



**BOYS & GIRLS CLUBS**  
Of NORTH ALABAMA

# **PARENT/MEMBER**

## **Policy & Procedures**

**Membership Application Included**



**BOYS & GIRLS CLUBS  
OF NORTH ALABAMA**

**WHO ARE WE**

The most dangerous times in our children's lives today are after school hours between 3pm and 7pm. This is the time in which children either committ or become the victim of crimes. This, of course, is a frightening reality. The Boys & Girls Clubs have been around for more than 140 years and are the leaders in serving youth during after-school hours. We have committed ourselves to providing the youth in our community with a safe, positive alternative and solution to violence.

In every community there are hundreds of boys and girls who are left to find their own recreation and companionship in the streets or who spend many hours at home with no adult supervision. Many form groups or gangs, become involved with the wrong "leaders," and eventually find themselves in serious trouble.

Today more young people live in disadvantaged circumstances than ever before. National statistics depict an alarming number of multi-faceted problems which negatively impact these girls and boys, their families, and their communities.

Young people, especially those at greatest risk, need responsible adult guidance. They need to know that someone cares about them and that there are capable adults to whom they can turn.

Kids in after-school programs are less likely to be involved in crime, used controlled substances or engage in other risky behaviors. They are more likely to get good grades and stay in school. We know this. We also know that Boys & Girls Club programs work. From SMART Moves to Project Learn, from Nike games to Youth of the Year, our programs and program staff help kids and teens do better in school, stay physically fit, make healthy decisions, build skills and character, and prepare themselves for a productive adult life.

Welcome to the Boys & Girls Clubs of North Alabama. The Club pledges that it will make every effort to insure that the member along with the parents are provided with a positive experience in fun, learning, and personal growth. To insure this, it is very important that the member and the parents learn about the Boys & Girls Clubs and their important role in the Club.

Please begin by reviewing this document and knowing its contents. Parents, since we serve youth of different ages, we ask that you also read this document and explain its contents to your child. If you have any questions, please feel free to contact the Unit Director located at the Club your child will be attending.

It is every Club member's responsibility to conduct themselves in a manner that will bring honor to their good name and that of the Boys & Girls Club. Each Club member must be a mannerable at all times whether at home, school, church, the Club or any public event. Club members must respect themselves and others.

It is the parent's responsibility to insure that these guidelines are upheld by the member.

## **STATEMENT OF POLICY**

The Boys & Girls Clubs of North Alabama is a United Way Agency. Membership fees make up less than 10% of the actual cost of running the Club. Fundraising efforts by our Board of Directors as well as our United Way allocation make it possible to provide our service to you at a reduced fee.

## **HOURS OF OPERATION**

### **SCHOOL YEAR**

Monday – Thursday	2:30pm – 7:00pm
Friday	2:30pm – 6:00pm

### **SUMMER**

Monday – Friday	8:00am – 5:00pm
Early Bird	6:30am – 7:30am (Please contact Unit Director to see if this service is offered at your club.)

## REGISTRATION & MEMBERSHIP FEES

- The Boys & Girls Clubs of North Alabama serves youth ages 5, (Entering Kindergarten in the Fall of the current year) to 18 years of age during the School year and the Summer Program. Proof of age is required for all 5 and 6 year olds for insurance liability purposes.
- To become a member, a parent/guardian must complete a membership application and pay a \$50 non-refundable Registration fee, (paid annually).
- Membership fees are \$65 a week, per child for the first two (2) children and \$15 for each additional child after two. We do accept CMA (Childcare Management Agency) as a payment method for membership fees. You may contact CMA directly at 256.534.5110 to obtain additional information.
- It is the parent's responsibility to pick up the member or to make arrangements for the member to be picked up from the Club each day by closing time.

## LATE FEES

The staff at Boys & Girls Clubs are not paid overtime therefore, if you pick up your child/children after 5:30pm in the Summer and after 7:00pm during the School Year, you will accumulate a late fee at the rate of **\$5.00** for the first minute and **\$2.00** for each additional minute, until the are picked up. Late fees are charged PER CHILD. (**UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE WITH THE UNIT DIRECTOR**). If you accumulate a late fee, payment is due immediately. Your child/(ren) may not return to the club until all late fees have been paid in full.

## SICKNESS

Members should not be brought to the Club if they are sick or if there is assumption that they are going to be ill, (fever, vomiting, etc...). Parents should exercise discretion in this matter.

If a member is determined to be ill by the Unit Director they will be sent home for the benefit and comfort of the ill child as well as the health and protection of the other children.

## **ATTENDANCE**

Club members are not required to come to the club or take part in all programs everyday. However, if your child attends the Club 1 or 5 days the fee is the same. We do not offer a Daily Rate or Drop Off Service. They may attend at their own pleasure. Please remember that this is their Boys & Girls Club and may be used when they wish to use it during operating hours.

*IT IS MANDATORY THAT PARENTS ATTEND THE PARENT MEETING BEFORE THE SUMMER PROGRAM BEGINS TO FAMILIARIZE YOURSELF WITH CLUB POLICY AND PROCEDURES.*

## **DRESS CODE/FIELD TRIPS**

Club T-shirts are MANDATORY for ALL fieldtrips. They may be purchased at your club. You are not required to purchase a shirt if your child will not be participating in field trips. We require purchasing the t-shirts to assist in quick identification of Boys & Girls Club members while on field trips. Shirt and shoes,(closed toe) are required while at the Club. Hats may be worn outside.

## **TELEPHONE USAGE**

Members are to use the telephone ONLY for emergencies or to request pick up.

## **EMERGENCY/CONTACT INFORMATION**

It is essential that we are provided accurate contact information for parents and responsible adults in the event an emergency. If contact information changes, please provide us the updated information as soon as possible.

In case of disciplinary problems, parents must be available for discussion on the phone. If deemed necessary the parent will be asked to pick the member up from the Club. In case of emergency, parents must authorize the Boys & Girls Clubs to transport the member to the nearest hospital by signing the consent form attached.

## SUSPENSION POLICY

Discipline must be consistent, firm, and fair if we are to provide a safe and valuable program for the member.

### SUSPENSION POLICY

Your child may ONLY be suspended by the Unit Director and the President of Boys & Girls Clubs of North Alabama. Other designated staff may use area suspension up to one (1) day, and then will consult with the Unit Director for further disciplinary action. If the Unit Director or President are unavailable, only then may designated staff use Club suspension for one (1) day, or until the Unit Director or President returns. These guidelines are suggested:

- First Offense:** Member will be warned and counseled by Club staff.
- Second Offense:** Member will be warned and parent will be notified by Club staff.
- Third Offense:** One (1) day suspension. A mandatory meeting with the parents, member and Unit Director.
- Fourth Offense:** Member may be suspended from three (3) days to indefinitely.

**NOTE:** *Second, Third and Fourth offenses must be documented and placed in the member's file.*

Any offense that places staff or members in physical danger or results in the deliberate destruction of Club property may be grounds for greater disciplinary action. When an action of this magnitude arises, a criminal report will be made and the Unit Director shall consult with the President for appropriate action.

## **Grievance Policy**

### **Definition**

A complaint or grievance is a problem that encounters challenges during resolution between the person or persons directly involved. A grievance can be about anything done, or not done, by management, an employee, employees or member, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, or any other decision or behavior which you think is unfair, or unjust.

### **Policy**

The Boys & Girls Clubs of North Alabama is committed to viewing grievances and the resolution of them as a learning process whereby we can develop better practice both towards the community, our members, our staff, and our volunteers. The Boys & Girls Clubs of North Alabama fully supports the rights of people to express, or have expressed on their behalf, grievances on any subject relating to the organization and/or people of the organization. Grievances may be lodged by an individual or by a group of individuals. All discussion of grievances will be confined to those who can assist their resolution. No Party shall seek to escalate or inflame an issue or grievance but shall seek speedy and effective resolution under this policy. Any form of complaint or grievance should, if possible be resolved quickly at the lowest level to avoid any unnecessary escalation.

### ***Steps to Complain***

#### **Approach the Unit Director**

All complaints should be brought to the attention of the director of the unit involved. The Unit Director will make every attempt to solve the problem with the person or persons involved. The Unit Director is responsible for investigating a complaint and recommending the appropriate response or action.

If the complaint is about a specific individual, the Unit Director response will

include;

- Informing the person about whom the complaint is made and seeking their views and perspective on the issue.
- Giving consideration to all information received.
- Informing you of the outcome of the complaint within 5 working days.

If the matter remains unresolved

#### **Approach the Director of Operations**

If you are unhappy with the response or action taken you should now direct your complaint to the Director of Operations. The Director of Operations will investigate the matter, which will

include an opportunity for you to personally address the problem and report back to you within 5 working days.

If the matter remains unresolved

**Approach the Chief Professional Officer**

If you are unhappy with the response or action taken you should now direct your complaint in writing to the CPO.

The CPO will investigate the matter; include an opportunity for you to personally address the problem and report back to you within 5 working days.

If the matter remains unresolved

**Approach the Chief Volunteer Officer**

If you are unhappy with the response or action taken you should now direct your complaint in writing to the CVO.

The CVO will investigate the matter; include an opportunity for you to personally address the problem and report back to you within 5 working days.



## SIGNATURE PAGE

**I acknowledge that I have read and received a copy of the Parent/Member Guide for membership into Boys & Girls Clubs of North Alabama.**

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian (PLEASE PRINT)

Name of Child(ren):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_