



BOYS & GIRLS CLUB
OF PORTAGE COUNTY

MEMBERSHIP HANDBOOK

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GENERAL INFORMATION

OUR MISSION

To inspire and empower our youth to realize their full potential.

OUR VISION

Provide a world-class Club experience that assures success is within reach of every young person we serve.

OUR VALUES:

- Fun
- Inclusive
- Responsive
- Safe
- Trustworthy

MEMBERSHIP POLICIES

MEMBERSHIP ELIGIBILITY

The Boys & Girls Club of Portage County's membership is open to any child regardless of race, color, religion, sex, gender identity, national origin, economic circumstances, or any other characteristic protected by state or federal law.

Each Club site serves specific age and grade levels. For detailed information about the ages and grades served at each location, please visit the individual Club site pages on our website: www.bgclubpc.org.

All Club members must be fully independent in using the bathroom, including recognizing the need to go, and managing all related tasks without reminders or assistance from Boys & Girls Club staff.

Club members will be considered "graduated" from the BGC program after the end of the summer following their senior year in high school or when they turn 19 years of age, whichever comes first.

SUPPORTIVE MEMBERSHIP POLICY

BGCPC is committed to creating a safe, inclusive, and supportive environment for all eligible youth. While we welcome Club members of all abilities and strive to provide equal access to our programs and services in accordance with the Americans with Disabilities Act (ADA) and all applicable laws, we recognize that some Club members may have needs beyond the scope of our programming. We are not a specialized care facility and may not be able to provide the same level of individualized support that your child receives during the school day. All Club members must be able to participate safely and successfully in programming at our standard 1:15 staff-to-youth ratio.

Although we cannot provide one-on-one support, we will work with families to assess each child's needs and provide reasonable accommodations whenever possible. Accommodations may be offered if they do not:

- Create an undue hardship on the Club
- Fundamentally alter our programs
- Pose a direct threat to others' safety

If your child has a diagnosed disability or additional needs, please contact your Club Site Director to schedule a Caregiver Support Meeting before they begin the program. This meeting allows us to discuss your child's strengths, any relevant concerns, and how our staff can best support their success. Families of children without a formal diagnosis who feel their child may benefit from extra support are also encouraged to request a meeting.

If a child requires more support than Club staff can provide within our standard staffing ratios:

- A caregiver may attend with their child, pending completion of a background check (one free background check provided per family each year)

- Families may also arrange for a trained, outside one-on-one support person to attend with their child (one free background check per year is also provided for this purpose)

Club site Directors reserve the right to modify a child's membership if their participation poses ongoing safety or behavioral challenges that cannot be reasonably addressed through accommodation.

Families may appeal any membership decision first to the Director of Operations, then to the Chief Executive Officer (CEO). The decision of the CEO is final.

BECOMING A CLUB MEMBER

Becoming a Club member requires registration for membership online through our Caregiver Portal at <https://www.bgclubpc.org/members>. Elementary-aged Club members must register for a separate membership for each program season: school year and summer. School year membership usually becomes available in August, and summer membership usually becomes available in March. Teen Club members only need to register once per membership year, which runs from September 1 to August 31.

Families who are new to the Boys & Girls Club of Portage County must create a household account through the Caregiver Portal on MyClubHub, our membership management program. Memberships can then be purchased online through the Caregiver Portal. Paper applications are available only on request.

The Caregiver Portal is your one-stop shop for all things related to registration, payments, youth information, and more. The Caregiver Portal Resource Page and Support Guide will help answer any questions that you have as you navigate the portal. Visit our webpage at <https://www.bgclubpc.org/members> to locate helpful guides, resources, and a link to the Caregiver Portal.

Membership fees vary by location and program period. Full details regarding membership fees can be found on our website at www.bgclubpc.org/members. All membership and program fees are non-refundable.

NEW FAMILY ORIENTATION

After registering for a membership, all new Club members and their caregivers are required to attend a New Family Orientation. Orientations are typically held the second Tuesday of each month at 5:30 PM during the school year and 5:00 PM during the summer. Additional sessions may be offered at peak enrollment periods.

MEMBERSHIP CARDS

New Club members will receive a Club card, which Club members are required to bring to be admitted into the BGC. Cards are used to teach responsibility and create a sense of belonging. Additional membership cards and lanyards may be purchased at your Club site's front desk for \$1.00.

MEMBERSHIP & BUILDING CAPACITY LIMITS

Each of our Club sites has a membership limit and a building capacity limit. If we have reached maximum membership capacity, we will place children on a waiting list and contact caregivers if space becomes available. Children in certain high-need or emergency situations may be allowed to participate immediately.

If we reach building capacity at a facility, we will NOT be able to allow additional children into the building until Club members sign out for the day. We rely on caregivers' cooperation in complying with our membership boundaries and building capacity limits to better balance our attendance across our Club sites and help us maintain a safe environment for children.

MEMBERSHIP BOUNDARIES FOR PORTAGE COUNTY CLUB SITES

BGCPC's membership boundaries exist to ensure we can maintain safe staff-to-Club member ratios at each Club site. Please refer to our membership boundaries chart at the end of this handbook [Appendix A] to determine which Club site your child(ren) should attend.

If your child's school is not listed here, or you feel your circumstances warrant an exception from the Membership Boundaries, please contact Membership Services Director Brooke Decker at brooke.decker@bgclubpc.org or 715-883-1086.

POTENTIAL CLUB MEMBERS

Club members may, subject to some program-specific restrictions, bring friends and family members to their Club site once at no charge. Visiting youth must register at the Club's front desk when visiting the Club. If guests want to attend after their first visit, their caregiver must purchase a membership and attend a New Family Orientation.

CODE OF CONDUCT & EXPECTATIONS

CAREGIVER CODE OF CONDUCT

The Boys & Girls Clubs of Portage County is committed to providing a safe and supportive environment for your child. To ensure your child's development is met in a positive way, we ask that you as the caregiver(s) agree to the following:

- **Respect:** I will treat all staff, volunteers, Club members, and other Club families with respect, courtesy, and consideration.
- **Support:** I will support the mission, goals, and values of the BGC and actively encourage my child to participate in programs and activities.
- **Communication:** I will communicate openly, honestly, and respectfully with staff, volunteers, and other Club families. I will address any concerns or issues through appropriate channels and in a timely and respectable manner.
- **Safety:** I will prioritize the safety and well-being of all Club members and will comply with all safety protocols and procedures established by the BGC.
- **Compliance:** I will comply to make every effort to follow all policies and procedures as expressed in this handbook.
- **Inclusivity:** I will promote inclusivity and diversity within the organization and will encourage my child to respect and appreciate individual differences.

Should a caregiver violate the above guidelines, they may be prohibited from being present at Club programs or entering BGC facilities, whether owned by or used as part of BGC programs and services.

CLUB MEMBER EXPECTATIONS

To ensure a safe, positive environment, all Club members are expected to adhere to the following expectations while attending the Boys & Girls Club:

- **Be Responsible** for your words and actions.
- **Be Respectful** of yourself, others, and the Boys & Girls Club.
- **Be Safe.**

Additionally, Club members are expected to demonstrate appropriate behavior while at the Club. Public displays of affection (PDA) and other behaviors not suitable for a youth-centered environment are not permitted.

These clear, consistent expectations are enforced across all programming activities, and Club members are reminded of these expectations when they participate in the Club. BGC has strong partnerships with local school districts, ensuring that the expectations and behavior systems in place at the Club align with what most Club members experience during the school day.

BEHAVIOR SUPPORT

BGCP's approach to behavior support aims to promote positive behaviors and manage problematic ones by identifying, teaching, and reinforcing appropriate conduct.

Each Club site uses a positive reinforcement system, encouraging Club members to demonstrate core values like respect, responsibility, and safety to earn rewards such as parties and prizes. Recognition programs, such as Youth of the Month, highlight Club members whose exceptional behavior goes above and beyond standard expectations.

When a Club member is not able to follow Club expectations, Club staff will respond with appropriate behavior support strategies based on the situation. These strategies may include verbal warnings, personal breaks, loss of privileges, individual meetings, and/or being sent home for the remainder of the day. Club staff will follow documentation protocols, and caregivers will be informed and asked to sign documentation when applicable.

A multi-tiered support system ensures that all Club members receive appropriate social, emotional, and behavioral support:

TIER 1: UNIVERSAL STRATEGIES

All Club members receive foundational support for social-emotional growth, with staff using behavioral support techniques like guidance, redirection, and positive reinforcement. Club members at all Club sites also have access to designated break/reset spaces equipped with sensory and regulation tools.

TIER 2: TARGETED SUPPORT

Club members needing more support can participate in the Great Futures! program, which supports Club members' social and emotional development through weekly one-on-one or small group program sessions and individualized support plans. Staff will work with families to address individual areas for growth using a variety of supports, including evidence-informed curriculum, daily check-ins, scheduled breaks, and personal reward systems.

TIER 3: COMMUNITY REFERRALS

Club members needing support beyond the scope of the Club's programming will be connected to additional resources and services through referral pathways to community partners.

SERIOUS BEHAVIORS & SUSPENSIONS

More serious behavior situations may result in a suspension from the Club and/or require a family meeting prior to the Club member returning to programming. Serious behaviors include, but are not limited to:

- Bullying
- Racial or sexual harassment
- Fighting or threatening others
- Running away from Club staff and/or the facility
- Destruction or theft of property
- Possession or use of weapons
- Substance misuse (drugs, alcohol, tobacco)

In such cases, caregivers will be notified and will have 30 minutes to pick up their child. If they are unable to do so, an authorized alternative must be arranged. Club members will not be allowed to participate in programming while they wait to be picked up. Additionally, if a Club member is suspended or expelled from school, they cannot attend the Club until the suspension ends.

In some cases, a family meeting to discuss reentry may be required before the Club member can return to programming. The Club has sole discretion to determine when or if a child is ready to return to the Club and to determine return conditions, which may include implementing a behavior-support plan at the Club, modifying program participation, or seeking external services for further assistance.

The Boys & Girls Club of Portage County remains committed to its Club members. While suspension may be warranted as outlined above, the Club provides services and can connect families to community resources to support a Club member's safe and successful return to our programming. For more information, please refer to the Supportive Membership Policy.

BULLYING POLICY

BGCPC is committed to providing a safe, positive environment for all Club members. Bullying is detrimental to the well-being and safety of youth, and is strictly prohibited in any program, facility, property, vehicle, or event associated with the Club. All incidents and observations of bullying should be immediately reported to Club staff for further investigation.

Bullying is intentional, aggressive behavior that involves an imbalance of power between the bully and the person being targeted. It can take many forms, including but not limited to:

- Physical: Hitting, kicking, punching, theft, assault, or threats
- Verbal: Name-calling, teasing, threatening or intimidating language, racist remarks
- Written: Offensive or hurtful comments, notes, or messages that cause discomfort, humiliation, or interfere with academic or personal well-being
- Indirect: Spreading rumors, social exclusion, isolation, or intimidating gestures or looks
- Cyberbullying: Using technology such as email, text messages, social media, or digital images to threaten, harass, or intimidate

Bullying based on sex, race, color, religion, national origin, ancestry, creed, pregnancy, marital or parental status, sexual orientation or physical, mental, emotional or learning disability or handicap in its education programs or activities is also prohibited by law and BGCPC policy.

CLUB MEMBER ACCEPTABLE TECHNOLOGY USE

To support a safe, respectful, and engaging environment for all Club members, the Boys & Girls Club of Portage County (the Club) has established the following expectations regarding the use of technology while at the Club.

Definition of Technology: For the purposes of this policy, "technology" refers to any current or emerging device capable of taking photographs or videos, recording or playing audio, sending or receiving messages, accessing the internet, and/or storing data. Examples include laptops, tablets, mobile phones, smartwatches, and gaming systems.

Technology is categorized as follows:

- Personally Owned Devices: Technology belonging to a Club member or their family, including but not limited to cell phones, smartwatches, and tablets.
- School-Issued Devices: Technology provided by a school district for educational use, such as Chromebooks.
- Club-Owned Devices: Technology and devices provided by the Club, including but not limited to laptops, tablets, and gaming systems.

Authorized Technology Use by Age Group:

Elementary-Aged Club Members:

- May not use personally owned devices while at the Club. These devices must remain turned off and stored away during Club hours.
- May use school-issued devices only for educational purposes, during approved times during the academic year and in approved locations.
- May use Club-owned devices for Club programming or recreation during approved times and in approved locations.

Caregivers can contact their child through their Club site's front desk phone during Club hours.

Teen Club Members (i.e., Middle and High School):

- May use personally owned, school-issued, and Club-owned devices for Club programming or recreation during approved times and in approved locations.

Agreement & Training: Before a Club member may use technology while at Club, both the Club member and their caregiver must review and accept this policy as part of the online membership application process.

In addition, all Club members wishing to use technology while at the Club must successfully complete a digital citizenship and technology safety training, which will be offered as part of regular programming seasonally.

Digital Citizenship: All Club members are expected to use technology in alignment with the Club's behavior expectations. Club members should conduct themselves online with the same respect, responsibility, and safety required offline.

Prohibited Use:

- Using technology to harass, threaten, intimidate, demean, or embarrass others. This includes any form of cyberbullying, whether directed at peers or members of the broader community.
- Recording, photographing, or posting images or information of other individuals at the Club without prior approval from Club staff.
- Sharing any content created at the Club without prior approval from Club staff.
- Using devices in restrooms, locker rooms, or any other areas where privacy is expected.

Device Responsibility: Club members are fully responsible for the care and security of their personally owned and school-issued devices while at the Club. The Club is not liable for the loss, damage, or theft of any such devices.

Internet Access: The Club provides access to a secure, content-filtered wireless internet network. Club members are encouraged to connect to this network when using personal devices, as the Club is unable to monitor or filter content accessed via cellular data connections.

Monitoring and Inspection: The Club reserves the right to monitor, inspect, and review content on Club-owned devices and networks at any time.

Personally owned and school-issued devices brought to the Club may also be subject to inspection. Caregivers will be notified prior to any such inspection and may be present during the process. Refusal to allow an inspection may result in the Club member being prohibited from bringing personally owned or school-issued devices to the Club in the future.

Consequences of Misuse: Violations of this policy or any inappropriate use of technology, as determined by Club staff, may result in confiscation of the device, loss of technology privileges, or additional disciplinary action in accordance with Club policies.

If a personally owned or school-issued device is confiscated, it will be kept at the Club site's front desk for the Club member's caregiver to retrieve at the end of the day.

CLUB SITE BASICS

HOURS OF OPERATION

School Year: Programming hours during the school year vary by location and program. Please see your local club or visit our website at <https://www.bgclubpc.org/locations> for more information.

Non-School Days: On most scheduled non-school days based on the Stevens Point Area Public School District (SPAPSD) academic calendar, we offer full-day programming at our Berard Center, Schierl Center, and Teen Center. Our Centers are typically open from 7:30 AM to 5:30 PM, and breakfast, lunch, and snack provided. There is no additional cost to attend these days; however, advance registration is required through the Caregiver Portal.

Club members from districts outside of SPAPSD may also attend (based on our membership boundaries) on these days if their non-school day aligns with an SPAPSD non-school day and our Centers are open. Currently, non-school day programming is not provided at the Boys & Girls Club of Marshfield.

Summer: Summer programs vary by location. Please see your local club or visit our website at <https://www.bgclubpc.org/locations> for more information.

PROGRAMMING CALENDAR

The Boys & Girls Club of Portage County and its Club sites will generally be closed on the following days:

- New Year's Day (day or days may be adjusted depending on day of the week)
- From Memorial Day until the start of the summer program (dependent on school district calendars)
- Independence Day (day or days adjusted depending on day of the week)
- Last day of summer program until the first day of the school year program
- Labor Day
- Thanksgiving (Thursday and Friday)
- Christmas Holiday (Christmas Eve and Christmas Day – days adjusted depending on what day of the week they fall)

Copies of our programming calendar are available at each Club site and on our website at <https://www.bgclubpc.org/members>.

CLUB CLOSINGS

INCLEMENT WEATHER

School Year: If a school district cancels school for the day due to inclement weather, all Club sites within the district will be closed.

If a school district cancels afterschool activities or closes early due to inclement weather, school-based Club sites within the district will be closed. In most cases, depending on weather conditions, the Berard Center, Teen Center, and Schierl Center will be open until 5:30 PM.

Summer: In cases of inclement weather, the Club's schedule will change to indoor activities. Outdoor field trips may be rescheduled, postponed, or canceled. Contact your Club site to check on the status of any field trip. Club members will be made aware of and regularly practice safety procedures to be executed in the event of threatening weather.

UTILITY OUTAGES

For the safety of our Club members and staff, Club sites will close if a utility outage occurs. Caregivers will be notified if an outage occurs during open hours and will be expected to come pick up their child as soon as possible. Updates on the Club's status will be posted on the organization's social media and website.

NOTIFICATIONS ABOUT CLUB CLOSURES & EMERGENCIES

Caregivers and Club members can find the latest information about Club closures on the Boys & Girls Club of Portage County's Facebook page [<https://www.facebook.com/bgclubpc>], as well as through email notifications.

In the event of an emergency or unexpected closure, the Club also uses SMS360 software to send mass text messages to caregivers. These messages are sent to the phone numbers listed in the Caregiver Portal, so please ensure your contact information is up to date. Standard messaging rates may apply.

SUPERVISION

BGCPC is committed to providing a safe, positive environment for all Club members. Club staff and volunteers are present in all activity areas to ensure Club members are appropriately monitored and supported at all times.

We follow recommended adult-to-youth supervision ratios based on the type of activity:

- During regular programming at Club sites, the ratio is typically **1 adult for every 15 Club members**.
- For local or smaller field trips, we aim for **1 adult for every 10 Club members**.
- For larger or out-of-town field trips, supervision is increased to **1 adult for every 8 Club members**.

DROP-IN FACILITY

The Boys & Girls Club of Portage County operates as a drop-in facility, meaning that Club members are not required to attend every day. However, once a Club member arrives, they are expected to follow all Club expectations and procedures.

At our school-based locations, Club members must sign in immediately after school unless they are participating in another supervised activity (e.g., sports, safety patrol). It is the Club member's responsibility to scan in. If a Club member does not scan in, they will not be considered present at the Club.

Club members may only leave the Club on their own if a caregiver has provided written or verbal permission. Club members with permission are allowed to sign themselves out up to two times per day, unless other arrangements have been made with Club staff.

PICK-UP PROCEDURES

All adults listed on a Club member's MyClubHub account are considered authorized to pick up unless access has been restricted by a court order. A copy of any court order must be provided to the Club. It is the caregiver's responsibility to keep the authorized pick-up list and contact information current through the Caregiver Portal.

To ensure the safety and security of all youth, adult caregivers and visitors are not allowed past the front desk at any Club site. When picking up, authorized adults must:

- Check in with front desk staff
- Wait in the designated pick-up area while staff bring the Club member to the front

LATE PICKUP

Club site closing times vary, and it is the caregiver's responsibility to know the operating hours of the site their child attends.

If a Club member remains at the site five minutes after closing, caregivers and/or emergency contacts will be called. If 30 minutes pass without reaching anyone, or if there is no plan for the Club member to be picked up, local law enforcement will be contacted.

Repeated late pick-ups may result in consequences such as requiring an earlier pick-up time, limiting the member's attendance, or revoking their membership.

DRUGS, ALCOHOL AND OTHER IMPAIRING SUBSTANCES

The Club maintains a strict zero-tolerance policy regarding the use, possession, or distribution of illegal drugs, controlled substances, recreational drugs, alcohol, tobacco, e-cigarettes, vaping products, and any other illicit or impairing substances. This policy applies to all individuals on Club property or at Club-sponsored events, including Club members, family members, and visitors.

For Adult Caregivers and Visitors: No adult caregiver or visitor may possess, consume, or be visibly impaired by while on Club premises or at Club-sponsored events with youth present. If a staff member suspects that an adult caregiver or visitor is impaired upon arrival or while on-site, the individual will be asked to arrange alternative

transportation immediately, such as a rideshare service (e.g., Uber, Lyft) or a sober emergency contact. If an impaired adult caregiver attempts to leave the premises with a child in their care, Club staff will immediately contact law enforcement and Child Protective Services (CPS).

For Club Members: Club members found to be in possession of, using, or reasonably suspected of using any prohibited substance will be subject to the following steps, which may be applied individually or in combination depending on the severity of the situation:

- *Caregiver notification:* The Club member's parent or guardian will be contacted immediately and required to pick up the member from the Club.
- *Suspension or expulsion:* Depending on the circumstances, the Club member may be suspended from Club programming or permanently expelled from membership.
- *Referral to support services:* When appropriate, Club staff may refer the youth and/or their family to substance awareness or abatement programs in the community.
- *Involvement of authorities:* If a Club member is found in possession of illegal substances, or if the health or safety of the Club member or others is at risk, Club staff may contact law enforcement and/or other appropriate authorities.

Club staff are not required to confirm or prove substance use before taking action as reasonable suspicion is sufficient to initiate these steps. The Club reserves the right to search bags or personal items belonging to members when there is reasonable cause to believe this policy has been violated, in accordance with applicable laws and organizational procedures.

PERSONAL ITEMS

The Club is not responsible for the security or protection of Club members' personal items. Club members are responsible for their personal belongings and should not bring valuable items such as electronics, jewelry or anything else of significant value to the Club.

Each Club site keeps personal items whose owner cannot be identified and that have been left behind in a "lost and found" location. After 4-6 weeks, items that have not been claimed may be donated.

DRESS CODE

Proper dress is the responsibility of Club members and their caregivers. Rules pertaining to appropriate Club member attire are necessary to maintain a safe, positive Club environment. The site Director will use their discretion to make appropriate decisions regarding the appropriateness of each Club member's dress and possible consequences for violation of this policy. Club members wearing inappropriate clothing will be asked to change or turn their shirts inside out.

Club members are not permitted to wear clothing that is inappropriate for the Club setting, including clothing that displays profanity or violence; is sexually suggestive; is offensive; promotes gang activity; promotes alcohol, tobacco, or drug use; exposes undergarments; or does not cover the torso from cleavage to mid-thigh.

Footwear with a solid sole must be always worn while at the Club. Closed-toed shoes are strongly encouraged to protect feet during gym related activities. Club staff may limit participation in activities and program due to inadequate footwear.

BATHROOMS

BGCPC recognizes that bathrooms present unique supervision challenges. To address this, we have a comprehensive bathroom policy in place that outlines clear safety procedures for staff.

All Club sites, including school-based locations, have separate bathrooms for youth and adults. In Centers that serve a broad age range, we also provide designated bathrooms for younger and older youth to support

appropriate supervision and comfort. For further details, please refer to our complete bathroom policy or speak with your Club site director.

CLUB COMMUNICATION & UPDATES

The Boys & Girls Club of Portage County is committed to keeping caregivers informed about Club activities and events. Information is shared through the following channels:

- Facebook: www.facebook.com/bgclubpc
- Email: Regular updates are sent to caregivers
- Flyers: Posted at the front desk of each Club site

Caregivers are encouraged to stop in, view posted materials and ask any questions.

CAREGIVER & PERSONAL INFORMATION UPDATES

We depend on caregivers to keep us informed about any changes that may impact their child(ren)'s experience at the Club. This includes updates related to:

- Health, allergies, or medications
- Living situations or custody arrangements
- Authorized pick-up list
- School, doctor, or insurance information
- Primary or emergency contact details (phone numbers, email addresses, and home address)

Caregivers must update this information in the Caregiver Portal and/or notify their Site Director directly. Keeping your account information accurate and current helps us ensure a safe, supportive, and responsive environment for your child(ren).

DONATIONS

Donations are the primary source of funding for the Boys & Girls Club. Financial contributions help us offer a wide range of programs that inspire and empower the youth we serve, provide nutritious meals and snacks each day, and stay open on non-school days. All donation amounts make a difference and are deeply appreciated. We also welcome in-kind donations. To view our current wish list, learn more about supporting Club programs, or explore upcoming fundraising events, please visit our website.

VOLUNTEER OPPORTUNITIES

Volunteers are at the heart of the Boys & Girls Club of Portage County! Donating your time, talent, or resources is a powerful way to support the youth in our community. If you're interested in volunteering, please visit www.bgclubpc.org/volunteer to complete a volunteer application. All volunteers are required to complete a background check and necessary training before they can begin working with youth at the Club. We appreciate your interest in making a difference!

CLUB PROGRAMMING

FORMULA FOR IMPACT

The Boys & Girls Club's programming is guided by the Formula for Impact, which focuses on providing youth and teens with a high-quality Club Experience that allows them to build essential skills and equips them to achieve positive outcomes in our priority areas: Health & Wellbeing, Character & Leadership, Academic Success, and Life & Workforce Readiness.

This Club Experience includes programming and experiences in our five core program areas as well as the Five Key Elements for Positive Youth Development, which include:

- A safe, positive environment
- Fun and a sense of belonging
- Supportive relationships with peers and adults
- Opportunities and expectations
- Recognition

When the Five Key Elements are intentionally infused in programs and operations, the Club creates a developmentally rich environment that leads to greater impact.

CORE PROGRAM AREAS

Boys & Girls Club offers program in five Core Program Areas, each designed to support the developmental needs of young people. Opportunities to develop essential skills are integrated throughout all of our programming.

Education: These programs are designed to ensure that all Club members graduate from high school on time, ready for a post-secondary career. Programs and activities in this area are linked to the Academic Success priority outcome area and include Power Hour, STEAM, Club Tech, and Ultimate Journey.

The Arts: These programs are designed to foster creativity in young people and give them outlets for self-expression. From photography to hip-hop, our arts programs have something that will inspire everyone. Programs and activities in this area are linked to the Academic Success priority outcome area and include Fine Arts, Music Makers, Drama Matters.

Health & Wellness: These programs develop young people's capacity to engage in positive behaviors to nurture their well-being, set personal goals, and grow into self-sufficient adults. Programs and activities in this area are linked to the Healthy lifestyle's priority outcome area and include Healthy Habits, Cooking Club, Green Thumb, and SMART Moves.

Sports & Recreation: These Club programs help develop physical fitness, reduce stress, and promote positive use of leisure time, appreciation for the environment, and interpersonal skills. Programs and activities in this area are linked to the Healthy Lifestyles priority outcome area and include Triple Play, Bike Club, Games Room, and Sports Leagues.

Leadership & Service: Leadership and Service programs build leadership with self, leadership with others, and leadership within the community. They give youth the confidence and abilities to create meaningful change in their world. Programs and activities in this area are linked to the Good Character and Citizenship priority outcome area and include Youth of the Month and Keystone.

MEAL PROGRAM

Thanks to the USDA and Boys & Girls Club of Portage County donors, all Club members can receive FREE healthy snacks and meals where available. Donations are encouraged to help fund our food programs. The Boys & Girls Club and the USDA are equal opportunity providers.

Caregivers should refer to our *Special Dietary Needs Form* on our website at www.bgclubpc.org/members if their child(ren) has a food allergy or special dietary need.

SMILE CLUB

The Smile Club, a program run in partnership with Noble Community Clinics, provides oral health education, screenings, and preventive dental care to any enrolled Club members, regardless of insurance or income. Services are provided by licensed hygienists and dentists and include cleanings, exams, fluoride varnish, x-rays, sealants, and referrals. Enrollment for this program is included in the Club membership application. For more information, please visit our website at <https://www.bgclubpc.org/smile-club>.

GREAT FUTURES!

Great Futures! supports Club members' social and emotional development through weekly one-on-one or small group sessions, as well as individualized support. Dedicated staff use evidence-informed curriculum to build key competencies, including self-awareness, self-management, social awareness, relationship skills, and responsible decision-making. In addition, staff partner with families to support each child's growth by using tools such as daily check-ins, scheduled breaks, personal reward systems, and targeted strategies aligned with the curriculum. To learn more or enroll your Club member in Great Futures!, please contact your Club Site Director.

FIELD TRIPS

Each Club site offers a variety of field trips throughout the year. Upcoming field trips are posted at the front desk of each site and shared in Club newsletters. Registration is available either online through the Caregiver Portal or via a paper permission slip, depending on the field trip and Club site. Spots are filled on a first-come, first-served basis once registration is complete and any applicable fees are paid.

Please note:

- Field trip fees are generally non-refundable, but families on the waitlist will be reimbursed if space is not available.
- Club members who do not meet behavior expectations before or during a field trip may lose the privilege to attend or may be required to be picked up early.
- If a Club member chooses not to attend a field trip on the day of the event, they will not be forced to go.

OVERNIGHT FIELD TRIPS

Boys & Girls Club of Portage County (BGPC) may occasionally organize field trips that include overnight stays. Participation in overnight trips requires written consent from a caregiver prior to the trip. Because overnight trips introduce additional risks beyond those of standard field trips, BGPC will take extra precautions to ensure the safety and well-being of all Club members:

- Follow the standard field trip supervision ratio of 1 adult for every 8 Club members.
- Require all staff and volunteer chaperones must complete BGPC's standard volunteer procedures, including background checks and child safety training, before participating.
- Youth will be placed in rooms with peers of the same gender, and when possible and feasible, each youth will have their own bed. Youth will never be placed in a room that makes them feel unsafe or uncomfortable. Staff will work with youth and families privately to determine the most appropriate and respectful rooming option.
- Club staff will have separate room or sleeping assignments from Club members at all times.
- Quiet hours will begin at 10:00 PM, unless otherwise required by the trip itinerary, and youth must remain in their assigned rooms during this time.
- Staff will conduct periodic room checks; however, no staff member is permitted to enter a youth room alone.
- Youth will be provided with a packing list in advance and are permitted to bring only approved items. BGPC reserves the right to conduct bag checks before or during trips.
- Prior to the trip, caregivers will receive detailed written information about the trip and overnight activity, including the name, address, and telephone number of the lodging facility.
- All medications and medical needs will be handled per Club medical policy.
- Club staff reserve the right to alter the Club's standard technology policy and collect all devices at the start of quiet hours each night. Caregivers will be provided with the phone number of the lead chaperone in case emergency communication is needed.

Club members are expected to adhere to BGPC's standard behavior expectations throughout the duration of the trip. In the event that a Club member must be returned home early, transportation costs will be the responsibility of the Club member's family.

AQUATIC CENTER & SWIM PROGRAM

BGPC utilizes licensed and staffed public facilities for all swimming activities. Under no circumstances are Club members allowed to swim at a pool, beach, or other aquatic facility unless a certified lifeguard is on duty and proper lifeguarding equipment is available.

Before allowing Club members to participate in swimming activities, BGC staff must verify that the facility meets the following best-practice guidelines:

- A current license to operate from a local public health department or accrediting body
- Appropriate safety equipment for the specific activity
- Certified lifeguards actively on duty
- Private and individual changing areas available

To ensure their safety, Club members must be able to swim independently to participate in swim programs offered by the Club.

Changing Facilities: Club members are encouraged to change at BGC facilities before leaving for aquatic centers. If that is not possible, Club staff will arrange access to private changing facilities on-site. Club members are not permitted to change in public restrooms or locker rooms where privacy cannot be ensured.

Sunscreen Application: Sunscreen will be applied 15 minutes prior to swimming and reapplied as needed, based on the type and instructions of the sunscreen being used. BGC provides aerosol sunscreen for Club members. Staff are not permitted to apply cream sunscreen directly to Club members.

HEALTH POLICIES

ILLNESS

Club members should stay home and are not eligible to attend the Club if they:

- Were kept home from school due to illness
- Have a fever of 100°F or higher (they must remain home for at least 24 hours after the fever subsides without the use of medication)
- Have vomited or had diarrhea (they must remain home for at least 24 hours after symptoms have stopped)
- Have a persistent cough
- Have a fever accompanied by a rash
- Have open or draining skin sores
- Have inflamed or draining eyes or ears
- Have any contagious illness

If a Club member develops symptoms of contagious illness while at the Club, they must be picked up promptly. They may return to the Club only after completing the recommended isolation period as advised by CDC and their healthcare provider.

MINOR FIRST AID

Each Club site will always have at least one staff member on-site who is certified in First Aid and CPR. Staff are permitted to administer basic first aid, including bandages, band-aids, and ice packs, using approved first-aid supplies.

Club staff are not allowed to apply lotions, creams, sunscreen, or insect repellent directly to Club members' skin. However, they may assist with spray forms of sunscreen and insect repellent. The Club is not responsible for any allergic reactions or misuse of sunscreen, insect repellent, or any personal care items borrowed or used by Club members.

Caregivers are required to inform the Club of any medical conditions by completing the health history section of the membership application and updating it as needed.

EMERGENCY TREATMENT

In the event of a serious injury or illness requiring immediate medical attention, Club staff will call 911 first. Caregivers will be notified as soon as possible afterward.

Club staff are not permitted to transport injured or seriously ill Club members in personal vehicles. BGCPC relies on emergency medical services (ambulance) for all emergency transportation to the nearest appropriate medical facility.

HEAD LICE/NITS (PEDICULOSIS)

If a Club member is suspected of having head lice, they will be checked by the Club site Director. If an active infestation of head lice is confirmed, the Club site Director will contact the caregiver. The Club Member must be picked up and treatment info will be provided. If there are nits present (i.e., no active lice), the Club member may remain at the Club site. Families experiencing repeated outbreaks of head lice will be offered additional assistance through referrals to community partners.

MEDICATIONS

Whenever possible, medications should be given at home. Caregivers are encouraged to consult with the prescribing physician to see if medication schedules can be adjusted outside of Club.

If medication must be given during Club hours, designated staff will administer it according to Club policy and the completed medication form. This form, which must be filled out by a caregiver and/or the prescribing physician before administration, is available online at www.bgclubpc.org/members or at the front desk of any Club site.

Prescription Medications:

1. The prescribing physician must complete a Prescription Medication Permission Form. Complete forms can be faxed to BGCPC at 715-544-0845.
2. The prescription medication must be supplied in the original pharmacy-labeled bottle indicating the correct dosage and frequency of administration. This information must be the same as provided on the above noted forms.
3. If changes in the dosage take place, updated caregiver consent, a signed physician statement, and an updated pharmacy-labeled bottle will be required.

Over-the-counter Medications (Non-Prescription):

1. The caregiver must complete a Non-Prescription Medication Permission Form.
2. The non-prescription medication must be supplied in the original container with the Club member's name affixed on the container.

All medications will be stored securely in a locked area at the Club. Club staff will document every time medication is administered.

Caregivers are responsible for always providing an adequate supply of medication. Unused medication will be disposed of after seven days if not picked up by the caregiver following the end of the school year, summer program, or upon discontinuation.

Any medication found in a Club member's possession that is not on file with Club staff will be confiscated, and the caregiver will be notified immediately.

SAFETY POLICIES

OUR COMMITMENT TO SAFETY

At the Boys & Girls Club of Portage County, Child Safety is our #1 Priority. Ensuring child safety is fundamental to the mission of the Boys & Girls Club of Portage County.

The Boys & Girls Club of Portage County continually updates robust safety policies, programs and training for our staff and volunteers that are designed to promote child safety and protect young people from threats that are present in our society. We implement layers of safety policies and guidelines to keep our kids safe including:

- Comprehensive safety policies in place that protect youth including, but not limited to supervision, transportation, communication, and prohibiting private, one-on-one contact.
- Mandatory criminal background checks for every staff and volunteer.
- Required staff training sessions that include best practices in child safety and care
- Key staff are required to be CPR/First Aid Certified
- Club members are required to be signed out by an approved caregiver before leaving Club
- Regular practice drills related to child safety and potential emergency situations
- A full-time position dedicated to promoting and maintaining safety at our Club sites

REPORTING PROCEDURES

The Boys & Girls Club (BGC) is committed to providing a safe and positive environment for all Club members. We encourage staff, Club members, and families to report any situation or incident that feels unsafe.

How to Report a Concern:

- Reports can be made directly to your Club site's Director.
- If the concern involves the Club site Director, please contact the next level of leadership: the Director of Operations or the Chief Executive Officer (CEO).
- You may also contact the Director of Facilities, Grounds, and Safety, Peter Gebhardt, at peter.gebhardt@bgclubpc.org.
- To report anonymously, you may use this online form: <https://forms.office.com/r/jtOgWCAZRN>

What Happens After a Report is Made?

All reports will be reviewed and investigated promptly. When confidentiality is necessary, information will only be shared on a need-to-know basis. If a violation is found, BGC will take appropriate action to protect the safety and well-being of all Club members. This may include involving law enforcement when appropriate.

Club members and their families are expected to fully cooperate during investigations. BGC will make every effort to maintain confidentiality and expect all parties involved to do the same.

MANDATED REPORTING

As a youth-serving organization, our staff and volunteers are mandated reporters. Wisconsin law (48.981(2)) requires mandated reporters who have reasonable cause to suspect that a child has been abused or neglected, or who has reason to believe that a child has been threatened with abuse or neglect, to file a report of these concerns with county Child Protective Services (CPS) and/or law enforcement. Persons making reports in good faith are immune from criminal or civil liability. Persons required to report, who intentionally fail to report suspected child abuse or neglect, or threats of school violence may be fined not more than \$1,000 or imprisoned not more than 6 months or both. (s. 48.981(6)).

In addition, Wisconsin law (175.32) requires that any mandated reporter who believes in good faith, based on a threat made by an individual regarding violence in or targeted at a school, and that there is a serious and imminent threat to the health or safety of a student or school employee or the public, to file a report to law enforcement. Club leadership is responsible for reporting the incident immediately to the appropriate authorities according to statewide mandated reporting laws, as well as to Boys & Girls Clubs of America (BGCA), within 24 hours via the Critical Incident System.

VIDEO SURVEILLANCE

BGCPC is committed to ensuring the safety and security of our Club members, staff, volunteers, and property through a comprehensive approach. Video surveillance technology serves as an important tool to support these efforts by providing an additional layer of protection alongside active supervision by Club personnel.

Video cameras, with or without audio recording capabilities, may be used in and around Club facilities, on Club property, and on Club transportation vehicles. All video surveillance is conducted in compliance with applicable laws and regulations.

For Club sites operating within school buildings, the respective school district's video surveillance policy also applies. To review the full Video Surveillance Policy, please contact your Club Site Director.

DATA PROTECTION & AI USE

BGCPC is committed to protecting the privacy and safety of our Club members and their families. We collect only the personal information necessary to support our programs and services and ensure it is securely stored and accessed only by authorized staff. Consent is always obtained before collecting data, and caregivers have the right to withdraw that consent at any time. We take data security seriously and follow legal guidelines to protect against unauthorized access or breaches.

We also use artificial intelligence (AI) technologies responsibly and ethically to enhance Club member experiences while taking care to prevent bias and maintain transparency. Staff and Club members receive training on data protection and responsible tech use, and we comply with all relevant privacy laws. For more details, please refer to our complete Data Protection and AI Use Policy or speak with your Club Site Director.

BGCPC reserves the right to amend this Membership Handbook at any time without prior notice. Club families will be notified of any changes to this policy via email or other communication channels.

APPENDIX A: MEMBERSHIP BOUNDARIES TABLE FOR PORTAGE COUNTY CLUB SITES

Club Member's School	Afterschool Programming	Non-School Day Programming	Summer Programming
Almond-Bancroft Schools	Almond-Bancroft Extension	Schierl Center	Schierl Center
Amherst Schools	Schierl Center	Schierl Center	Amherst Extension
Bannach Elementary	Berard Center	Berard Center	Berard Center
Ben Franklin Junior High	Teen Center	Teen Center	Teen Center
Home/Virtual School	Based on your Home Address	Based on your Home Address	Based on your Home Address
Jefferson Elementary	Jefferson Elementary Center	Berard Center	McKinley Elementary Center
JF Kennedy Elementary	Junction City Extension	Berard Center	Junction City Extension
Madison Elementary	Madison Elementary Center	Berard Center	Berard Center
McDill Elementary	Schierl Center	Schierl Center	Schierl Center
McKinley Elementary	McKinley Elementary Center	Schierl Center	McKinley Elementary Center
Pacelli High School	Teen Center	Teen Center	Teen Center
Pacelli Middle School	Berard Center or Teen Center*	Berard Center or Teen Center*	Berard Center or Teen Center*
PJ Jacobs Junior High	Teen Center	Teen Center	Teen Center
Plover-Whiting Elementary	Schierl Center	Schierl Center	Schierl Center
Point of Discovery School	Berard Center or Teen Center*	Berard Center or Teen Center*	Berard Center or Teen Center*
Roosevelt Elementary	Schierl Center	Schierl Center	Schierl Center
Rosholt Schools	Rosholt Extension	Berard Center	Rosholt Extension
SPASH	Teen Center	Teen Center	Teen Center
St. Adalbert Catholic School	Rosholt Extension	Berard Center	Rosholt Extension
St. Bronislava (PCES)	Schierl Center	Schierl Center	Schierl Center
St. Paul Lutheran	Berard Center or Schierl Center^	Berard Center or Schierl Center^	Berard Center or Schierl Center^
St. Stephen (PCES)	Berard Center	Berard Center	Berard Center
Stevens Point Christian Academy	Berard Center or Schierl Center^	Berard Center or Schierl Center^	Berard Center or Schierl Center^
Tomorrow River Schools	Schierl Center	Schierl Center	Amherst Extension
TRCCS	Berard Center or Schierl Center^	Berard Center or Schierl Center^	Berard Center or Schierl Center^
Washington Elementary	Berard Center	Berard Center	Berard Center

* Depending on home address

^ Depending on school grade