

PARENT & MEMBER HANDBOOK 2025-2026



BOYS & GIRLS CLUB
OF FAULKNER COUNTY

BGCFC PARENT/MEMBER HANDBOOK

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GREAT FUTURES START **HERE.**



TO THE PARENTS OF OUR MEMBERS

WELCOME

We at **Boys & Girls Clubs of Faulkner County (BGCFC)** 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 **BGCFC**, you will find a lively place with trained professional staff and volunteers that provide positive adult role models and mentors for youth. Club members will also be directed to study and engage in constructive activities through Club or community services. **Our Club** has interesting, educational and creative evening, weekend and camp programs to explore!

Remember, your membership includes **computer classes, tutoring, homework assistance, arts & crafts, games room activities, gymnasium, leadership and character-building programs.** Members truly have a great time and enjoy the exposure to new activities.

Welcome to our family! 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. This is not an inflexible book of rules and laws. We are presenting our standards and information to you 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 Chief Executive Officer 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 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 if 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!



FIVE CORE PROGRAM AREAS

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.

BGCFC'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:



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.



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.

GREAT FUTURES START **HERE.**

MISSION STATEMENT

Our mission is to inspire and enable youth to realize their full potential as productive, responsible and caring citizens. We provide positive alternatives through diversified programming created to better an individual's options and opportunities.

PROGRAM 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 children (even the least talented) that they can do something well.

A Sense of Usefulness: A feeling that each child has something to contribute to 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 can influence decisions.

OUR PRINCIPLES

Boys & Girls Clubs:

- are for boys and girls of all races, religions and ethnic cultures
- have full-time professional leadership
- require no proof of good character
- make sure that all boys and girls can afford to belong
- are building centered
- are non-sectarian
- have an open-door policy
- have a varied and diversified program
- are guidance oriented

NON-DISCRIMINATION POLICY

BGCFC 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.



MEMBERSHIP

All youth participating in any program offered by Boys & Girls Clubs of Faulkner County must have a current membership. The annual membership fee is \$25 per child. **All membership fees are non-refundable!**

PROGRAM FEES

Fee Structure at Conway Bob Nabholz Unit

The After-School fees have two rates, there is a Regular Rate and a Reduced Rate. Payments are made monthly and follow how many weeks of school are in that month. The Regular Rate is \$50 a week and Reduced Rate is \$30 a week. To qualify for the reduced rate, parent/guardian can produce the school district's lunch letter showing household is eligible for reduced or free lunch. Parent/Guardian may also provide proof of household Supplemental Nutrition Assistance Program (SNAP).

To ensure that child's attendance and transportation is uninterrupted, please have your payments up to date. Failure to be current in payments may result in loss of your reserved seat on our Conway transportation.

Fee Structure at Greenbrier Westside Elementary Site

The After-School fees have one rate of \$25 per week school is in session. Payments are made monthly and follow how many weeks of school there are in that month. Please set up a payment plan through your parent portal .

ENROLLMENT REQUIREMENTS

To enroll your child(ren) to become a member of BGCFC we must have the following:

2. BGCFC membership enrollment application.
3. Parent/Member Handbook Acknowledgement

COMMUNICATION WITH PARENTS AND GUARDIANS

The Club uses Remind, a communication app that makes it easy for parents, guardians and teens to stay connected with the Club. We use Remind to share important announcements such as emergency and weather-related openings and closings as well as special events. Remind is free to use, and messages can be received by text or email. Please check with your child's club site for the unique code.

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 BGCFC 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.

EMAIL COMMUNICATION

Program staff frequently use email to communicate additional information on a weekly basis to parents and guardians who have provided their email addresses. Additional e-blasts may go out announcing program registration, special programs, events, etc., from our Director of Marketing & Communications to those that provided an email address.

CLUB HOLIDAYS

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

New Years Day	Independence Day
Martin Luther King Day	Labor Day
Spring Break	Thanksgiving break
Memorial Day	Christmas break
Junteenth	One Floating Day

INCLEMENT WEATHER

Closing the Club for weather conditions is at the sole discretion of the Club CEO. **You can also call the administrative office (501) 329-8849 or message the Club's Remind App for club opening/closing status.**

DROP OFF & CHECK-OUT PROCEDURES

Conway: Upon arrival, children must check-in at the Front Desk.

Greenbrier: Old PE Gym door.

Members must always be picked up by their Parent/Legal Guardian. Any person other than the Parent/Legal Guardian picking up a member, must be designated at the time of enrollment, or have written and/or verbal permission from the Parent/Legal Guardian. Photo ID verification is required. Calls to arrange rides home may be made once per day and are limited to one call per family. A late fee of \$1 will be assessed for every minute after closing time.

Members Walking or Bicycling Home: Members ages 11 and up may walk or ride their bicycles home. Written permission by a parent/guardian must be on file.

MEALS/SNACKS

Clubs serve a healthy snack to members during the after-school program. During the Summer Day Camp program, the Club provides breakfast, and lunch for all members. These meals are provided in partnership with Bridge2Success. All members are encouraged to eat these nutritionally balanced meals. Please inform the staff of any food allergies and/or special dietary requirements.

DRESS CODE

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

These are the guidelines:

1. Shorts' length must fall to the fingertips when hands are extended down by the youth's side.
2. No halters, tube tops, sheer tops, spaghetti straps, or shirts revealing the midriff are allowed.
3. No shirts or t-shirts with inappropriate language, logos, discriminatory statements, sexual content or gang symbols are allowed.
4. No emblems, quotes, remarks or any saying (as stated in item #3) on the rear panel of pants.
5. All pants and shorts must be worn at the waist.

If a child is in violation of this dress code, a parent/guardian will be called, and the member will be sent home for the day.

CLUB POLICIES

BOYS & GIRLS CLUBS FAULKNER COUNTY IS A RECREATIONAL AND EDUCATIONAL PROGRAM FOR YOUTH 1ST GRADE AND OLDER. PLEASE READ THE FOLLOWING INFORMATION CAREFULLY.

1. Boys & Girls Clubs of Faulkner County is not responsible for lost items or lost articles of clothing.

2. Members are **NOT** allowed to use the telephones until one hour before closing during the school year and summer camp unless it's an emergency. Parents are allowed to call to check on their child(ren).
3. Any members attending a field trip or participating in a transportation program must have a permission slip signed by a parent or guardian. **Verbal or phone permission is not acceptable.**
4. Members are not allowed to loiter on the premises before and after Club hours.
5. Staff cannot administer any medication to any member without written permission & instructions.
6. Parents or guardians must inform Boys & Girls Clubs of Faulkner County staff upon registration if their child is on any medication or under a doctor's care.
7. Boys & Girls Clubs of Faulkner County reserves the right to suspend or revoke membership (without refunds) for disciplinary reasons or violation of Club policies.

SURVEYS

BGCFC periodically surveys its members about his or her 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 Unit Director if you would prefer that your child(ren) not participate.

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 Faulkner County rules.

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 break from their scheduled activity until the member has calmed down and ready to join their group." 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 can result in a child being suspended for a day or more. The child's membership can be revoked if all appropriate attempts to redirect the child's behavior fail. This behavior is documented through the Individual Member Report. If a child is suspended from school, then they may not attend the Club. If a child is serving in-school-suspension at another school other than their regular school, that child will not be able to ride transportation.

All fights will result in an immediate three-day suspension.

Boys & Girls Clubs of Faulkner 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 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.

ANTI-BULLYING POLICY

Bullying behavior or threats are taken seriously. Bullying is seen as a discipline issue and will be dealt with through the normal discipline procedures. Bullying is a distinctive pattern of repeatedly and deliberately harming and humiliating others, specifically those who are smaller, weaker, younger or in any way more vulnerable than the bully. The deliberate targeting of those of lesser power is what distinguishes bullying from garden-variety aggression.

What is bullying behavior? Bullying is -

- **Physical:** pushing, hitting, kicking, stealing, threatening gestures
- **Verbal:** name-calling, teasing, taunting, intimidating, humiliating, spreading malicious gossip, sexual harassment, racial abuse/slurs, homophobic abuse
- **Written:** text and email messages, notes
- **Silent:** exclusion from activities, rude gestures

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 immediately investigated using the Club discipline guidelines. Incidents will be recorded and monitored.

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. BGCFC requests that any volunteer, parent, or staff members who suspect 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 CEO should be contacted.

TECHNOLOGY

Members have access to the Club's Technology Center each day to help with homework and to teach members valuable technology skills. All members must complete internet safety training before being able to access our wireless network. 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.

DESTRUCTION OF CLUB PROPERTY

Documented intentional destruction of Club property by a Club member will result in an immediate three-day suspension. 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 Faulkner County respect the privacy of its members, staff and visitors. However, accepts no responsibility for nor bares liability of personal items (i.e. book bags, coats, musical instruments & sports equipment, etc., etc.) brought to the Club and is damaged, lost or stolen.

THEFT

No thefts are accepted, and all documented thefts will be handled in accordance with the severity of the crime. Petty thefts (items with a replacement value of less than \$50) will result in a three-day suspension from the Club.

Members will be required to **work off** their payment through Club service at the standard minimum wage rate. Documented thefts of items with a replacement of \$51 to \$100 dollars will result in a one-week suspension.

Parent/guardian will be notified of the infraction. Included in the discussion will be terms of repayment.

For any documented theft with a replacement value of more than \$100, parent/guardian is called, and law enforcement summoned. Club membership will be revoked.

USE OF VIDEO SURVEILLANCE

The Boys & Girls Club of Faulkner County recognizes that maintaining the safety and security of Club members, staff, volunteers, and Club property is best implemented with a multifaceted approach. Modern technology, including video surveillance, can provide tools to maintain safety and security. While video surveillance does not replace appropriate supervision by Club personnel, it can provide an additional layer of protection.

Video surveillance, with or without audio recording capabilities, may be utilized in and around the Club facility, on Club property, and on Club transportation vehicles. Video surveillance shall be in accordance with all applicable laws pertaining to such use. Video footage is stored for up to three weeks.

Grievance Policy for Program Participants

Boys & Girls Clubs of Faulkner County (BGCFC) 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.

BGCFC cannot resolve matters that are not brought to its attention. Any participant who has a complaint about 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 attention. To bring instances of discrimination or harassment, a participant must notify any of the following individuals who are responsible for enforcing this policy: Your child's Unit Director or CEO at (501) 329-8849.

BGCFC 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. BGCFC 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, BGCFC will take corrective action, including such discipline up to and including termination of membership or employment, as appropriate. BGCFC 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, BGCFC 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 BGCFC 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 based on race, sex, religion, color, national origin, age, disability, or any other factor protected by law.

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

TRANSPORTATION (CONWAY LOCATION)

All members participating in BGCFC Transportation Services must provide a written consent/permission slip signed by a parent or guardian. **Verbal or phone permission to allow a child to participate in Transportation Services, including field trips, are not accepted. At no time can Club staff or volunteers transport members in their personal vehicle.**

Transportation Consent Agreement: BGCFC recognizes and acknowledges that there are certain risks of physical injury associated with being transported by van/bus by a BGCFC staff member, be aware in signing the transportation "waiver/form/permission slip" for your minor child/ward to be transported by van/bus by a Boys & Girls Clubs of Faulkner County (BGCFC) staff member and any activities associated therewith you will be waiving your rights to all claims for injuries you and/or your minor child/ward might sustain arising out of being transported by van by a BGCFC staff member and you will be required to indemnify, hold harmless and defend Boys & Girls Clubs of Faulkner County, its elected officers, employees and agents, instructors, sponsors, or individuals (herein collectively "BGCFC") for any claims arising out of your minor child/ward being transported by van/bus by a BGCFC staff member.

In consideration of my minor child/ward being allowed to be transported by van/bus by a BGCFC Staff member, as the Parent or legal guardian of a participant under 18 years of age, I recognize and acknowledge that there are certain risks of physical injury associated with being transported by van/bus by a BGCFC staff member. I agree to assume the full risk of injuries that may be sustained by any minor child/ward of mine, because of being transported by van/bus by a BGCFC staff member and all activities connected or associated therewith. I agree to waive and relinquish all claims on behalf of my minor child/ward that the minor child/ward may have against BGCFC because of the minor child/ward's being transported by van/bus by a BGCFC staff member.

I do hereby fully release and discharge BGCFC and its officers, employees and agents, instructors, sponsors, or individuals from any and all claims from injuries, damage or loss which I, or any minor child/ward may have, or which may occur to my minor child/ward on account of his/her being transported by van/bus by a BGCFC staff member. I further agree to indemnify and hold harmless and defend BGCFC officers, employees and agents, instructors, sponsors, or individuals from any and all claims sustained by me or my minor child/ward, and arising out of, connected with, or in any way associated with being transported by van/bus by a BGCFC staff member. The invalidity or unenforceability of any of the provisions hereof shall not affect the validity or enforceability of the remainder of the Agreement.

All members are under the direct supervision of the Club's employees. Unacceptable behavior may result in the loss of the privilege to ride the van/bus. Club members are not to have drinks or food on the van/bus. Club members are responsible for their personal property and should report a problem to the driver immediately.

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 as soon as possible. Parents may need to contact an emergency person to pick up the child.

Members with known communicable and contagious illnesses will be sent home and must be picked up within 30-minutes of being notified. A child may return to the Club after an illness has been evaluated by a physician, 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.

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. Staff are trained youth professionals and CPR and first aid certified.

SUDDEN CARDIAC ARREST

According to the American Heart Association, Sudden Cardiac Arrest (SCA) kills more than 300,000 people of all ages each year, making SCA the leading cause of death in America. We have worked to ensure that many of our staff are trained in CPR and the use of AEDs and can serve as qualified trained responders to a cardiac emergency.

AED Conway Location: West wall of gym

AED Greenbrier Location: First Aide cabinet on West wall of gym.

Should you witness an event, please notify Club staff immediately and alert them of the situation and its gravity. Should you witness the collapse of anyone on BGCFC's premises, please take immediate action and contact 911, stating "THIS IS AN EMERGENCY."

DISASTER PREPAREDNESS & EMERGENCY RESPONSE

The Club has an individual disaster preparation plan and emergency kits/supplies. All BGCFC staff receive emergency response training and practice with members by conducting quarterly fire and disaster drills. In the event of an emergency, Boys and Girls Clubs of Faulkner County have outlined the below response plan.

Please know that Boys and Girls Clubs of Faulkner County will make every attempt to notify you so it is vital that you keep your emergency contact information up-to-date. Keep this information where you can easily access it so that you will know how to contact us in the event of an emergency.

In case of FIRE: Club kids, led by staff, will leave the building through the nearest exit and proceed to the gravel lot on the West side of the building.

In case of TORNADO: Club kids, led by staff, will be taken to the "Safe Room" at Sallie Cone Preschool located one block West of the Club. In an event where time is sensitive, Club kids will be directed by staff to designated parts of the Club building to seek shelter.

In Case of an ACTIVE SHOOTER: Club kids, led by staff, will leave the building through the nearest safe exit. The kids and staff will run to the nearest safe shelter and wait for emergency personnel.

Every effort will be made to contact you as soon as the children and staff are safe. If we cannot reach you, we will contact your alternate emergency contact. Children will only be released to you or your alternate emergency contact during times of emergency.

Please rest assured that Boys and Girls Clubs Faulkner County staff will remain with and care for the children at all times during an emergency to ensure the children's safety. As always, please don't hesitate to contact the Director if you have any questions or concerns.

Policies, procedures and fees of the BGCFC programs are subject to change as warranted by the needs of the organization. Notice of any changes will be provided. It is the intention of the BGCFC to offer exceptional service to the families of our Club. We want every child to feel comfortable in the environment we provide. Please contact our office to voice your comments, questions, concerns or suggestions. We need your help to ensure the best possible Club experience.

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