

**GREAT FUTURES START **HERE.****



**BOYS & GIRLS CLUBS**  
**OF RUTHERFORD COUNTY**

**MEMBER & PARENT**  
**GUIDE**

# BGCRC PARENT/MEMBER HANDBOOK

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# CLUB LOCATIONS AND HOURS OF OPERATION

## Murfreesboro Unit

820 Jones Blvd., Murfreesboro, TN 37129

(615) 893-KIDS

Unit Director: Keith Churn

Monday through Friday	2:30 p.m. to 6:30 p.m.
Non-School Days	7:00 a.m. to 6:00 p.m.
*Snow Days	7:00 a.m. to 6:00 p.m.

## Smyrna Unit

198 Culbertson Street, Smyrna, TN 37167

(615) 984-4087

Unit Director: Chelsea Meyer

Monday through Friday	2:30 p.m. to 6:30 p.m.
Non-School Days	7:00 a.m. to 6:00 p.m.
*Snow Days	7:00 a.m. to 6:00 p.m.

## Shelbyville Unit

1055 Madison Street, Shelbyville, TN

(931) 735-6525

Unit Director: Gracie Turner-Pluitt

Monday through Friday	2:30 p.m. to 6:00 p.m.
Non-School Days	6:00 a.m. to 6:00 p.m.
*Snow Days	7:00 a.m. to 6:00 p.m.

*\*Club hours may vary or may close depending on safe road conditions.*

## Administrative Office

820 Jones Blvd., Murfreesboro, TN 37129

(615) 890-2582

Chief Executive Officer: Sheryl Chesnutt | Chief Operations Officer: Kelly Davis

Director of Operations: Brittany Montgomery

Monday through Friday	9:00 a.m. to 5:00 p.m.
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**BOYS & GIRLS CLUBS**  
OF RUTHERFORD COUNTY

## TO THE PARENTS/GUARDIANS OF MEMBERS

### WELCOME!

We at **Boys & Girls Clubs of Rutherford County (BGCR)** would like to thank you for selecting us! **This** is a great time for members to build character through leadership and discover new interests. When you visit **BGCR**, you will find a lively place with trained professional staff and volunteers are positive adult role models and mentors for youth. Club members encouraged to study and engage in constructive activities through Club or community services. **Our Club** has many interesting, educational, athletic, and creative programs to explore!

Welcome to our family! As a Club member, your membership includes **computer classes, tutoring, homework assistance, arts & crafts, Gamesroom activities, fitness activities, leadership and character-building programs (Keystone, Torch, Kids, and Sports Clubs), Junior Staff Training, SMART Moves, financial literacy & much more!** Members truly have a great time and enjoy the exposure to new activities.

Your child's safety is important to us. This is a handbook of guidelines and policies to ensure that your child has a positive and rewarding experience. Please carefully read through this handbook. We are presenting our standards and information to help you understand general operating procedures. If you have any questions, concerns, or need additional information, talk with the Club's Unit Director or the organization's Director of Operations who will answer your questions or direct you to the appropriate personnel.

### PARENT/STAFF COMMUNICATION

Good communication between parents and their child's caregivers is essential to provide the best possible care for each child. The format of communication may be formal or informal. **It is vital that you inform us of changes in your child's life that may affect behavior.** Changes at home may include moving, hospitalization of a sibling or parent, alterations in the parents' relationship, or a death in the family. Home issues influence the way in which your child relates to others. Staff members can better provide for a child's needs when they are aware of the situation.

### PARENT INVOLVEMENT

The Club believes that parental involvement is necessary for the success of any childcare program. As parents, you are welcome to visit the Club anytime you wish without prior notice. Your cooperation with all policies and procedures is appreciated. Take every opportunity to talk with staff about your child. Ask your child about the program every day and take time to read the available curriculums and the information that goes home. We also encourage you to volunteer any time or talents you may have to the program. As community members you can assist staff by educating them about resources/opportunities available in the area.

Welcome again, we look forward to getting to know you and your family!

## OUR CLUBS

The **Murfreesboro Unit** is our original facility and houses a Gamesroom, Multi-Purpose Room (Puckihuddle), full commercial kitchen, Learning Resource Centers (LRC), Tech Lab, Art Room, Teen Center, Multi-Purpose Field (football/outdoor play), outdoor basketball court, two playgrounds, walking trails, and a softball field. This facility is available for rentals during non-program hours.

The **Smyrna Unit** began operating in 1996. This facility operates in full capacity during the school year and summer and houses a Gamesroom, Multi-Purpose Room, full commercial kitchen, Learning Resource Center (LRC), Tech Lab, Science Room, Math Room, Art Room, Stage, Teen Center, play fields, and outdoor basketball court. This facility is available for rentals during non-program hours.

The **Bedford County Unit**, located in Shelbyville, opened in 2011. This Club operates at full capacity during the school year and summer. The facility offers a Gamesroom, Tech Lab/Learning Resource Center, Art Room, multi-purpose fields, a playground, and an outdoor basketball court.

## COMMITMENT TO QUALITY

BGCRC envisions a future in which success is within reach of every child in Rutherford and Bedford Counties, empowering and influencing future generations toward making a difference for themselves, their community, and the global community.

In an effort to enrich the lives of youth in the Rutherford/Bedford County communities, BGCRC regularly assesses and aims to improve not only its programming, but also the organization as a whole. BGCRC uses the Standards of Organizational Effectiveness provided by Boys & Girls Clubs of America (BGCA), United Way's assessment of our adherence to its Quality Standards, and the Core Capacity Assessment Tool provided through the Deaconess Impact Partnership. Based on these appraisals, BGCRC has formed a capacity building and strategic plan for the organization. The strategic plan is focused on three areas of the Boys & Girls Club movement: increase our impact on existing Club members, build a stronger organization, and expand the influence of the Club beyond its walls.

BGCRC is a chartered member of BGCA. For more than a century, Clubs have helped put young people on the path to great futures. Boys & Girls Clubs annually serve nearly four million young people, through membership and community outreach, in over 4,100 Club facilities throughout the country and BGCA-affiliated Youth Centers on U.S. military installations worldwide. Boys & Girls Clubs of America is highly respected. In its 2014 Philanthropy 400 report, *The Chronicle of Philanthropy* ranked BGCA 21st among all nonprofit organizations and #1 among youth serving organizations for the 21st consecutive year.



## **BOYS & GIRLS CLUBS OF RUTHERFORD COUNTY**

### **FIVE CORE PROGRAM AREAS**

Since 1986, Boys & Girls Clubs of Rutherford County (BGCRC) has been providing a safe place for children to learn and grow.

The Club is open during hours that kids are most likely to need a safe place to go — after school and during summer. Membership fees are kept low to allow any child the opportunity to join.

BGCRC’s “Formula For Impact” is a research-based theory of change that calls for us to consistently provide the most powerful Club Experience possible by implementing the Five Key Elements for Positive Youth Development, offering high-yield activities, providing targeted programs, and encouraging regular attendance – all of which we know help youth achieve priority outcomes: Academic Success, Good Character & Citizenship, and Healthy Lifestyles.

*Each of our sites offers tested, proven and nationally recognized programs in five core program areas:*



#### **The Taylor Family Character & Leadership Development Programs**

Programs in Character and Leadership Development 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.



#### **E. Desmond and Mary Ann Lee Education & Career Development Programs**

Programs in Education and Career Development enable youth to become proficient in basic educational disciplines, apply learning to everyday situations and embrace technology to achieve success in a career.



#### **Health & Life Skills**

Programs in Health and Life Skills 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**

Programs in The Arts 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 & Recreation**

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

## MISSION STATEMENT

Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

## YOUTH DEVELOPMENT STRATEGY

Programs are based on the **Youth Development Strategy**, which assures that all members have a positive experience that contributes to a positive sense of self-esteem. This is done by developing:

**A Sense of Competence:** A feeling that each child can do something well and be respected by his or her peers, as well as important adults in their lives. The challenge is to find ways that assure that every child can do something well.

**A Sense of Usefulness:** A feeling that each child has something to contribute and the opportunity to do something of value for other people.

**A Sense of Belonging:** A feeling that each child fits in and is part of the group.

**A Sense of Influence:** A feeling that each child has a chance to be heard, listened to and influence decisions.

## FIVE KEY ELEMENTS

- Safe, Positive Environment
- Fun
- Supportive Relationships
- Opportunities and Expectations
- Recognition

## NON-DISCRIMINATION POLICY

BGCRC operates on a non-discriminatory basis, affording equal treatment and access to services without regard to sex, race, ethnicity, national origin, religious beliefs, medical condition, disability, marital status/family structure, sexual orientation, or other affiliations. Children with disabilities or other special needs, as defined by the Americans with Disabilities Act (ADA), are welcomed into the program and reasonable accommodations in the best interest of the child are made as necessary.

## LIMITED ENGLISH PROFICIENCY

**BGCRC** complies with Title VI of the Civil Rights Act of 1964 which prohibits recipients of federal assistance from discriminating based on race, color, or national origin by, among other things, failing to provide meaningful access to individuals with limited English proficiency (LEP). Boys & Girls Clubs of Rutherford County does not discriminate against anyone with LEP participating in our programs and/or services. The Club has taken steps to ensure that all individuals will be able to communicate, either through written or oral language services, with all members of our staff.

**BGCRC** provides free aids and services to people with disabilities to communicate effectively with us, such as:

- a. Written information in other formats (large print, audio, accessible electronic formats, other formats)

**BGCRC** provides free language services to people whose primary language is not English, such as:

- a. Qualified interpreters
- b. Information written in other languages

**If you need these services, contact your Club Director, Brittany Montgomery, Director of Operations, or Kelly Davis, Chief Operating Officer.**

If you believe that Boys & Girls of Rutherford County has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Kelly Davis, COO, 820 Jones Blvd Murfreesboro TN 37129, Phone: 615 890-2582, Email: kelly.davis@bgcrc.net.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kelly Davis is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

### D.E.I.A. (Diversity, Equity, Inclusion, Access) PLEDGE

We, the Staff, Volunteers and Board of Directors at the Boys & Girls Clubs of Rutherford County, make the following commitment to all youth, to each other, and to community partners.

- Treat each and every person we encounter with respect and dignity without regard to race, ethnic origin, abilities, age, religious/spiritual beliefs, political beliefs, sexual orientation, or gender identity/expression.
- Acknowledge the unlimited potential that each and every young person has to grow into a caring, productive adult.
- Listen and seek to understand lived experiences without passing judgement.
- Provide resources and support to help advocate for those facing discrimination in any form.
- Seek opportunities for children to learn how to affect positive change in the community.
- Advocate for children and one another.
- Commit to educating youth, and our ourselves on diversity, equity and inclusion, including training, reflection, and assessment.

### MEMBERSHIP

All youth participating in any program offered by Boys & Girls Clubs of Rutherford County must have a current membership. The annual membership fee is \$40 per child. **All membership fees are non-refundable!**

We accept cash, credit/debit card, or VENMO for payment of any fees. We also accept Families First Vouchers. Personal checks are not accepted.

### PROGRAM FEES

Some programs are included with annual membership. Other programs may have an additional one-time or reoccurring fee. Fees are subject to change without notice. The fees are shown below.

Murfreesboro & Smyrna Clubs	
<b>SCHOOL YEAR</b>	
After School Youth (5-12)	\$45/week (sliding scale available)
Teen Center (13-18)	\$0/No Additional Fee
<b>SCHOOL BREAKS (Fall, Winter, Spring and Summer)</b>	
Day Camp (5-12)	\$90/week (sliding scale available)
Teen Center (13-18)	\$0/No Additional Fee



Shelbyville Club	
<b>SCHOOL YEAR</b>	
After School Youth (5-12)	\$30/week (sliding scale available)
Teen Center (13-18)	\$0/No Additional Fee
<b>SCHOOL BREAKS (Fall, Winter, Spring and Summer)</b>	
Day Camp (5-12)	\$78/week (sliding scale available)
Teen Center (13-18)	\$0/No Additional Fee

Payments are due in advance of attending and are due every Friday. Fees are to be paid regardless of attendance. However, two weeks of vacation during the afterschool program and one week of vacation during the summer program are offered and payment will not be required. Please notify your Club directly a week in advance to avoid charges.

Please communicate this need in advance in order to avoid charges.

There is a late fee of \$5 for every week that a weekly fee is past due. Members who have an outstanding balance of more than two weeks will be removed from our transportation/escort roster until the balance is paid.

Families experiencing financial hardship may apply for additional assistance by completing our Financial Assistance Application and providing the previous year's tax statement and two most recent pay stubs for all adults living in the household.

## ENROLLMENT REQUIREMENTS

In order to participate at the Boys & Girls Clubs of Rutherford County afterschool, members must be at least 5 years old and in Kindergarten (Kindergarten Ready and Pre-K do not qualify) through 18 years old and in 12<sup>th</sup> grade. They must be able to thrive in high impact/high energy environments, behave in a safe manner at all times, and be independent in regards to bathroom use and be fully potty trained.

In order to enroll your child(ren) to become a member of BGCRC, the following must be completed and/or submitted:

1. BGCRC membership enrollment application is electronic and must be filled out entirely
2. All legal parent/guardian information (including non-custodial parent)
3. Any/all court orders in regards to communication, custody, orders of protection, etc.
4. Parent/Member Handbook Acknowledgement form signed
5. Codes of Conduct, Internet Usage, Field Trip Permission, Open-Door Policy, and Project Learn forms signed
6. Communication on all medical, mental, and/or behavioral disabilities

***\*Your child's application cannot be processed without these documents!***

## ATTENDANCE

1. In order to attend the Club for the afterschool program, members must have attended school on that same day and not have been sent home due to illness or behavior
2. Members who are picked up from school by the Club, are dismissed by school personnel. The Club is not aware of who is attending until members are sent to the bus. It is not the Club's responsibility if a member is late arriving and misses the bus, or is sent home via alternate transportation. Due to tight transportation schedules, parents/guardians will be responsible for picking their child up at school should they miss the bus.
3. Members who don't attend for two consecutive weeks without notice or payment, will be removed from our transportation/escort list

## CLUB CLOSINGS

All Clubs are closed on the following holidays. Please feel free contact the Club to verify other Club closings.

**New Year's Day | Martin Luther King, Jr. Day | Memorial Day | Independence Day | Labor Day |  
Thanksgiving Day & the day after | Christmas Eve | Christmas Day | New Year's Eve**

Other days the Clubs will be closed include All Staff training and the days prior to, and immediately after the summer program. A schedule will be made available during each program term (School Year & Summer).

## INCLEMENT WEATHER

Closing the Club for weather conditions is at the sole discretion of the Organization's CEO. **You can also take advantage of our texting service and seek information on our Facebook page.**

Text either BGCMboro, BGCSmyrna, or BGCBedford to the number (615) 392-6119 to subscribe to our texting service.

## CLUB POLICIES

### MEMBERSHIP CARDS

Every child will receive one complimentary membership card at the time of enrollment. Additional cards can be purchased for \$2.00. Membership cards are required in order to check-in and check-out daily, as well as for program participation, and checking equipment in and out. *Without a card, members will not have access to some Club activities.* Members should respect their cards. Lost/stolen cards should be re-purchased within 24 hours.

### CHECK-IN & CHECK-OUT PROCEDURES

The Boys & Girls Clubs is a drop-in facility and members may arrive at any point during our operating hours. Upon arrival or at departure each Club member is required to scan themselves or report to the Front Desk that he/she does not have a card and needs to be scanned in. *Members arriving without a membership card will be processed separately to allow for manual scanning; members must also be manually scanned out of the Club.*

Members must always be picked up by their Parent/Legal Guardian, or other person designated at time of enrollment or after submitting an Authorized Change of Contact form. A legal parent/guardian on the contact list may only be removed with proof of certified court paperwork. Photo ID verification is required each time a child is picked up.

The Boys & Girls Clubs of Rutherford County cannot legally require a member to stay at the Club. The decision to leave must exist between parent and child. We encourage you to refer to [Open Door Policy](#). Teens 13-17 may leave our facilities at certain times, but we require a letter on file from a parent or guardian granting this permission. Teens 18 years old are permitted to leave without a letter.

### EARLY ARRIVAL - LATE PICK UP CHARGES AND POLICIES

**Boys & Girls Clubs of Rutherford County does not permit and is not responsible for children left on the Club grounds and/or parking lot prior to Club hours.** All members must be picked up by the times shown. A fee of \$1.00/minute per child is assessed if you, a guardian or another adult that you designate does not pick up your child by this time. All late fees must be paid by Friday of the week they occurred. Members cannot return to the Club until the late fee is paid.

### MEALS/SNACKS

\*Clubs serve a healthy snack and dinner to members during the after-school program. During the Summer Program, the Club provides breakfast, lunch and snack for all members. These meals are provided in partnership with CACFP

and SFSP. All members are encouraged to eat these nutritionally balanced meals. Please inform the staff of any food allergies and/or special dietary requirements. **Meals cannot be taken “to-go” or consumed outside of the designated dining areas.**

***\*Varies by Club. Inquire within your Club for specific meals and schedule offered.***

***\*Bedford County Unit does not provide meals - only a healthy snack.***

## SURVEYS

BGCRC periodically surveys its members about their Club experience and behaviors, skills, and attitudes using Boys & Girls Clubs of America’s (BGCA’s) National Youth Outcomes Survey or other survey instruments. This survey helps to ensure our Club’s programs meet the needs and interests of your child(ren). All information provided in this survey is kept private and confidential. Your child(ren)’s participation is voluntary. Please notify the Site Coordinator or Director if you would prefer that your child(ren) not participate.

## DRESS CODE

To ensure the safety of all members and to hinder any distractions by inappropriate attire, a dress code is enforced. These are the guidelines:

1. Shorts and skirts length must fall to the fingertips when hands are extended down by the youth’s side.
2. No halters, tube tops, sheer tops or shirts revealing the midriff are allowed.
3. No clothing with inappropriate language, logos (includes alcohol & tobacco), discriminatory statements, sexual content or gang symbols are allowed.
4. All pants and shorts must be worn at the waist, no sagging.
5. No hats, caps or headbands may be worn in the Club.
6. No open-toe shoes
7. Bathing suits must consist of FULL one piece for female members and board shorts for male members.

*If a child is in violation of this dress code, a parent/guardian will be called and proper attire must be provided within one hour, otherwise the member will be sent home for the day.*

## FIELD TRIPS

Field trips are optional and may require up-front payment throughout the school year and/or summer. Because staff/ratios are 1:10 on field trips vs 1:20 at the Club, space is limited on field trips. In order to participate in a field trip, proper parental consent is required, payment made, and the member must be in dress code along with having their Club Card. Payments are non-refundable unless cancelled within two (2) business days of the scheduled trip, or the trip is cancelled by the Club or venue (Murfreesboro & Smyrna Units). Staff reserves the right to revoke privileges based on a member’s behavior.

## DISCIPLINE

Members are expected to behave in an appropriate manner creating a fun-filled learning environment. Members will treat each other and staff with respect following Boys & Girls Clubs of Rutherford County’s expectations.

When negative behavior occurs, Club staff will attempt to redirect the child’s behavior. If the child’s behavior remains disruptive, he or she will be given a time out. If the disruptive behavior continues beyond the time out, the child’s parent or guardian will be contacted to discuss ideas for solving the problem or conflict. Disciplinary measures include a time out and/or exclusion from certain activities. Repeated disciplinary problems or violations in line with our Zero-Tolerance Policy can result in a child being suspended from the Club. The child’s membership can be revoked if all appropriate attempts to redirect the child’s behavior fail, or if the incident/behavior is considered to be a serious safety hazard. Each incident will be evaluated on a case-by-case basis. This behavior and the disciplinary action is documented through the Member Incident Report, in which all parties will receive a copy. Should the parent/guardian

choose to dispute the disciplinary action given, the Grievance Policy for Program Participants may be referred to.

Boys & Girls Clubs of Rutherford County adheres to the following methods of discipline. It is our policy never to use physical or mentally abusive forms of discipline.

1. Discipline will be in proportion to the particular inappropriate behavior and enforced within an appropriate time.
2. Children will not be subjected to verbal or physical abuse.
3. Members will be informed of the inappropriate behavior and given time out or excluded from certain activities as warranted by the child's behavior. Parents/guardians may also be called if necessary.

#### Zero Tolerance Behaviors

1. Physical altercations and/or threatening the safety of others
2. All forms of bullying
3. Theft
4. Vandalism
5. Inappropriate behavior (includes sexual behavior, drugs/tobacco/alcohol, weapons, etc.)
6. Disrespect towards staff, volunteers, and/or fellow members

#### ANTI-BULLYING POLICY

Bullying behavior or threats are taken seriously and will not be tolerated. Bullying is seen as a discipline issue and will be dealt with through the normal discipline procedures.

What is bullying behavior? Bullying is when someone repeatedly, and on purpose, says or does mean or hurtful things to another person who has a hard time defending himself or herself.

1. Bullying is aggressive behavior that involves unwanted, negative actions.
2. Bullying often involves a pattern of behavior repeated over time.
3. Bullying involves an imbalance of power or strength.

Direct bullying involves a direct confrontation with a person and can include pushing, hitting, name calling, and taunting.

- Verbal bullying is any type of communication that causes harm to another (taunting, teasing, name-calling, extortion, threats).
- Physical bullying is harming a person or property (shoving, hitting, tripping, damaging a person's property).

Indirect bullying is a more subtle and covert act such as social isolation, spreading rumors, or exclusion.

- Relational aggression is harm to someone's self-esteem or group acceptance (rumor spreading, intentionally excluding someone).
- Cyberbullying involves the use of technology to harass, make fun of, or intimidate another person (posting derogatory comments, using technology to spread rumors or make threatening comments).

All staff and volunteers are expected to be vigilant and alert to cases of bullying. Reports can be made by staff, volunteers, parents and members. Suspected cases of bullying should be reported immediately to the Director. Reports will be investigated immediately using the Club discipline guidelines. Incidents will be recorded and monitored.

## Club Member Consequence Chart

K - 2nd Grade	1st offense	2nd offense	3rd offense	4+ offenses
Not following directions	Verbal Warning	Written Warning	Final Warning/Loss of Privilege	2+ Days of Suspension
Dress code violation	Refer to Handbook	Final Written Warning	1 Day of Suspension	2+ Days of Suspension
Safety concerns	Final Written Warning/Loss of Privilege	1 Day of Suspension	2 Days of Suspension	3+ Days of Suspension
Program disruption	Verbal Warning	Written Warning	Final Warning/Loss of Privilege	2+ Days of Suspension
Horse Playing	Final Written Warning/Loss of Privilege Refer to Handbook & Final Written	1 Day of Suspension	2 Days of Suspension	3+ Days of Suspension
Mistreatment of Property	Warning/Loss of Privilege	1 Day of Suspension	2 Days of Suspension	3+ Days of Suspension
Zero-Tolerance violations	Calls for immediate suspension, up to expulsion from Boys & Girls Clubs of Rutherford County			
3rd - 5th Grade	1st offense	2nd offense	3rd offense	4+ offenses
Not following directions	Written Warning	Final Written Warning/Loss of Privilege	2+ Days of Suspension	3+ Days of Suspension (added to previous number of days of 3rd offense)
Dress code violation	Refer to Handbook	Final Written Warning	1 Day of Suspension	2+ Days of Suspension
Safety concerns	Final Written Warning/Loss of Privilege	1 Day of Suspension	2+ Days of Suspension	3+ Days of Suspension (added to previous number of days of 3rd offense)
Program disruption	Final Written Warning/Loss of Privilege	1 Day of Suspension	2+ Days of Suspension	3+ Days of Suspension (added to previous number of days of 3rd offense)
Horse Playing	Final Written Warning/Loss of Privilege Refer to Handbook & Final Written	1 Day of Suspension	2+ Days of Suspension	3+ Days of Suspension (added to previous number of days of 3rd offense)
Mistreatment of Property	Warning/Loss of Privilege	1 Day of Suspension	2 Days of Suspension	3+ Days of Suspension
Zero-Tolerance violations	Calls for immediate suspension, up to expulsion from Boys & Girls Clubs of Rutherford County			
6th - 12th Grade	1st offense	2nd offense	3rd offense	4+ offenses
Not following directions	Written Warning	Final Written Warning/Loss of Privilege	3 Days of Suspension	5+ Days of Suspension (added to previous number of days of 3rd offense)
Dress code violation	Refer to Handbook	Final Written Warning/Loss of Privilege	3 Days of Suspension	5+ Days of Suspension
Safety concerns	Final Written Warning/Loss of Privilege	3 Days of Suspension	5 Days of Suspension	Indefinite Suspension
Program disruption	Final Written Warning/Loss of Privilege	2 Days of Suspension	5 Days of Suspension	Indefinite Suspension
Horse Playing	Final Written Warning/Loss of Privilege Refer to Handbook & Final Written	3 Days of Suspension	5 Days of Suspension	Indefinite Suspension
Mistreatment of Property	Warning/Loss of Privilege	1 Day of Suspension	2 Days of Suspension	3+ Days of Suspension
Zero-Tolerance violations	Calls for immediate suspension, up to expulsion from Boys & Girls Clubs of Rutherford County			

### REPORTING POLICY

We are required by law to immediately report suspicion of child abuse or neglect to the Child Protective Services unit of the Department of Social Services. BGCRC requests that any volunteer, parent, or staff members who suspects that abuse or neglect has occurred notify us immediately so that we may initiate the process of notifying the state or "Hot Line" and coordinate support for the family. If the Director is not available, the Director of Operations, Chief Operating Officer or Chief Executive Officer can be contacted. Child Abuse Hotline: 1-877-237-0004 or <https://apps.tn.gov/carat/>.

### TECHNOLOGY

Members have access to the Club's Technology Center each day to help with homework and to teach members valuable technology skills. The use of the Club computers and access to the internet is a privilege, not a right, and requires responsibility. We strictly monitor internet access and teach members the importance of online safety. Members who violate our technology policy by using it inappropriately will have their privileges revoked, be suspended from the Club, or in extreme cases their membership can be revoked.

### DESTRUCTION OF CLUB PROPERTY

Documented intentional destruction of Club property by a Club member will result in financial reimbursement or property replacement. For destruction of property with a value of more than a \$500 replacement cost, a financial obligation can also be levied with terms of repayment discussed with parent/guardian.

## **PERSONAL PROPERTY AND STORAGE**

Boys & Girls Clubs of Rutherford County respects the privacy of its members, staff and visitors. However, the Club accepts no responsibility for nor bares liability of personal items (i.e., backpacks, coats, musical instruments and sports equipment, etc.) that are brought to the Club and damaged, lost or stolen.

## **GRIEVANCE POLICY FOR PROGRAM PARTICIPANTS**

Boys & Girls Clubs of Rutherford County (BGCRC) operates on a non-discriminatory basis, affording equal treatment and access to services without regard to sex, race, ethnicity, national origin, religious beliefs, medical condition, disability, marital status/family structure, sexual orientation, or other affiliations. Children with disabilities or other special needs, as defined by the Americans with Disabilities Act (ADA), are welcomed into the program and reasonable accommodations in the best interest of the child are made as necessary.

We encourage all participants and employees to take steps to minimize harassment by making your objections clear, by not playing along, immediately reporting harassment, telling the harasser to stop, and not engaging in conditional reporting.

BGCRC cannot resolve matters that are not brought to its attention. Any participant who has a complaint of or who witnesses discrimination or harassment by anyone, including employees and non-employees, has a responsibility to immediately bring the matter to the Club's Unit Director's attention. To bring instances of discrimination, harassment, or other concerns, a participant must notify any of the following individuals who are responsible for enforcing this policy: Your Club's Unit Director, then Brittany Montgomery, Director of Operations at (615) 890-2582 or [brittany.montgomery@bgcrc.net](mailto:brittany.montgomery@bgcrc.net), then Kelly Davis, COO at (615) 890-2582 or [kelly.davis@bgcrc.net](mailto:kelly.davis@bgcrc.net), or Shalonda Brown, Director of Human Resources at [Shalonda.brown@bgcrc.net](mailto:Shalonda.brown@bgcrc.net).

BGCRC will thoroughly and promptly investigate all claims of discrimination and harassment in as confidential a manner as possible, consistent with its need to gather facts and make determinations. BGCRC will meet with the complainant to discuss the results of the investigation and, where appropriate, review the proposed resolution of the matter. If an investigation shows that harassment or discrimination has occurred, BGCRC will take corrective action, including such discipline up to and including termination of membership or employment, as appropriate. BGCRC reserves the right to impose disciplinary action even if there is no technical violation of the policy, if it is determined that the behavior was nonetheless inappropriate for the workplace.

Complaints of discrimination and harassment will be kept as confidential as possible. Additionally, BGCRC will not subject any participant to retaliation because he or she has reported what he or she reasonably believes to be an incident of discrimination or harassment. If a participant believes he or she is being harassed or retaliated against for having made a good faith complaint of discrimination or harassment, the participant must report such retaliation to BGCRC by contacting any of the individuals listed in the previous section so that the complaint of retaliation may be investigated and dealt with in an appropriate manner.

Discrimination complaints may be filed when an applicant or current Club member believes that she or he has been discriminated against on the basis of race, sex, religion, color, national origin, age, disability, or any other factor protected by law.

BGCRC will make every reasonable effort to resolve any legitimate deficiencies identified by the complainant with a written response within fifteen (15) working days of the initial complaint.

Please note:

Social media is not an appropriate vehicle for voicing concerns or grievances. The BGCRC will not engage in dispute resolution via social media. Please direct all such matters to the Unit Director so that they may be handled appropriately.

Parents are encouraged to voice their concerns at any time, and any concerns will be investigated promptly and thoroughly. Parents will be treated respectfully and professionally throughout this process. Likewise, the BGCRC expects the voicing of concerns by parents to be done in a professional and respectful manner. The use of profanity, other disrespect, or threatening behavior towards Club staff will not be tolerated. The Club reserves the right to terminate Club membership at any time if it feels the behavior of a parent/guardian endangers other children or staff, or prevents Club staff from performing their duties as Youth Development Professionals.

## PARENTAL NOTIFICATION

It is very important that we have up-to-date contact information for parents/guardians and emergency contacts. If your phone number or address changes, you are required to let us know as soon as possible. The phone numbers provided on the application are the only way we have to notify parents in case of an accident or other emergency. Emergency situations, which may require BGCRC to close or evacuate the building, make it necessary for staff to contact a parent and/or guardian. Please make sure staff members can do that efficiently by providing updated information.

## MEDICAL ILLNESS OR EMERGENCY

Should your child become ill while at the Club, he or she will be removed from their activity so that isolation precautions and/or control measures may be implemented. A parent or guardian will be notified to come and pick up the child within 30 minutes of receiving a phone call. Parents may need to contact an emergency person to pick up the child.

Members with communicable and contagious illnesses, and/or other symptoms will be sent home. A child may return to the Club after a physician has evaluated the illness, medication prescribed, and any period of contagion has passed as determined by a licensed physician. A written statement from your child's doctor is required.

Children with the following will need to be picked up from the Boys & Girls Club immediately:

### Fever (100 degrees or above)

Members may not return to the Club until their temperature has been below 100 degrees, without the use of fever-reducing medications, for 24 hours. Doctor's note may be required before returning.

### Vomiting/Diarrhea/Bacterial Infection

Members may return to the Club 24 hours after last experience. Doctor's note may be required before returning.

### Lice

Members with lice must remain out of the Club for 24 hours after treatment, show proof of treatment and will be subject to a head check before they may return to the Club.

### Rashes/Skin Infections

Members with rashes or skin infections (ringworm, scabies, staph, cellulitis, etc.) must provide a doctor's note and proof of treatment before they may return to the Club. The rash and/or skin infection must remain covered until completely healed.

### Pink Eye

Members with Pink Eye must provide a doctor's note and proof of treatment before they may return to the Club.

Additional symptoms that prevent members from attending or remaining at the Club include, but are not limited to, sore throat, headache, congestion/runny nose, shortness of breath, muscle aches, stomach aches, fatigue, and chills.

In the event of an accident or medical emergency, our staff will take the appropriate emergency measures to ensure

the necessary care and protection of your child. To comply with State of Tennessee's DOE regulations and other best practices, BGCRC's program staff are trained Youth Development Professionals and CPR and First Aid certified.

## MEDICATION

Policy prohibits staff members of the BGCRC to administer prescription or over-the-counter medications of any kind. This includes skin cream, sunscreen, and insect repellent. If your child requires emergency medication, such as an inhaler or EpiPen, you are required to provide the medicine in its original container and labeled with the child's name, instructions for administration, including the times and amounts for dosages and the physician's name. If your child is asthmatic, you must provide an inhaler to the Club and a valid asthma action plan.

Members are not allowed to keep or carry their own medication while at the Club. All emergency medications and plans will be locked in a storage cabinet at your child's Club. **(Medicines that are out of date or not in the clearly labeled original container are not permitted and will not be accepted by BGCRC staff.)**

If a situation arises that your child should need their prescribed/emergency medication, BGCRC staff will then allow him/her access to their medication and allow him/her to administer the medication themselves. **BGCRC staff will not administer medication to a child.** A log will be kept of when a child consumes medication.