

# Boys & Girls Clubs of Greater La Crosse Parent Handbook



**BOYS & GIRLS CLUBS**  
**OF GREATER LA CROSSE**

*The mission of the Boys & Girls Clubs of Greater La Crosse is to inspire & empower all young people to reach their full potential as productive, responsible, & caring citizens.*

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## **About Us**

The Boys & Girls Clubs of Greater La Crosse provides young people, Kindergarten through 12<sup>th</sup> grade, with a safe place to learn and grow after school and in the summertime. The Club offers a dynamic learning environment that includes fun, impactful, and developmentally appropriate programs focused on developing healthy lifestyles, good character and citizenship, academic success, mentoring by caring adult professionals, free healthy meals, and outstanding facilities.

We have four main Clubs and three outreach sites in the Greater La Crosse Area.

### **Terry Erickson Club:**

Located on the Northside of La Crosse, near Logan High School. This Club serves K-12<sup>th</sup> grade members and houses our administrative offices. There is an additional Club located within the Schuh-Mullen Center. These two locations are supervised by the Northside Area Director.

### **Amie L. Mathy Club:**

Located on the Southside of La Crosse on the Viterbo University campus. This Club serves 3<sup>rd</sup>-12<sup>th</sup> grade members. Our Southside K-2<sup>nd</sup> grade members attend our Hamilton Elementary School site. There is an additional Club located within the Huber Community Center. These locations are supervised by the Southside Area Director.

### **Don & Cheryl Brenengen Club:**

Located within the West Salem Middle School as its own facility. The Club is within close walking distance to the high school and elementary school. This Club serves K-12<sup>th</sup> grade members. This location is under the supervision of the West Salem Area Director.

### **Dave & Barb Skogen Club:**

Located near Holmen High School and Middle School. The Club serves K-12<sup>th</sup> grade members. This facility is a combined partnership with dedicated spaces for the Holmen Area Community Center and Holmen School District. This location is under the supervision of the Holmen Area Director.

*During school days, some Clubs also serve as additional facilities for local school district and community collaborations.*

## **Family & Member Services**

### **Membership:**

Membership at the Club is open to all youth, Kindergarten through 12<sup>th</sup> grade, regardless of race, color, creed, or economic circumstances. The Club is a private, non-profit organization. All access and participation in the Club begins with a current program registration that grants membership into the Club.

The registration process must be completed by a parent/guardian (even if you are simply renewing). Specific programs may require a fee. The Club Area Director can be contacted for scholarship information. You can find your Club Area Director's on our website at [bgclax.org](http://bgclax.org) by clicking "Our Clubs."

The information provided on the program registration is critical. We ask that every effort be made to present contact information that is both current and accurate. It is the parents/guardians responsibility to notify the Club of any changes to telephone numbers (home, work, emergency contacts, etc.) and/or changes in address information, as soon as such changes occur.

If for any reason your child(ren) misses a school day due to illness or unexcused absence, they may not attend the Club that day.

### **Media Release:**

It is understood that Club membership gives permission for photo and video release by the Club's Development Department, unless otherwise indicated by a parent/guardian.

### **Allergy & Medical Acknowledgement:**

It is important to make sure staff are aware of any medical conditions' members may have. Please inform the Club Area Director of any concerns. It is also understood that animals may be in the Club occasionally for programming purposes. Please inform the Club Area Director of any allergies your child(ren) may have. The Boys & Girls Club is not allowed to administer medication to members. Exceptions can be made for inhalers and EpiPens.

### **Release of Information:**

The Boys & Girls Clubs maintain a close relationship with local school districts. If parents/guardians would like there to be open communication with a school regarding their child(ren), you may ask the Club Area Director for a Release of Information (ROI) Form.

## **Club Fees**

### **Program Fees**

Boys & Girls Clubs of Greater La Crosse memberships are required to attend our programs. Specific programs may require a fee that may differ by Club and age. Program registration and payment for one Club does not automatically apply to another Club. Separate registrations and payments may be required. The BGC offers scholarships for families who are unable to pay, but communication with Club Area Directors is required. There is no charge for teens to attend general programming. Additional fees may apply to field trips.

### **Non-School Days & Fees**

The Club is open on most non-school days and some, but not all, holidays. The Terry Erickson and Amie L. Mathy Clubs are open from 7:00am-5:00pm. The Schuh and Huber locations are open 12:00pm – 4:00pm. The Don & Cheryl Brenengen Club and Dave & Barb Skogen Club are open from 7:30am-5:30pm. Fees may apply depending on Club and program enrollment.

### **Summer Fees – Teens**

Teen programming begins at 11:00am in the summer. There is no additional cost for teens unless they choose to attend field trips or Full Day Summer Programming.

### **Payment Information**

If you are interested in assistance, please stop by the Club or contact the Area Director of the Club in which your child(ren) attends. Forms of payment include credit or debit card, check, and cash. Information and registration are all provided online at our club website: **[www.bgclax.org](http://www.bgclax.org)**. Assistance is available for all members.

## **Membership Policies**

### **Club Tours & Family Orientation**

If parents/guardians are interested in a tour at one of our Club sites or taking part in parent orientation, please contact the Area Director at the location of interest. Parent/guardian orientation and tours are by appointment only.

### **Communication with Families**

Club Area Directors will utilize email to communicate programming, important dates, special events, weather related openings/closings, and any other important club information.

### **Telephone Calls**

The telephone at the Club is for business and emergencies. Calls will be allowed only to and from parents/guardians and should be kept to a minimum time. Unless an incoming call to a Club member is from a parent/guardian, a message will be taken rather than calling the Club member to the telephone.

### **Check-in Policy**

In order to ensure safety for our Club members and staff, anyone who enters our building including all visitors, volunteers, parents/guardians, as well as members must check in at our front desks.

### **Visitor Policy**

All adults and parents/guardians volunteering in the building must have completed volunteer paperwork; application, background check, and reference checks. Volunteers must complete an orientation with the Area Director at that site. Adults must be signed in at our front desk before volunteering in any capacity.

### **Open Door Policy**

The Club has an open-door policy for members. It is the parent's/guardian's responsibility to make sure that youth understand the departure procedure from the Club. Youth choosing to leave the Club may not return until the following day.

### **Late Pick Up Policy**

Please make sure the Club has current contact information on file for your family. Please note, after 30 minutes past closing time, if there has not been communication with a parent/guardian, staff may contact the local police department and/or Child Protective Services to assume custody of youth who were not picked up. Additional fees may apply.

## **Hours of Operation**

### **School Year Hours**

The Club is open Monday through Friday during the school year. The Club's school year program begins on the first day of school and ends on the last day of school.

### **Summer and Non-School Day Hours**

These program hours vary by Club location. For more information, please visit our website: [www.bgclax.org](http://www.bgclax.org)

## **School Year & Summer Activity Programming**

### **Programs**

While at the Club, members participate in a variety of programs which are evidenced based to address today's most pressing youth issues, and assist in teaching young people the skills they need to succeed in life:

- Character & Leadership Development
- Health & Life Skills
- Education & Career Development
- The Arts
- Sports, Fitness, & Recreation

Club programs and services promote a sense of:

- Competence
- Usefulness
- Belonging
- Power of Influence
- Self Confidence

### **Summer Field Trips**

The cost of field trips may be in addition to the school year and summer programming costs. Field trip costs and information will be provided at the front desk. Field trip dates will be available in the summer program guide, monthly club calendars, or weekly reminders.

### **Field Trip Expectations**

The Club provides a variety of opportunities for members to participate in activities off the Club's premises. Each trip requires a signed permission slip and payment of any necessary fees prior to departure unless the field trip is included in program registration.

A parent/guardian will be called to remove a Club member from the field trip at their cost, if the Club member fails to follow the rules and general Club expectations for appropriate behavior found in this handbook. A parent/guardian must always be available by telephone during any Club sponsored field trip in the event a staff member needs to contact them. Members may lose their privilege to participate in future field trips or attend Club.

## **School Year & Summer Food & Nutrition Programming**

### **Food & Snacks**

The Club understands and appreciates the need for a healthy, balanced, and nutritious diet for our Club members. It is our goal to encourage healthy eating habits, promote the wellbeing of our youth, and provide food/snack.

### **School Year Food & Snack Program**

Each school day students are provided a healthy snack from the local School District or the Club.

Dinner is served nightly at the Terry Erickson and Amie L. Mathy at 5:30pm. These meals are provided to ensure our members have a consistent healthy food option each night.

Water fountains are available. Water bottles are strongly recommended during the summer months when temperatures and humidity can cause exhaustion. **Please label any items you bring to the Club (lunch boxes, water bottles, etc.) with the youth's first and last name.**

### **Summer Food & Snack Program**

A healthy lunch is provided by the local School District, Club, or Community Partner each day. Club staff walk every member to the closest school when the district can provide lunches. This service is at no cost to families. When the Club provides lunch, meals are served on site at the Club. At these sites, it is encouraged that parents/guardians provide lunch if they are able. Traditionally, lunch is served between the hours of 11:00am – 12:30pm.

A healthy snack is also provided in the afternoon hours between 2:30pm-4:00pm.

Members may bring their own meals and snacks if they choose.

*Note – We are not a peanut & nut free facility. Please notify the Club if a member has any food allergies, religious restrictions, or dietary concerns. Adjustments can be made to ensure all members have an appropriate healthy snack.*



## **Club Safety Procedures (1/3)**

### **Safety**

We are committed to keeping our Club members safe. If a staff member suspects that a parent/guardian who is picking up a child is under the influence of alcohol or substances, staff have the discretion to ask the parent/guardian to have another family member come to pick up the child or call authorities to help handle the situation.

If the Department of Child Protective Services, La Crosse Police Department, Holmen Police Department, Onalaska Police Department, or West Salem Police Department requests a conversation with one of our Club members, we will follow BGC policy. We cannot guarantee to notify parents/guardians.

Program areas and building exteriors are monitored by cameras 24/7; the cameras will be reviewed at the Area Director's discretion.

The La Crosse Police Department, Holmen Police Department, Onalaska Police Department, West Salem Police Department, and Community Resource Officers are also active partners in helping keep our building safe.

### **Standard Response Protocol (SRP)**

The Boys & Girls Clubs of Greater La Crosse follows the Standard Response Protocol. The SRP is based on the response to any given situation not on individual scenarios.

<https://bit.ly/SRPsafety>

### **Active Threat**

Club staff are trained twice a year through the La Crosse, Holmen, Onalaska, and West Salem Police Departments in Active Threat Training. In the event of an active intruder threat, our staff and members follow the same procedure as their local school district.

### **Communicable Disease Control**

Parents/guardians need to notify Club staff if a Club member is diagnosed with a communicable disease and if they have been in the Club facility, in a Club sponsored vehicle or on a field trip. A communicable disease is a serious illness that is capable of being transmitted to other people. Staff will closely watch exposed Club members for signs of similar symptoms and all parents/guardians will be notified of the dates of exposure, incubation periods, symptoms and treatment recommendations for any disease Club members have been exposed to. A sign will be posted at the front desk of the club affected by the situation.

We will not give out any information relating to the identity of the Club member(s) who have the illness. For a Club member to be readmitted into the program, parents/guardians must provide a statement from their physician indicating the health of the Club member and that they are no longer contagious.

If we are informed that a Club member is HIV positive or has Hepatitis, we will only inform staff working directly with that youth. We will advise staff on safety precautions that need to be taken when dealing with blood spills or other bodily fluids or substances. We will protect the identity of the Club member in all ways possible.

## **Club Safety Procedures (2/3)**

### **When a Club Member Becomes Ill**

An area of isolation will be provided for the care of the Club members who become ill with a headache, stomach, cold or flu-like symptoms while at the Club. The Club members' parent/guardian will be notified and asked to pick them up as soon as possible.

### **Universal Precautions and Sanitary Provisions**

Staff and Club members are required to use proper hand washing techniques. This includes the use of soap and warm water, scrubbing between fingers before and after handling food, and after using the restroom. Staff who encounter any type of bodily fluids, must wear disposable gloves. Youth will not be permitted in the area until it is cleaned and sanitized.

Program supplies that come into contact with an ill Club member or an unsanitary source will be disinfected using a sanitizing solution and air-dried as needed.

### **When a Club Member Experiences an Accident or Injury**

If a Club member is injured on or off site, staff will make every attempt to obtain emergency medical care. We will protect the identity of the injured Club member whenever possible.

These steps may include, but are not limited to, the following:

- Attempt to contact a parent/guardian by phone
- Attempt to contact the designated responsible persons (emergency contacts) by phone as noted on the youth's membership form when a parent cannot be reached

If we cannot get in touch with the parents/guardians or the emergency contacts, we will do any or all of the following:

- Call an ambulance or paramedic
- Have the youth taken to the designated emergency hospital in the company of a staff member

All Directors and lead staff members are trained and certified in CPR, First Aid, and Artificial Electronic Defibrillator (AED). Minor wounds will be cleaned with antibacterial soap and water only and protected. Parents/guardians will be notified of the incident by note or a call from Club staff. We are not allowed to apply any ointments or lotions. All accidents will be recorded on an Incident Report Form and kept on file. All records of accidents will be reviewed by the Area Director to determine that all possible preventive measures were taken to preclude further incidents.

If an accident or injury occurs while youth are on a Club sponsored field trip, we will follow the same steps listed above. First Aid Kits are provided by Club and mandatory on field trips.

### **Medical Treatment**

The completed membership form authorizes Club staff to seek medical treatment for a Club member, if necessary. Any associated costs are the responsibility of the parents/guardians. The Club does not provide medical insurance for Club members.

An Artificial Electronic Defibrillator (AED) is installed at each Club site, and staff are trained in its use. If we need to use an AED on a Club member, the parents/guardians will be notified as soon as the Emergency Medical Services are notified.

## **Club Safety Procedures (3/3)**

### **Child Abuse and Neglect**

By law, The Boys & Girls Club of Greater La Crosse Board of Directors and all employees are mandated to report any youth who appear to be emotionally, physically or sexually abused or neglected to Child Protective Services, the County Sheriff or the local Police Department.

Suspicion of abuse or neglect shall be documented and maintained in a confidential record.

Boys & Girls Club employees receive annual in-service training about indicators of abuse or neglect, reporting laws, and documentation methods.

### **Bully Free Zone**

The Club is a bully-free zone and strives to provide a safe, secure, and respectful environment for all members in our facilities, on Club grounds, in our vehicles, as well as off-site during Club sponsored activities and field trips.

Bullying has harmful social, physical, and psychological impacts on bullies, victims, and bystanders. The Club consistently and vigorously addresses bullying as it occurs.

### **Procedure to Prevent Missing Youth**

Every precaution will be taken to make sure that no youth are missing from the Club or during Club sponsored field trips. When Club members enter our facility, they are required to sign in with our front desk Staff.

The Club facility operates with an open-door policy. This allows Club Youth choose to leave the Club. Club youth who choose to leave the Club may not return until the following day. It is the responsibility of the parent/guardian to ensure that youth understand the departure procedures from the Club.

The Club accepts no responsibility for members who choose to leave the Club. Please ensure that your contact information on file at the Club is up to date. If staff have concerns about a Club member's departure and/or safety, they may contact a parent/guardian.

## **Boys & Girls Club Code of Conduct (1/3)**

### **Dress Code**

Club member should dress comfortably and wear clothes that allow them to participate in typical Club activities and programs.

Clothing with inappropriate pictures, logos, writing or advertising is not permitted in any part of the facility at any time. Members will be asked to change. This judgement will be left solely to the discretion of the Area Director.

Shoes must be worn at all times. Flip flops, sandals, and cleats are discouraged, as are any other open-toed shoes, for safety reasons. The best advice is to wear sandals with straps or tennis/walking shoes every day.

### **Behavior Expectations**

Club members are expected to participate fully in our programs and behave according to our Club expectations in this handbook.

The Club reserves the right to refuse, suspend or terminate membership of any youth if their behavior or attitude is disrespectful to staff, volunteers, other members, or if their behavior does not allow them to function with others appropriately in our programs.

Club membership is a privilege, not a right. Staff will attempt to discuss the issue with a parent/guardian; however, staff may choose to terminate membership prior to that discussion, if necessary. Youth who choose not to follow these expectations will not be able to participate in our programs.

### **Positive Behavior Intervention & Supports**

The Club follows the Positive Behavior Interventions & Supports (PBIS) guidelines and expectations adopted by our local school districts.

Safety, Respect, Responsibility, and Mindfulness are of the utmost importance. Matrices of clear expectations are posted in all program areas.

Staff are trained to teach and model expectations for our members.

#### **PBIS Basic Expectations**

1. Be Respectful
  1. Respect yourself, your peers, staff, and volunteers
  2. Respect the Club and others' property
  3. Respect learning
2. Be Responsible
  1. Accept responsibility for your own actions
  2. Come prepared to Club
  3. Be responsible for all your belongings
3. Be Safe
  1. Keep hands, feet, and objects to yourself
  2. Use body basics and table manners
  3. Remain in designated areas at all times with a staff member
  4. Use sidewalks and crosswalks in the appropriate manner
  5. Follow field trip policies

## **Boys & Girls Club Code of Conduct (2/3)**

### **Discipline Policy**

The Club strives to keep the consequences of any unacceptable behavior appropriate and timely. The safety of all Club members and staff is of the utmost importance. Our standards, along with the expectation that all Club members use good common sense, exist to ensure that all Club members can safely enjoy Club activities. When infractions occur, they will be dealt with through PBIS behavioral correction strategies, time away from certain activities, removal from the Club, or suspension.

Suspended members may not attend any club activities or be on Club premises until suspension is complete. If a Club member is asked to leave the Club due to behavioral concerns, every effort will be made to contact the Club member's family. Your support and involvement as the parent/guardian is vital to our success as a safe recreation center for Club members.

It is understood by parents/guardians upon having their youth join the Club, if staff ask parents/guardians to come pick up their youth because of behavior issues, the parents/guardians will support that decision and comply with the request.

It is not acceptable for parents/guardians to argue with a staff member's decision in a public setting. It is also not acceptable for parents/guardians to use rude or inappropriate language with any of our staff, volunteers, or other Club members. Failure to comply with this is a reason for the Club staff to exclude parents/guardians from entering the building or may include terminating the membership of the youth.

If a parent/guardian has an issue they need to discuss they should contact your Club's Area Director.

### **Examples of Unacceptable Behavior**

- Use of inappropriate language and gestures
- Inappropriate touching, hitting and fighting (includes play fighting)
- Presenting a danger to oneself or other Club members, staff, or volunteers
- Bringing weapons or dangerous articles to the Club
- Bringing alcohol, drugs, vaporizers, or tobacco to the Club
- Vandalism of Club property
- Going into off-limit areas of the Club
- Disobeying rules established for field trips and vehicle rider safety
- Leaving the group setting without permission
- Stealing
- Inappropriate cell phone use
- Harassing Club members, staff, or volunteers
- Repeatedly ignoring or disobeying staff or volunteers' direction
- Refusal to be a willing and active participant in Club programs

### **Personal Belongings**

All personal belongings brought to the Club or on Club-sponsored field trips by a youth are the responsibility of that youth. The Club is not responsible for lost, damaged, or stolen items.

## **Boys & Girls Club Code of Conduct (3/3)**

### **Personal Belongings**

Please discourage youth from bringing anything to the Club or on field trips that ~~isn~~ not completely necessary, especially money. Necessary items, such as backpacks and jackets, should be clearly marked with the Club member's name.

Members must place their belongings in ~~the designated~~designated storage areas when they enter the Club. Items that are not collected from our lost and found in a timely fashion will be donated to a local charity. Bikes ridden to the Club should have a sturdy lock and chain.

Club staff reserve the right to confiscate any personal property if there is a safety or disciplinary concern.

### **Cell Phones and Personal Electronics**

All cell phones, tablets, personal electronics and other property brought into the Club are the responsibility of the Club member. The Club does not have a secure location to store these items and cannot be held responsible for any damage/theft.

The Club reserves the right to look at photos, tablets, and other personal electronic devices and alert family or the Police Department about inappropriate photos/content found or being shared. There may be times during programming where phones, tablets, and other personal electronic devices are not permitted.

Cell phones and personal electronics are not permitted in bathrooms. Taking photos or videos on any electronic device while in bathrooms at the Club or on Club sponsored field trips is strictly prohibited.

The Club prohibits any social media contact, texting, phone calls or contact on personal devices between Club members and staff or volunteers.

In order to encourage program participation as well as ~~peer to peer~~peer-to-peer interaction and communication, K-5<sup>th</sup> grade members will be required to store all electronic devices.

For more information, please visit our website: **[www.bgclax.org](http://www.bgclax.org)**