable Technology Use Policy

Any family who wishes that their member(s) use Club-owned or a personally-owned electronic device within the Boys & Girls Club must read and sign this agreement and submit to Club staff.

- To utilize the technology resources at the Boys & Girls Club, Club members and families must review the 'Acceptable Technology Use Policy' and sign the last page of the Policy & Procedure handbook. This is considered a legally binding agreement
- When using a personally owned device the Club member will take full responsibility for their device and always keep it with them. Club members may not lend their device to any other Club members or staff. The Club is not responsible for the security of the device or loss/damage/theft of a personally owned device
- Club members should only use their devices during Club recreational time or during approved Club sanctioned programs/events
- Club members may not use Club owned or personally owned devices to record, transmit or post pictures, video, or other information of/about a person or persons at the Club. Nor can any images, video or other information recorded at the Club be transmitted or posted at any time without the expressed permission of Club staff. Members may not use a personal or Club owned device to harass, threaten, demean, humiliate, embarrass, or annoy their peers or others. This behavior is cyberbullying
- The Club reserves the right to monitor all traffic on its wired and wireless networks



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- The Club reserves the right to inspect a Club member's personal device or Club owned devices. Families will be notified and allowed to be present before any such inspections take place. Families are free to refuse to allow Club staff to inspect a device, however, that Club member may be barred from bringing personally owned devices to the Club in the future. This decision will be at the Club's discretion
- Club members must comply with staff requests to shut down or turn off the devices when asked. Not doing so may result in the member being barred from using Club equipment and bringing personal devices in the future
- The Club expressly prohibits use of electronic devices in locker rooms and/or restrooms and other areas where there is an expectation of privacy
- If a Club member is not following the guidelines listed, the parent/guardian will be contacted and asked to pick up the personal device at the end of the day
- Violations of any Club policies, administrative procedures or Club rules involving a Club member's personally owned device may result in the loss of use of the device at the Club and/or disciplinary action

Donations

Donations are the main source of funding for the Boys & Girls Club. Monetary and in-kind donations help us provide nutritious meals and snacks daily, remain open during afterschool and non-school days, and provide numerous programs that inspire and enable the member that we serve. Please visit our website to learn more about how to support the Club's programs, for a complete wish list of items we need, or to attend one of our fundraising events. Donations of all sizes are appreciated and encouraged.



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Great Futures Guide Signature Page

My member(s) _____ and I _____
(insert names of Club members) (Parent/Guardian name)

have read and understand that by signing this form we take responsibility for all information, expectations, policies and procedures included in joining the Boys & Girls Clubs of the Greater Chippewa Valley organization.

Parent/Guardian Name

Parent/Guardian Signature

Member Name

Member Age

Date

Please initial that you have read and agree to each section:

Membership Policy – Page 4 _____

Family Communication – Page 6 _____

One-on-One Interaction Policy – Page 9 _____

Behavior Policy – Page 10 _____

Illegal Activity – Page 15 _____

Supervision Policy – Page 15 _____

Disability Inclusion Policy – Page 17 _____

Health Policy – Page 18 _____

Meal Program – Page 20 _____

Activities/Field Trips Away from Club – Page 20 _____

Visitor Conduct Policy – Page 21 _____

Electronics Policy – Page 23 _____

Acceptable Technology Use Policy – Page 24 _____

This gives permission and understanding for a Club member using Club and personal devices

Signature Page must be signed on an annual basis