



BOYS & GIRLS CLUBS
OF METRO SOUTH



MEMBER
HANDBOOK



BOYS & GIRLS CLUBS OF METRO SOUTH

ABOUT US

Boys & Girls Clubs of Metro South (BGCMS) was formed in 2019 through the merger of the Boys & Girls Club of Brockton (founded in 1990) and the Boys & Girls Club of Taunton (founded in 1902) in order to maximize our impacts and bridge service gaps in our region.

Boys & Girls Clubs of Metro South is the preeminent youth development organization in Southeastern Massachusetts, serving more than 2,500 youth ages 5-18 annually from nearly 50 communities at our Clubhouses in Brockton and Taunton, Camp Riverside, and community extension sites.

We are fueled by our mission *“to nurture strong minds, healthy bodies and community spirit through youth-driven, high-impact programming in safe and fun environments”* to ensure that every child has a positive place to spend their out-of-school-time hours.

We hold an intrinsic belief that every child deserves an equal chance to pursue the American Dream – to have the opportunity to realize their unique and full potential – to achieve a Great Future.

OUR VISION

Our vision is to ensure the greatest possible impact of our programs on the long-term positive trajectories of our members’ lives.

This vision can only be realized by maintaining lifelong relationships with Club alumni to support them after high school, utilizing data to better understand the outcomes of our programs, and through efforts to ensure and increase the accessibility of our programs.

BLUEPRINT FOR GREAT FUTURES

Our **BLUEprint for Great Futures** strategic plan for impact through 2030 embodies our emphasis on growth to serve more youth, more deeply, in more places; increased program quality to drive positive outcomes; and commitment to practices that ensure long-term financial and operating stability through responsible stewardship of our resources and relationships. In the years ahead, we'll innovate to stay relevant, plan for succession of board and staff leaders, and invest in the tools and spaces needed to live out our mission and vision. Our BLUEprint also champions a commitment to understanding the needs and perspectives of our diverse stakeholder groups and recognizes the importance of our people in realizing this vision. We'll fully leverage our scale, scope, and experience to ensure that while we have the might to move mountains, we're still nimble enough to move quickly.

B: Build - We'll expand our scope to reach more youth in more places by offering programs in more communities, in new ways, and by extending the Club service continuum to support members in young adulthood. Likewise, we'll invest in and strengthen our staff team and board of directors – cultivating a culture of personal growth and development, collaboration, and servant leadership. We'll invigorate and activate our people to capitalize on their diverse passions, talents, connections, and lived experiences.

L: Lead - We'll set the pace for Clubs in our region and beyond. Guided by a proven Formula for Impact, we'll continue to develop programs and services that are adaptable and responsive to the evolving needs of youth, yet stand the test of time to create lasting impacts for our members. Intentionality and accountability will be key drivers toward the realization of significant and measurable outcomes for the youth and communities we serve.

U: Understand - In alignment with our core values of inclusivity, empowerment, and access, we'll commit to gaining deeper insights into the dreams and realities of those we do and hope to serve. We'll work to engage youth, families, and the community to foster belonging and equity.

E: Engage - We'll continue to reach out beyond our walls to support and uplift the communities we serve. We'll embrace a collective impact approach that helps us reach and serve more youth and families through innovative partnerships and community impact initiatives.

WHO & HOW WE SERVE

Families in the Metro South region too often face the difficult task of having to cut 'extras' from their budget, which can include after-school programs, summer camp, and other enrichment activities for their children. This is where we come in! Our Clubs, camps, and community based extension sites provide affordable, accessible, safe place where kids grow and develop into our leaders of tomorrow.

Each and every day, hundreds of boys and girls come through our doors –learning new skills, finding hope and opportunity, and most importantly caring mentors to support them every step of the way. We are so proud of the impact our Clubs have made and will continue to make in the lives of our members and their families.

Our Clubs make life-changing impacts – inspiring our boys and girls, raising expectations, and providing them with opportunities for social and educational support to ensure that they are positioned for success.

Our Clubhouses belong to our boys and girls, their families, and to the community at-large. As staff we are the stewards of the organization's mission and values. Our job is to strive to ensure that each member has a positive Club experience and we encourage parents to provide us with input to improve our programs and operations.

OUR APPROACH TO YOUTH DEVELOPMENT

Boys & Girls Clubs of America's "Formula for Impact" is a roadmap for Clubs to help ensure that all members achieve four priority outcomes: [Academic Success](#), [Health & Well Being](#), [Life & Workforce Readiness](#) and [Character & Leadership](#).

[Creative Expression](#) and [Sports & Recreation](#) programs are also core components of our daily program offerings and are intended to foster the well-rounded, positive development of our boys and girls.

We work to provide all our members with high-quality programming that is safe, fun, age-appropriate, and which makes a measurable difference, with an ultimate goal of imparting to them the skills needed to achieve success in the 21st Century.

CLUB MEMBERSHIP

Annual Club memberships are valid from September 1st through August 31st and memberships must be renewed annually.

Club membership is open to all youth ages 8-18 for our general after school structured choice drop-in programming. Youth ages 5-7 must be enrolled in our School Age Child Care program which is licensed by the Massachusetts Department of Early Education and Care. The school age licensed program is open to youth ages 5-14 but youth ages 5-7 are required to be enrolled in the program to participate in Club programs.

Additional fees may apply to participate in certain programs and activities offered throughout the year, including specialized sports programs, school vacation camps, summer day camp, and other specialty enrichment programs.

Transportation can be provided to/from school to the Clubhouse daily from select schools which are listed on our website.

New members, with their parents, are welcome and encouraged to tour the Clubhouses and meet staff members. This member handbook will provide an overview and basic understanding of Club policies and our Code of Conduct. Members and parents will be held to the standards and policies outlined in this Member Handbook upon signed agreement of receipt at the time of Membership registration annually.

We are a membership organization and members are required to have their membership card daily, as it serves for their entry to building. If a child loses their card, one replacement card will be issued free of charge. Thereafter, if your child arrives at the Club without a card a \$5 fee will be charged for a new card or admittance could be denied. [This policy is strictly enforced and parent compliance is greatly appreciated.](#)

Members in our daily after school structured choice drop-in program participate in a schedule of activities that vary daily. These programs provide our boys and girls with resources to support their academic success and healthy development. In addition to evening meal service, other daily programs include: homework help, STEM exploration, various gym games, fine arts, crafts, outdoor play, social recreation, digital literacy, sports leagues, and much more!

Our Teen Centers allow members in grades 8-12 to have their own designated social spaces, college access and career exploration resources, service learning opportunities and leadership clubs, and special social events. After school programs run Monday-Friday from 2:30 to 6:30 PM for ages 5-12 and 2:30 to 8:00 PM for teen members in grades 8-12.

CHILD PROTECTION

Boys & Girls Clubs of Metro South takes the prevention of child abuse extremely seriously. We recognize that child abuse and inappropriate contact of children is a pervasive problem throughout the United States which must be managed in a proactive manner if we are to protect those in our care.

We are committed to taking proactive steps to protect children in our programs and facilities. Our comprehensive Child Protection Policy outlines policies within the four elements of screening and hiring, training, supervision, and feedback systems. All relevant policies are reviewed every three years and utilize language that is specific and clear for all staff members. If an allegation does occur we will proactively work with the authorities and the family to respond in a prompt and empathetic manner. For a copy of our comprehensive Child Protection Policy please visit our member service desks or website.



CLUB-CARES FINANCIAL ASSISTANCE

At our Clubs, we welcome everyone's involvement by providing families with financial assistance through our CLUB-Cares Financial Assistance program. It's an important part of our mission to ensure every child has a chance to benefit from our life-changing programs and no child is turned away.

If you need financial assistance, please visit our website or the Member Services desks for a financial assistance application. Reduced fees are available in the areas of licensed child care, summer camp and specialty enrichment programs.

The amount of assistance is based on need, as determined by family income guidelines. Financial assistance applications require back-up documentation regarding household income, which must be provided at the time of applying. By accepting financial assistance you agree to update our Clubs should your financial circumstances change.

We count on the generosity of our donors and community partners to help our members thrive. Donations to the [Great Futures Annual Campaign](#) allow us to continue to provide financial assistance to children who would otherwise be financially unable to participate in our programs.

ARRIVAL & DISMISSAL POLICY

Our Clubs operate under a structured choice on-demand policy (unless registered in the School Age Child Care licensed program), which means that members must sign in and out using their individual membership cards for the purposes of safety and impact measurement.

As a Parent You Should Know:

- Our Clubs offer on-demand services and members will receive appropriate staff supervision that meet programmatic goals and safety standards.
- Our Clubs are not responsible for the care or supervision of members beyond program closing times.
- Members may arrive at or depart at any time during the program day.
- It is a parent's decision if their child is mature enough to attend our Clubs.

All members are required to scan in and out of the Club each day. Members ages 8-12, are not allowed to leave our Clubs without an adult. If they choose to do so they may lose other privileges and their parents will be notified. Members 13-18 are permitted to leave our Clubs one time per day; thereafter they will be denied reentrance for the remainder of the day. They are encouraged to return within one hour and they are required to check in and out with staff.

MEMBERSHIP HOURS

Administrative hours are Monday-Friday from 6:30 AM to 8:00 PM during the school year and Monday-Friday from 7:30 AM to 5:30 PM during the summer.

Operational Hours are based on the hours listed below during the school year.

- [Youth Members Ages 5-15](#) | 2:30 PM to 6:30 PM
- [School Age Child Care](#) | 6:30 AM to 9:00 AM & 2:30 PM to 6:30 PM
- [Teen Members Grades 8-12](#) | 2:30 PM to 8:00 PM (No entry after 7:00 PM)

[Non Licensed Child Care Full Day Hours](#) | 7:30 AM - 5:30 PM

[Licensed Child Care Full Day Hours](#) | 6:30 AM - 5:30 PM

Hours change during school vacations and early release days to accommodate working families. These days are determined by programming needs and to best accommodate families. Any additional hours will be posted for notice.

[Our Clubs will be closed for the following holidays:](#)

- New Year's Day
- MLK Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day & Day After Thanksgiving
- Christmas Day

Our Clubs will be closed briefly before and after our summer camp programs. Additional professional development days may be held throughout the year. Any additional closings will be posted well in advance for any other reason.

PAYMENT POLICY

Session-based specialty enrichment programs must be paid in full at the time of registration. Programs with recurring fees such as licensed child care, transportation, summer camp, Taunton Dance Academy, and Tiger Sharks Swim Team must be on scheduled payments from a bank account or credit card. Scheduled payments must be set-up at the time of registration and will be automatically drafted on the due date of the payment.

Payment plans can be arranged with the Member Services Department if needed, however, they must meet specific criteria and are still required to be on scheduled payments.

Returned payments, such as declined credit/debit cards or returned checks/EFT withdrawal will result in a \$25.00 returned payment fee.



EARLY & LATE FEE POLICY

There will be a \$10 fee per 15 minutes that your child is left at our Clubs before or after our hours of operation. Members will not be allowed to return to Club services until the fee has been paid. If the family is on scheduled payments the fee will be drafted from the account on file if the child arrives at the program without the fee being paid. Multiple violations of this policy will result in membership suspension.

TRANSPORTATION

Boys & Girls Clubs of Metro South offers limited after school transportation services to our Clubhouses to ensure that our programs are accessible to as many youth as possible.

Transportation services are provided at a weekly cost and provide a convenient, reliable solution for working parents/guardians to ensure that their children get safely to and from our Clubhouses and city schools.

We do not recommend outside transportation providers for travel between school and club. Please see our member services desks or website for more information on transportation programs.

LOST & FOUND

Each of our Clubhouses and Camp Riverside has a lost and found. Any items found that may be of value will be located in the lost and found and can be claimed by parents. Found items will be cleaned out the last day of each week and given to local organizations.

Our Clubs are NOT responsible for lost or stolen items. Members should not bring valuables and treasured items to our Clubs unless the member is prepared to keep track of their items at all times.

Bicycles and skateboards are permitted. Bicycle racks are available at our Clubs and members can lock their bicycles while participating in programming. Bikes, skateboards, scooters, etc. can not be stored inside our Clubhouses.

HEALTH & MEDICATION POLICY

Boys & Girls Clubs of Metro South staff are trained in basic first aid and CPR and will treat minor cuts, scratches, bumps and other injuries. Health situations that require additional treatment will be evaluated and staff will respond within their training which could include contacting emergency medical services. Parents/guardians of any member requiring emergency health care will be notified immediately.

Our staff is permitted to administer some over-the-counter basic care items, such as sunscreen, insect repellent, etc. These items must be provided by the parent/guardian. Under no circumstances are members allowed to carry any medications, prescriptions or over the counter drugs on their person while at our Clubs including Camp Riverside. Medications that are required to be administered during program hours must be handed directly to a Clubhouse Leadership Team member with the appropriate documentation and prescription label on the medication, if applicable. Our Clubs are not responsible for reactions or improper use of sunscreen, insect repellent, etc. or any item that is borrowed from other members.

To comply with health regulations, and in fairness to all members and families, parent/guardians are asked to keep a member home anytime the member has a fever, rash, contagious illness, head lice, sore or runny eyes, or any other evidence of illness. Members demonstrating symptoms of a contagious illness must be picked up immediately by the parent/guardian or designated adult.

NUTRITION PROGRAM

We provide nutritious meals to our youth each evening during the academic year, and both breakfast and lunch during the summer months to ensure that no member who wishes to eat at our Clubs leaves hungry. Each day we serve meals to nearly 400 of our members; totaling more than 8,000 meals served per month and more than 100,000 meals served annually. In addition to meal service, we work to teach our members how to choose healthy foods when they are not at our Clubs and to make the connection between eating well and feeling well.

We also aim to eliminate the anxiety that comes with not knowing where one's next meal will come from. By removing this worry from our members' minds we empower them to better apply their efforts in school and to just be kids. Children are encouraged to enjoy the food our Clubs provide. We only allow outside packed lunches and do not allow any food delivery or fast food.

The Club is committed to providing a safe, healthy, and positive food service experience for all members. All food served or distributed at the Club follows applicable health and safety regulations and is prepared, stored, and handled in accordance with local and state food safety guidelines. Staff and volunteers involved in food service receive appropriate training in food handling, sanitation, and allergy awareness. Cleanliness and hygiene are maintained at all times, including proper handwashing, use of gloves when required, and regular cleaning and sanitizing of food preparation and serving areas.

The Club takes food allergies and dietary needs seriously. Parents and guardians are required to inform the Club of any food allergies, sensitivities, or medical dietary restrictions. While the Club makes reasonable efforts to accommodate allergies and reduce the risk of cross-contamination, families should be aware that the Club cannot guarantee an allergen-free environment. Meals and snacks provided by the Club are intended to support healthy growth and well-being. Outside food may be restricted during certain programs or events to ensure safety and consistency with health guidelines. Food will be served in designated areas and times to promote safety, cleanliness, and supervision. Members are expected to follow Club rules related to food consumption, including proper disposal of waste and respectful behavior during meals and snacks.

The Club reserves the right to update food service and safety practices as needed to comply with health regulations and best practices. Parents and guardians will be notified of any significant changes.



Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil
Rights 1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

2. fax:

(833)256-1665 or (202) 690-7442; or

3. email:

program.intake@usda.gov

This institution is an equal opportunity provider.

Nondiscrimination Statement- Spanish

Para todos los demás programas de asistencia de nutrición del FNS, agencias estatales o locales y sus subreceptores, deben publicar la siguiente Declaración de No Discriminación:

De acuerdo con la ley federal de derechos civiles y las normas y políticas de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta entidad está prohibida de discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación sexual), discapacidad, edad, o represalia o retorsión por actividades previas de derechos civiles.

La información sobre el programa puede estar disponible en otros idiomas que no sean el inglés. Las personas con discapacidades que requieren medios alternos de comunicación para obtener la información del programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas americano (ASL), etc.) deben comunicarse con la agencia local o estatal responsable de administrar el programa o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comuníquese con el USDA a través del Servicio Federal de Retransmisión al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe llenar un formulario AD-3027, formulario de queja por discriminación en el programa del USDA, el cual puede obtenerse en línea en: <https://www.fns.usda.gov/sites/default/files/resource-files/usda-program-discrimination-complaint-form-spanish.pdf>, de cualquier oficina de USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida a USDA. La carta debe contener el nombre del demandante, la dirección, el número de teléfono y una descripción escrita de la acción discriminatoria alegada con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) sobre la naturaleza y fecha de una presunta violación de derechos civiles. El formulario AD-3027 completado o la carta debe presentarse a USDA por:

(1)correo:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

(2)fax:

(833)256-1665 o (202) 690-7442; o

(3)correo electrónico:

program.intake@usda.gov

Esta entidad es un proveedor que brinda igualdad de oportunidades.

INCLEMENT WEATHER POLICY

Our Clubs make every effort to open during inclement weather to best serve our members and families. Information regarding inclement weather is posted on our website, social media pages, and local radio and TV stations, including Fox25, WCVB Channel 5 Boston, and public access channels. The pool will close 30 minutes following any thunder or lightening strike in the local area.

MEMBER CODE OF CONDUCT

In order to ensure a safe, fun, and impactful Club experience for all members, Boys & Girls Clubs of Metro South strictly enforces a Member Code of Conduct. The membership rules as stated are designed to ensure that members are accounted for at all times, that all members and staff feel safe and respected while they are at the Club, that age-appropriate behavioral development is consistently reinforced, and that all staff and members are acting as positive representatives of the Club community at all times.

Member Code of Conduct

- Bring your membership card everyday
- Be respectful to fellow members and staff
- Say only good things about others
- Keep your body to yourself
- Try your hardest and participate in programs and activities
- Play fair and be honest
- Avoid improper language
- Walk at all times outside of the gym or at the playground/outside
- Practice good manners

OUR CORE VALUES

Our organizational values stem from our commitment to creating an optimal Club experience for our members and staff.

SAFETY: Provide enriching experiences in safe and positive environments

INCLUSIVITY: Capitalize on the richness inherent in our differences

INTEGRITY: Conduct our work with great responsibility and accountability

EMPOWERMENT: Provide a platform for our members' voices to be heard

ACCESS: Offer programs that are affordable, localized, and informed

TECHNOLOGY POLICY

Before a member will be allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to read and sign the membership application. Under the Clubs Technology Acceptable Use policy, the following relevant principles shall apply:

Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play, and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally owned devices shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images. Generally speaking cell phones, electronic games, and any other kind of personal electronic devices are not allowed at our Clubs. We allow storage centers for phones at our Member Service Desks for those youth you cannot respect the use and intent of personally owned devices.

Club purposes shall include program activities, career development, communication with experts and/or Club peer members, homework, and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

Authorized use: Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

Appropriate use: Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Monitoring and inspection: Boys & Girls Clubs of Metro South reserves the right to monitor, inspect, copy, and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

Loss and damage: Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online. Inappropriate communication includes but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted, or spoken by members; disrespectful language or images typed, posted, or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses or annoys an other person) or stalking of others;
- Knowingly or recklessly posting false or defamatory information about a person or organization; or
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices. If a member is told to stop sending communications, that member must cease the activity immediately.

Cyberbullying: Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. This behavior is cyberbullying, which is defined as bullying that takes place using emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff or community is subject to disciplinary action. Examples of cyberbullying include, but are not limited to:

- Harassing, threatening or hurtful text messages, emails, or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites, or fake profiles.

Members may not attempt to gain unauthorized access to the Club's network, or to any other computer system through the Club's network. This includes attempting to log in through another person's account or accessing another person's files. Members may not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco, or other drugs; engaging in criminal activity; or threatening the safety of another person. Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

Internet access: Personally, owned devices used at the Club must access the internet via the Club's content filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Metro South reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks, or other services. Members must follow Club procedures to access the Club's internet service.

Parental notification and responsibility: While the Boys & Girls Clubs of Metro South Technology Acceptable Use Policy restricts the access of inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some material might not fit the particular values of members and/or their families. Because of this, it is not considered practical for Boys & Girls Clubs of Metro South to monitor and enforce a wide range of social values in student use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.



Digital citizenship: Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Clubs of Metro South Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the Boys & Girls Clubs of Metro South Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

Club-owned-and-operated technology: Members are expected to follow the same rules and guidelines when using Club-owned technology. Club technology and systems are the property of the Club, are intended to be used for Club purposes and are to be used during approved times with appropriate supervision. Club members shall never access or use Club technology or systems without prior approval.

Digital citizenship and technology safety training: All members who wish to use a Boys & Girls Clubs of Metro South device or equipment will be required to successfully complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

PROVIDING A CULTURE OF CARE

Boys & Girls Clubs of Metro South is committed to providing and demonstrating a culture of care throughout our many layers of engagement with youth, our staff team, caregivers and the communities we serve. Providing an environment that is not only physically safe, but also emotionally safe, for our stakeholders is of the utmost importance to the fulfillment of our mission and our values.

Our staff team participates in training and professional development that integrates best practices in youth development with a trauma-informed approach led by our Youth Resource Navigators and Executive teams.

CULTURE OF CARE VISION STATEMENT

At Boys and Girls Club of Metro South, we envision a community where every young person thrives in an environment of unwavering support and care. Our purpose is clear: to provide nurturing growth and resilience across all levels - from youth to staff to the broader community.

We are committed to equipping our youth, staff, and community members with the necessary tools and skills to navigate the complexities of life, fostering a culture that embraces support and skill-building to address the day-to-day conflicts inherent in youth's lives. Our approach is grounded in trauma sensitivity and informed by the understanding that healing and growth require safe spaces.

Our objective goes beyond academic achievement, focusing on cultivating essential life skills such as emotional intelligence, teamwork, perseverance, communication, problem-solving, and engagement. We recognize that true development encompasses the social and emotional growth of young people, supporting the holistic well-being of each child. Central to our vision is the empowerment of our professionals, providing them with the resources, training, and support needed to deliver high-quality care and guidance. We believe that a Culture of Care rests upon three pillars: physical safety, psychological safety, and cultural safety, ensuring that every individual feels valued, respected, and embraced for who they are.

TRAINING AND PROFESSIONAL DEVELOPMENT PARTNERS

Boys & Girls Clubs of America Trauma-Informed Practice Center
Mental Health First Aid
David P. Weikart Center for Youth Program Quality

ON-SITE STAFFING RESOURCES

- Youth Resource Navigators
- Behavior Support Team Members
- Youth Development Professionals trained in Mental Health First Aid and/or Trauma Response
- AmeriCorps Vista Support Team Members -MA Service Alliance Commonwealth Corps
- Work-Based Learning Coordinator

OUR NETWORK OF REFERRAL PARTNERS

- MA Department of Mental Health
- Brockton Neighborhood Day Health
- MA Department of Children and Families
- MA Department of Public Health
- Community Counseling of Bristol County
- Family and Community Resources, Inc
- Luminosity Counseling Services

YOUTH RESOURCE DIRECTORS

Positive social-emotional development is one of our most important goals for our members. Social-emotional development improves youth's readiness to learn, self-confidence, behavior, academic performance, and overall personal development. Socially and emotionally competent youth are better prepared to navigate the world around them and are more likely to succeed in school, at the Club, and in life.

Boys & Girls Clubs of Metro South proudly employs a dedicated full-time Youth Resource Director in each of our Clubhouses in order to provide additional social-emotional support to youth in-need of assistance to overcome behavioral challenges, access mental health resources, and more.

These licensed professionals can also connect parents/guardians with referrals for additional wrap-around services available in the community or within the public school district. To access our Youth Resource Directors, parents or guardians can reach out directly and discreetly via the contact information listed on our website. Youth Resource Directors may also initiate a conversation with parents or guardians when behavioral or other social-emotional concerns are identified by Club staff.

AMERICANS WITH DISABILITIES ACT, TITLE III

Boys & Girls Clubs of Metro South does not discriminate against persons with disabilities on the basis of disability, we provide children and parents with disabilities with an equal opportunity to participate in all Club programs and services. Specifically:

- Boys & Girls Clubs of Metro South will not exclude children with disabilities in our programs unless their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program.
- Boys & Girls Clubs of Metro South will make reasonable modifications to their policies and practices to integrate children, parents, and guardians with disabilities into their programs unless doing so would constitute a fundamental alteration.
- Boys & Girls Clubs of Metro South will provide appropriate auxiliary aids and services needed for effective communication with children or adults with disabilities, when doing so would not constitute an undue burden.
- Boys & Girls Clubs of Metro South will generally make their facilities accessible to persons with disabilities. Existing facilities are subject to the readily achievable standard for barrier removal, while newly constructed facilities and any altered portions of existing facilities must be fully accessible.

Boys & Girls Clubs will not assume that a child's disabilities are too severe for the child to be integrated successfully into our programs. Our Youth Resource Director will make an individualized assessment about whether it can meet the particular needs of the child without fundamentally altering the program. In making this assessment, we will work with parents or guardians and any other professionals (such as educators or health care professionals) who work with the child in other contexts.

Parents/guardians reserve the right to appeal a decision regarding their child's acceptance in the program by a formal hearing with the Club's Vice President of Youth Development & Vice President of Operations. Contact information for leadership can be found on the Club's website. An appeal hearing will be granted upon formal email request within two business days. Other questions relating to the Boys & Girls Clubs of Metro South standard operating policies regarding youth with disabilities can be directed to the Club's President & CEO.

SOCIAL EMOTIONAL LEARNING (SEL)

In addition to one-on-one case management and small group therapy provided by Club Youth Resource Directors, SEL programming is interwoven throughout daily program offerings for members of all ages. Using a multi-pronged approach, Club staff leverage evidence-based targeted curriculum such as SMART Girls and Passport To Manhood, personal mentor relationships with staff and outside resources and presenters to ensure members' emotional needs are being met. Youth Resource Directors and Club Senior Leaders conduct Listening Sessions and Pulse Checks throughout all programs periodically during the year to collect and analyze data and trends around member mental health and Club engagement.

MEMBER EXPECTATIONS

- Treat others as you would want to be treated.
- Asking for money from staff or other members is not allowed.
- Keep your body to yourself.
- Members must stay in their assigned group at all times.
- RESPECT yourself, other members, the staff, and your Clubhouse. Members are required to check in and out at our Member Services desk. Borrowing, lending, or trading of any items including, but not limited to; money, game cards, and toys is not permitted.
- Youth must be in designated areas only and under the supervision of an adult staff member or approved volunteer.
- Closed-toed shoes are highly recommended for program safety.
- Eating and drinking is allowed in designated areas only. For the safety of our members and potential food allergies, no outside food is permitted other than packed lunches for meal purposes only. No food may be ordered from outside vendors!

DRESS CODE

- Clothing worn inside the Club should be appropriate.
- Pants must be worn at or above the waist.
- Open cubbies are provided for members to store belongings.
- Members should wear clothing that does not create a disruption. Items with provocative, offensive or violent images/slogan are prohibited.
- Items advertising alcohol or tobacco products are prohibited.
- We embrace youth self expression, however, leadership staff may ask youth to change if clothing is detrimental to the Club experience.

BEHAVIOR SUPPORT POLICY

At BGCMS, youth mental health is our priority. We understand youth experience challenges, barriers, and exposure to difficult situations every day. We believe that a Culture of Care rests upon three pillars: physical safety, psychological safety, and cultural safety, ensuring that every individual feels valued, respected, and embraced for who they are.

Behavior support begins with safety. When people do not feel physically and emotionally safe, they may react to situations from a place of survival rather than logic and reasoning. Often, this can lead them to make reactive decisions that are motivated by strong emotions and stress responses, rather than behavior choices that are safe, healthy, and build relationships.

For example, imagine you are walking to your car alone at night and you hear a loud noise behind you. Immediately, your brain decides if you should fight off the danger (fight), run away (flight), or freeze in fear. During a stress response, your brain is not reacting from a place of logic but rather survival. This is an instinctual, protective mechanism your brain uses to keep you safe.

This also holds true with youth. When youth do not feel emotionally or physically safe, they are often unable to make healthy, rational decisions that follow Club rules and expectations.

Behavior is an observable action and form of communication.

- *Behavior is an action you can see or hear.* For example, observable behavior includes words, posture, tone, facial expressions, and other body movements.
- *All behavior is communication.* Humans communicate the way they think, feel, and experience their behavior through their environment. For example, if you see a youth walking away with their head down, this observable action may indicate the youth needs support.

Behavior is rooted in culture. Human's background and how parents/caregivers reacted to behavior has shaped our ideas of what is "acceptable" and "unacceptable." For example, in some cultures making eye contact with adults is viewed as disrespectful, while in other cultures it is viewed as respectful.

BEHAVIOR SUPPORT POLICY CONTINUED

At BGCMS, we follow the BGCA 5 Guiding Principles of Support:

1. All behavior is communication.
2. All youth are in the process of learning how to cope with demands, recognize emotions, and navigate interactions.
3. Everyone interprets behavior through their cultural lens, upbringing, and experience.
4. Youth behavior provides an opportunity to learn how youth respond to their environments and the skills they are developing.
5. Behavior support is a team approach with parents/caregivers and supportive adults in a youth's life.

Behavior Support is a process of understanding what youth are communicating with their actions and using that information to adjust their environment and teach skills that promote positive behavior.

- Behavior support involves understanding what youth are communicating through their behavior. For example, if a youth raises their voice and leaves the room following an interaction with a peer, you may interpret that to mean their interaction with their peer upset them.
- Behavior support involves using what we understand about the youth's behavior to shape how we respond to it. For example, this may mean checking in with a youth to see what kind of support they need and adjusting your behavior and expectations based on their needs.

BGCMS Positive Behavior Support:

- Understanding there is no such thing as bad youth
- Understands that youth do well if they can, not if they want to
- Takes into account equity and cultural differences
- Understands individual youth needs (i.e., responds to individual differences among youth with insight and sensitivity), providing reasonable accommodation when able
- Is explicit, reasonable, and timely
- Is logical, consistent, developmentally appropriate, and considerate of the circumstances
- Relies primarily on supportive environments, staff relationships, and positive youth development as prevention
- Ensures parent/caregiver and youth voice in the creation of management plans

BEHAVIOR SUPPORT POLICY CONTINUED

- Increases the youth's awareness of the impact of their behavior and provides an opportunity to take full responsibility for it
- Builds a sense of community and its capacity for resolving conflict and maintaining a positive culture
- Teaches youth responsibility, regulation, and how to solve their own problems
- Tries to get at the root of the need behind the behavior
- Utilizes Trauma Informed Care by prioritizing physical and emotional safety, stability and predictability, equity, empowerment and choice, and connecting with the positive adult mentor
- Recognizes that staff and Clubs need to examine, with a Trauma Informed lens, our environments, expectations, and communication to ensure we are truly setting our youth up for success

Club behavior support and response procedures take into consideration:

- Impact on the youth expressing behavior (loss of dignity, extreme emotional duress, threat of harm to self)
- Impact on other youth or staff (physical harm, emotional harm, loss of property)
- Impact on the program (loss of ability to run programs, maintain safe and positive culture)
- Duration/frequency
- Age and developmental level of youth
- Individual circumstances and the experience of the individual youth, including Adverse Childhood Experiences, or ACEs, as well as their strengths
- Documented disability that impacts their behaviors or responses
- The Club's ability to provide reasonable accommodation
- The experience of the larger Club community

Behavior responses or practices that are never acceptable at the Club:

- Restraint and seclusion
- Withholding of basic needs (food, water, bathroom use)
- Any form of physical punishment, including push-ups, running laps, or writing sentences
- Verbal abuse (berating, taunting, name-calling)
- Emotional abuse (belittling, threatening, shaming)

BEHAVIOR SUPPORT POLICY CONTINUED

- Negative behavior/group management looks like:
- Punishing a whole group for the actions of a few
- Yelling
- Excluding a youth from a program in a “time out” other than to calm down, regulate, or take a break for safety
- Having a group of youth “owe the staff time” and sit in silence
- Calling a youth out in front of a group or making a negative example of them
- Sending a youth to a Regulation Station or Front Desk as a form of punishment

Level 1	Response/Support
Minor, low impact to the Club. Very low risk of harm. Support is put in place to ensure a safe and positive Club environment and to prevent behavior escalation. Redirection of youth to establish Club structure and expectations.	Safety Management • Reinforce, remind, and re-teach behavioral expectations. • Set and post clear expectations in every program area that are referred to continuously. • Allow youth to take a break in a quiet area or with a staff member.
<i>Behavior Examples:</i> • Running in the hallways • Bickering or arguing with peers or staff • Swearing/inappropriate language • Losing temper while playing a game or engaging in an activity and banging the table • Isolating other youth • Using bathroom or water trips as an opportunity to linger at the front desk or other undesignated area • Linger in the hallways without returning to group • Disrespecting personal space (ie. Hanging on another youth or staff)	Appropriate Responses *At this level, responses are led by YDPs • Provide reminders and redirection • Staff led-collaborative problem solving and conflict resolution with youth. • Review expectations. • Change of activity. • Temporary loss of specific Club privileges. • Developmentally appropriate, logical consequences (youth cleans a mess or repairs a problem that they actively engaged in creating).

BEHAVIOR SUPPORT POLICY CONTINUED

Level 1	Response/Support
	Communication • YDPs should share observations and concerns about minor behaviors with their Program Director or Site Coordinator who will determine the need for family contact or additional Club support. • 3 + minor behaviors of the same nature could be escalated to a Level 2 Incident as determined by the Program Director or Site Coordinator
	Documentation • Use the BGCMS Behavior Report Form to document ongoing behavior and ask Program Director/other applicable Club leadership staff to provide communication with the families if you are finding the need to redirect or re-teach expectations multiple times.
	Tools: • Positive Club Environment Toolkit (Group Agreements Guide, Emotional Check-Ins, Meta Moments, Restorative Roadmap) • Transitions Playbook • Family Engagement Toolkit • Program Basics • Trauma-Informed Program Checklist • BGCMS Special Accommodation sheet • Club Expectations in every program area • Hall passes • BGCMS Behavior Report

BEHAVIOR SUPPORT POLICY CONTINUED

Level 2	Response/Support
Moderate impact on the Club. Behavior has the potential to cause emotional or physical harm, property damage, or disruption of the Club environment if continued. Increasing supports are put in place to prevent behavior escalation. Redirection of youth to establish Club structure and expectations.	Safety Management • Reinforce, remind, and re-teach expectations. • Set and post clear expectations in every program area that are referred to continuously. • Allow youth to choose to take a break in a quiet area, with a YDP (as ratios allow), Club Director, or Coordinator.
<i>Behavior Examples:</i> • Pushing someone out of the way in line • Throwing an item in frustration • Disrupting the program activity • Youth refusing to follow staff member's reasonable requests • Youth mutually inappropriate joking and name calling • Not following the bathroom policy (one child at a time)	Appropriate Responses *At this level, responses are led by Site Coordinator or Program Director • Staff-led collaborative problem solving and conflict resolution with youth. • Club Directors will review previous BGCMS Behavior Reports for repeated incidents or concerning patterns/behaviors and confer with Youth Resource Director as needed. • Temporary loss of specific Club privileges. • Developmentally appropriate logical consequence (Youth apologizes to staff and affected peers, picks up what they threw, etc.) • 2+ moderate behaviors of the same nature could be escalated to a Level 3 Incident as determined by a Club Director.

BEHAVIOR SUPPORT POLICY CONTINUED

Level 2	Response/Support
	Communication • YDPs should share observations and concerns about moderate behaviors with Program Director or Site Coordinator, who will contact the caregivers and offer additional Club support. • The Program Director will offer the option to hold a Behavior Intervention Plan meeting to process and discuss next steps for supporting the youth. Should the behavior repeat itself 2-3 times, the Program Director will indicate the youth may not return to the program until a Behavior Intervention Plan meeting has been completed. • Regarding mutually inappropriate joking and name calling, the youth and caregivers will be addressed about the inappropriateness and seriousness of the language use.
	Documentation • Use BGCMS Behavior Report form to document behavior and ask Program Director to support with having a caregiver conversation if you are finding the need to redirect or re-teach multiple times
	Tools • Positive Club Environment Toolkit (Group Agreements Guide, Emotional Check-Ins, Meta Moments, Restorative Roadmap) • Family Engagement Toolkit • Special Accommodation Sheet • Program Basics • Trauma-Informed Program Checklist • Club Expectations in every program area • Hall passes • BGCMS Behavior Report

BEHAVIOR SUPPORT POLICY CONTINUED

Level 3	Response/Support
Major impact on the Club environment, behavior causes physical or emotional harm, property damage, and/or provides a major disruption to the Club environment.	Safety Management • For unsafe behaviors: • Remain calm and assess the situation, maintain at least an arm's length distance from the youth engaging in the unsafe behavior. • Remove other youth from harm's way and remove them from the room if necessary. • Call for support from Youth Resource Director, a staff the youth trusts, or Program Director and have two staff stay with the youth, at a safe distance, for as long as possible. • Activate a Code Yellow: Shelter in Place over the walkie talkies. A Director or Coordinator will activate the code on Crisis Go • Offer controlled choices that will support the youth with feeling physically and emotionally safe. • Utilize verbal de-escalation when possible and monitor youth for signs of calming: slowed breathing, relaxed posture, talking and answering questions. • Reduce risk of harm (i.e, move youth to an open area away from things that can be thrown, moved, cover the exits to ensure they cannot leave the room, etc.)
<i>Behavior Examples:</i> • Intentional physical aggression to another Club member or staff member • Hitting, biting, kicking, purposefully shoving another youth to the ground • Behavior that causes a need to clear a room • Intentionally disparaging slurs against any race, sexual orientation, gender, religion, ethnicity, disability, or other protected class • Bullying/Intimidation (i.e. repeated events, intent to cause emotional or physical harm to the victim, power imbalance) • Running away to an out of bounds area, regardless of if they respond to immediate staff redirection • Stealing Club property or staff/youth property	

BEHAVIOR SUPPORT POLICY CONTINUED

Level 3	Response/Support
	• Call home requesting immediate pick up. Inform caregiver that should this behavior continue, our Code Purple: Mental Health Emergency Protocols will have to be activated. If caregiver does not pick up the phone, leave a voicemail and begin calling emergency contacts. • Should the caregiver or emergency contact not arrive within 20 minutes, they refuse to pick up the youth, or the youth is at risk of serious harm, activate Code Purple 911 protocol with front desk and alert on Crisis Go. • Use verbal de-escalation • Reassure everyone involved.
	Appropriate Responses *At this level, responses are led by Site Coordinator or Club Director, but interventions may include both Club level and administrative level interventions • Suspension, extended suspension, or removal from the program through our Zero Tolerance Policy (Administrative level decision). • Youth is picked up early from the Club. • Temporary loss of specific Club privileges. • Program Director led collaborative problem solving and conflict resolution with youth. • Offering referrals for additional internal and external services.
	Communication • Notify Executive Director and appropriate Senior Leadership by the end of day. Caregivers of all affected parties should be notified as soon as possible, but no later than the end of the program day.

BEHAVIOR SUPPORT POLICY CONTINUED

Level 3	Response/Support
	• The Program Director or Coordinator will inform the caregivers they are required to attend a Behavior Intervention Plan meeting, or depending on the level of severity, a Child Guidance Contract meeting, to process the incident and discuss next steps for supporting the youth to return to the Club. Program Director will indicate the youth may not return to the program until a Behavior Intervention Plan meeting or Child Guidance Contract has been completed. • The Program Director or Site Coordinator may advise the family that further consultation with Senior Leadership, Youth Resource Director, or other appropriate parties will need to occur prior to disciplinary actions and follow up. • When communicating with a family or youth regarding a slur, the rule of 2:1 will be used, with a staff member and supervisor present to support a staff member adversely affected by the slur in that conversation if they are comfortable with being present.
	Documentation • Use BGCMS Behavior Report form to document behavior and ask Program Director to have the conversation with the caregiver by the end of the day. Behavior report will be provided to Youth Resource Director for records. • Signed and completed Behavior Intervention Plan or Child Guidance Contract.
	Tools • Behavior Support Policy • BGCMS Behavior Intervention Plan template • BGCMS Child Guidance Contract • Positive Club Environment Toolkit (Group Agreements Guide, Emotional Check-Ins, Meta Moments, Restorative Roadmap) • Special Accommodation Sheet • BGCMS Behavior Report • 6 Steps for De-Escalating Concerning Behavior, or C.A.L.M Approach

BEHAVIOR SUPPORT POLICY CONTINUED

Level 4	Response/Support
Behavior is very dangerous or illegal and has the potential to cause very serious threats of harm to self or others, and/or cause major property loss.	Safety Management - For unsafe behaviors: - Remain calm and assess the situation, maintain at least an arm's length distance from the youth engaging in the unsafe behavior. - Remove other youth from harm's way and remove them from the room if necessary. - Call for support from Youth Resource Director, a staff the youth trusts, or Program Director and have two staff stay with the youth, at a safe distance, for as long as possible. - Activate Code Yellow: Shelter in Place over the walkie talkies. A Director or Coordinator will activate the code on Crisis Go. Should the youth have exited the building, 911 should be contacted as well as the primary adult on the youths account. - Offer controlled choices that will support with the youth feeling physically and emotionally safe. - Utilize verbal de-escalation when possible and monitor youth for signs of calming: slowed breathing, relaxed posture, talking and answering questions.
<i>Behaviors</i> - Leaving the Club property without permission - Use/possession of a weapon or weaponized - object (potential for serious harm) - Threatening harm with a weapon, even if said weapon does not exist - Use/possession of alcohol, drugs, vape - Repeated usage of intentional disparaging slurs against any race, sexual orientation, gender, religion, ethnicity, ability status, or other protected class - Any physical aggression that results in medical treatment - Arson - Touching someone else's genital areas (Intentional- Not developmentally appropriate)	

BEHAVIOR SUPPORT POLICY CONTINUED

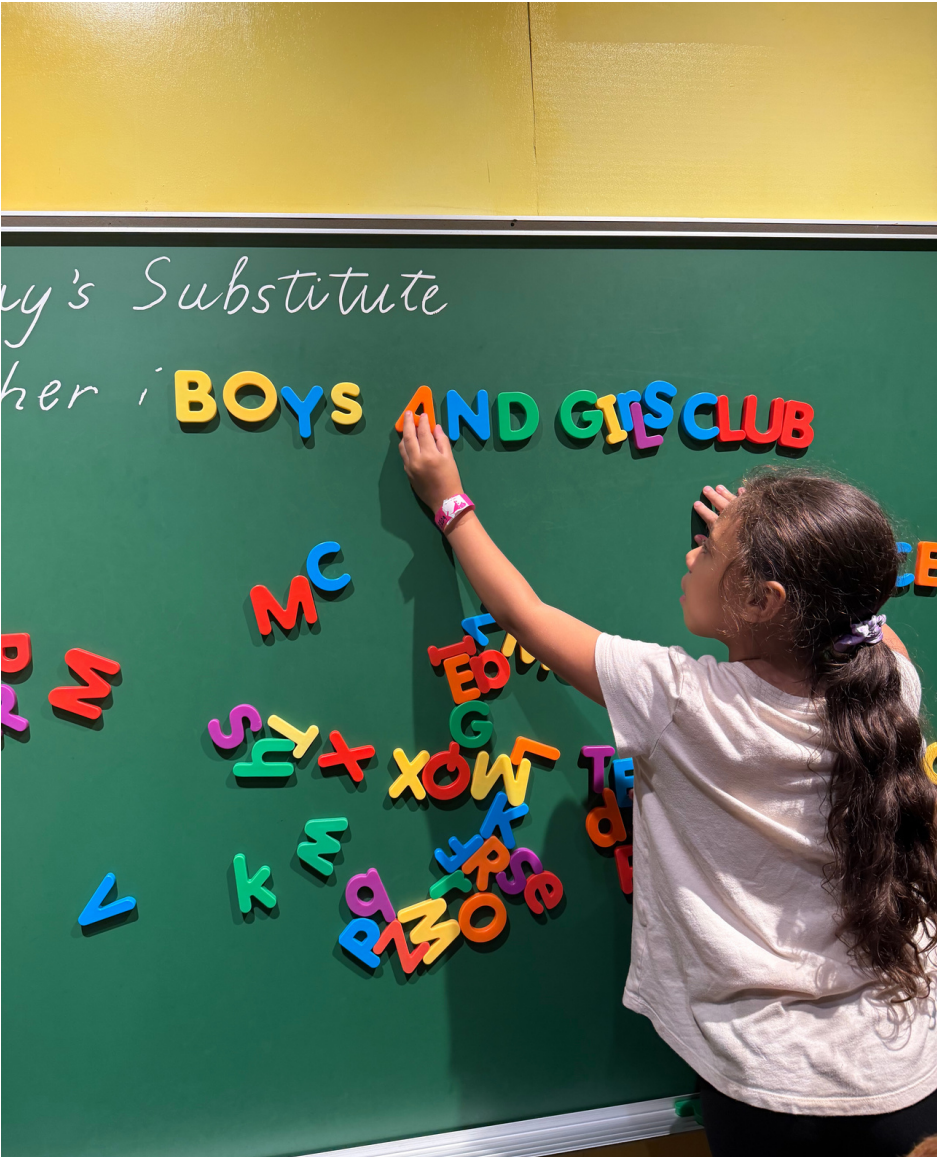
Level 4	Response/Support
	◦ Reduce risk of harm (i.e, move youth to an open area away from things that can be thrown, moved, cover the exits to ensure they cannot leave the room, etc.) ◦ Call 911 if there is serious threat of ◦ imminent harm to any individual that ◦ cannot be safely mitigated by staff ◦ members (Violent behavior, presence ◦ of weapons, bomb/weapon threats, etc.) of if there are injuries or medical emergencies) ◦ Call home requesting immediate pick up. Inform caregiver that should this behavior continue, our Emergency Protocols will have to be activated. If caregiver does not pick up the phone, leave a voicemail and begin calling emergency contacts. Should the caregiver or emergency contact not arrive within a 10 minutes, they refuse to pick up the youth, or the youth is at risk of serious harm, activate emergency protocol with front desk and alert on Crisis Go. ◦ Reassure everyone involved.
	Appropriate Responses *At this level, responses are led by Site Coordinator or Club Director, but interventions may include both Club level and administrative level interventions. • Suspension, extended suspension, or removal from the program through our Zero Tolerance Policy (Administrative level decision). • Youth is picked up early from the Club. • Temporary loss of specific Club privileges. • Program Director led collaborative problem solving and conflict resolution with youth. • Offering referrals for additional internal and external services.

BEHAVIOR SUPPORT POLICY CONTINUED

Level 4	Response/Support
	Communication • After the immediate threat has passed and youth has been picked up, the Executive Director, Youth Resource Director, and Program Director will collaborate on next steps. Appropriate intervention may include contacting law enforcement and first responders. The Club Director will communicate with caregivers that the youth may not return until Club staff can meet internally regarding the incident and discuss next steps. Next steps may include: ◦ Suspension, extended suspension, or termination from the program for 1 calendar year starting the day of the incident (Administrative level decision). Prior to the youth renewing their membership after the 1 calendar year, a caregiver conference must be held prior to membership being approved. ◦ Referral for additional internal and external services.
	Documentation • Use BGCMS Behavior Report form to document behavior and ask Program Director to have the conversation with the caregiver by the end of the day. Behavior report will be provided to Youth Resource Director for records. • Signed and completed Behavior Intervention Plan or Child Guidance Contract.
	Tools • Behavior Support Policy • BGCMS Behavior Intervention Plan template • BGCMS Child Guidance Contract • Positive Club Environment Toolkit (Group Agreements Guide, Emotional Check-Ins, Meta Moments, Restorative Roadmap) • Special Accommodation Sheet • BGCMS Behavior Report • 6 Steps for De-Escalating Concerning Behavior, or C.A.L.M Approach

BEHAVIOR SUPPORT POLICY CONTINUED

** Behavior support is not a one-size-fits-all approach; while these policies and procedures provide a general framework, each situation will be evaluated individually, and support will be tailored to meet the unique needs of the youth involved.*



ZERO TOLERANCE POLICY

BGCMS maintains a Zero Tolerance Policy for behaviors or actions of youths and caregivers that jeopardize or threaten the health and safety of club members and staff and cannot be risked being repeated. These behaviors may be grounds for immediate dismissal from all club services for one calendar year, starting on the date of termination. Reinstatement of a child's membership can be explored one year from the date of being revoked, pending a caregiver meeting to explore returning to the program, should there be a documented change in behavior from the direct party or third-party service providers. The intensity of the behavior may indicate that the Club reserves the right to not re-enroll the youth even after one calendar year. Staff and youth will work collaboratively to establish, review, and uphold Community Commitments designed to always ensure a safe environment for all members.

BEHAVIOR PLANS

Should there be any unsafe incidents that occur during programming, there will be a follow-up conversation from the Program Director to keep parents/ guardians informed. Any behaviors that fall under our Major or Serious behavior categories and re-occur 2-3 times will result in documented behavior reports.

Up to 2 behavior reports within a specified period may lead to a parent/guardian meeting to create a Behavior Intervention Plan (BIP), which will list in detail the actions staff can take that work specifically for that child to prevent and support in the moment when behaviors transpire. Resources and community support will also be offered during the meeting.

If unsafe behaviors persist up to 2-3 documented incidents after the creation of the BIP, a parent/guardian meeting will be scheduled to discuss a Child Guidance Contract, which will detail the behavioral expectations of the child and staff response pertaining to the concerning behaviors. This meeting is to determine if our programming is the best fit for the child, while keeping our priority of the safety of the child and the rest of the members in mind.

Continued unsafe behavior that continues to create an unsafe environment for the members, fellow members, and/or staff will result in a child's membership being revoked in accordance with the terms listed on the Child Guidance Contract. This decision will be at the discretion of the senior management team. This decision is not taken lightly and will be a collaborative discussion between all parties.

This decision may be appealed within 30 days of the incident and must be made in writing to the Vice President of Program Impact, indicating a grievance with the incident based on the BIP and the Child Guidance Contract.

Reinstatement of a child's membership can be explored 1 year from the date of being revoked, pending a parent/guardian meeting to explore returning to the program, should there be a documented change in behavior from the direct party or third-party service providers.

PARENTS & VISITORS

Boys & Girls Clubs of Metro South values the health and safety of our members. All volunteers or interns working with our members undergo background checks. All adults (including parents/guardians) who are not volunteering are NOT permitted to be in program spaces without staff supervision.

Parents/guardians picking up members from the Club should stop at the Member Services Desk so their member can be escorted to the dismissal area.

We do make exceptions for parents and guardians who stay for session based aquatics or athletics programs. Those who are staying for these programs must follow these rules:

- Remain in the designated program area (gymnasiums, Aquatics Center) at all times.
- Sign-in upon entry, provide a photo ID, and wear a visitor badge.
- Utilize staff/adult bathrooms during your visit.
- Visitors must be escorted by staff while traveling throughout the building.

The Boys & Girls Club of Metro South welcomes the opportunity to collaborate with community partners and services assigned to our members, such as therapists, ABA services, and other various Community Service Agency programs, into the Club. Providers with a valid license to practice are allowed to meet with our members to deliver their services one-on-one without BGC direct supervision, pending:

- A signed and current Release of Information or written documentation from the member's legal caregiver.
- Valid license provided to the front desk to be scanned through our Raptor system for a CORI check.
- Once cleared by the Raptor, the provider will receive a Visitors Pass that they must wear at all times on the premises.



FIELD TRIPS

Occasionally, Club members are invited to participate in off-site activities. Generally, Club vans are used for transportation. Permission slips are always required and provided to parents/guardians in advance of trips.

CLUB CLEANLINESS

Members and staff will be responsible for Clubhouse cleanup.

PHOTOGRAPHS

Boys & Girls Clubs of Metro South occasionally uses photos and/or videos of members and activities for marketing and publicity purposes. Photos use includes but is not limited to the following: newspaper, social media, flyers, internet, brochures, etc.

If you do not want your member to be photographed for the purposes listed above, please be sure to indicate this desire on your child's membership application.

WAVE SYSTEM POLICY

The Wave system has been utilized since Summer of 2022. This system will be used by all Camp/Childcare groups, Pool Birthday Party Rentals, Pool Club Members, Taunton Clubhouse members and swim lesson participants who are 15 years old and under.

Wave is an electronic monitoring system that the Club has purchased to increase swimmer safety. The system works with wearable headbands that must be worn by all swimmers 15 years old or younger, regardless of ability (deep-end swimmers must wear). Lifeguards are equipped with fit bit style watches that will buzz when a swimmer is submerged for more than 20 seconds. The Pool Deck will also be equipped with a loud speaker that will buzz when a swimmer submerges for longer than intended (40 seconds).

WAVE will allow for the 20 second interval to be adjusted. This time will be determined by the Club leadership team.

All swimmers coming to the pool for the first time 15 years old or under must also take appropriate swim tests (~~Shallow or Deep~~) and follow swimming requirements based on ability shown in the swim test.

Any parents who are concerned about their child having to use the system at the pool should be directed to the Aquatics Director or Camp Director.

Notes:

- Electronic monitoring does not replace the need for lifeguard scanning and surveillance. This technology is being implemented to enhance lifeguard scanning.
- A small number of exceptions may be made for members with sensory issues. These exceptions will be made by the aquatics director/leadership team.
- Swimmers who are caught removing or initially deceiving the WAVE headband should be subject to normal pool disciplinary action. Warning - Second Warning - Timeout.
- Staff in the pool swimming will be asked to wear the headbands in order to model behavior for campers and members.
- Club leadership and marketing will engage a campaign to educate parents on the WAVE system. This should include information emails, a letter from Camp/ Club leadership and a zoom Q&A for parents with the Aquatics Director or our Club leadership.

CORE PROGRAM OFFERINGS

As a chartered member of Boys & Girls Clubs of America, we use the national organization's Formula for Impact model that focuses on the priority outcomes of Academic Success, Health & Well Being, Life & Workforce Readiness, and Character & Leadership.

Within these core areas, we engage our kids through academic support services, career exploration, the arts, community service opportunities, leadership development, daily fitness and recreation, and more. Throughout our history, we have implemented a combination of Boys & Girls Clubs of America chartered programs along with activities we design ourselves to best suit our Club members. Today, our core programming areas include:

Academic Success

Academic success programs foster a love of learning and enable youth to become proficient in basic educational disciplines, apply learning to everyday situations and embrace technology to achieve success in a career.

Character & Leadership Development

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.

Health & Well Being

Our programs in Healthy Lifestyles nurture our members' well-being and develop their capacity to set and reach personal goals, make meaningful contributions to their community, and build strong foundations for healthy futures.

Life & Workforce Readiness

Through robust financial literacy education, college and career exploration services, paid internship placements, and postsecondary scholarship opportunities, our Clubs offer teen members practical, hands-on services that empower them to envision, plan for, and pursue successful futures.

Creative Expression

Programs which promote creative expression enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts, and creative writing.

Sports & Recreation

Sports and recreation programs develop fitness, positive use of leisure time, skills for stress management, appreciation for the environment and social skills.

ACADEMIC SUCCESS

Our programs in Academic Success help to provide our youth with the skills and resources they need to succeed in the classroom, apply learning to everyday situations, and embrace 21st Century technology to achieve career success.

At Boys & Girls Clubs of Metro South members engage in educational programs and receive support services that assist in improving their academic performance, creativity, and critical thinking skills.

The [Learning Center](#) at our Brockton Clubhouse and the [Robert F. Stoico FIRSTFED Charitable Foundation Educational Achievement Center](#) at our Taunton Clubhouse are enriching environments that reinforce the importance of education and aim to inspire a lifelong love of learning in our members.

Daily homework help and tutoring is provided to our members between the ages of 5-12 through our [Power Hour](#) program, and members in grades 8-12 receive their own academic support services in our designated Teen Centers. [STEM \(Science, Technology, Engineering, and Math\) Education Programs](#)

Our STEM education programs provide our members with an integrated, experiential approach to learning and applying concepts which will prepare them to solve complex problems today and in the future. The ultimate goal of our STEM programming is to help meet the educational needs of our members by supplementing and reinforcing what they learn during the school day.

High-Yield activities are a staple of our STEM education programs and are designed to pique our members' interest in STEM topics through fun, hands-on experiments, nature walks, hydroponic gardening, weather observation and measurements, simple chemistry projects, and more in our state-of-the-art [STEM Labs](#).

LIFE & WORKFORCE READINESS

As part of our commitment to supporting youth through their transitions to adulthood, we provide a comprehensive suite of academic programs designed to prepare our teens to achieve their goals and become successful, productive young adults. Our Clubs are constantly working to forge and strengthen dynamic partnerships with local schools, businesses, and community organizations. We also work closely with local business in a wide variety of industries to cultivate opportunities for guest speakers,

LIFE & WORKFORCE READINESS CONTINUED

field trip locations, and other career exploration experiences and connections for our members. We seek to further engage these partners as internship host sites that will give Club teens hands-on experience in their chosen career paths.

College Access & Career Exploration

Many of our academic success programs are designed specifically to service teen members and are implemented in our dedicated Teen Centers which are open to members in grades 8-12.

As members transition to high school they received additional support in researching their options for the future and applying to college or trade schools and in preparing to enter the workforce. In addition to assisting members with completing college essays and applications, our staff of teen-focused youth development professionals take members on college tours and help with applying for financial aid and scholarships.

Our [Work-Based Learning & Education](#) programming (WBLE) helps teen members acquire the necessary skills for entering the workforce, from professional etiquette to resume writing and interview practice. After completing the educational training component of the WBLE programming, members are placed in jobs in the community or at the Club to help them gain real-life work experience.

Our [Money Matters](#) financial literacy program provides our younger members with the knowledge and skills they need to form positive financial habits and become fiscally responsible and successful young adults. The program uses interactive activities to help educate members about topics such as budgeting, managing a checking account, investing, and paying for college.

Our [Diplomas 2 Degrees](#) college readiness program assists Club members as they work toward high school graduation and prepare for post-secondary education and career success.

CHARACTER & LEADERSHIP

Our program offerings in Character & Leadership development are designed to help our members acquire the skills and knowledge to make a difference in their communities and create brighter futures for themselves in the process. These programs help members foster a positive sense of self, develop new ways of communicating their perspectives, increase their capacity to understand the ideas and feelings of others, and explore societal and personal values.

High standards of conduct, personal responsibility, and honoring commitments to others are encouraged and recognized through our [Member of the Month](#) and [Youth of the Year](#) programs. Our annual Youth of the Year competition is aligned with the Boys & Girls Clubs of America National Youth of the Year program, which honors the extraordinary achievements of teen Club members.

Through service learning programs like [Torch Club](#) (ages 11-13) and [Keystone Club](#) (ages 14-18) our youth are empowered to support and influence their Club, sustain meaningful relationships with their peers, act as role models for younger members, and make a positive impact on their community. Our caring staff provides mentorship that helps kids to develop a positive self-image and learn to respect their own and others' cultural identities.

Positive Social-Emotional Development is one of our most important goals for our members. Social-emotional development improves youth's readiness to learn, self-confidence, behavior, academic performance, and overall personal development. Socially and emotionally competent youth are better prepared to navigate the world around them and are more likely to succeed in school, at the Club, and in life.

[Passport to Manhood](#) engages adolescent boys in discussions and activities that reinforce character, leadership, and positive behavior as they make the transition from childhood to manhood.

[SMART Girls](#) helps adolescent girls explore their attitudes and values as they build skills for eating right, staying physically fit, getting good health care, and developing positive relationships with peers and adults.

HEALTH & WELL BEING

Our programs in Healthy Lifestyles nurture our members' well-being and develop their capacity to set and reach personal goals, make meaningful contributions to their community, and build strong foundations for healthy futures.

We provide nutritious meals to our youth each evening during the academic year and breakfast and lunch during the summer months to ensure that all youth have the fuel that they need to fully engage in programming. Each day we serve meals to nearly 400 of our members, totaling more than 150,000 meals served annually. In addition to meal service, we work to teach our members how to choose healthy foods when they are not at their Club and to make the connection between eating well and feeling well.

Alongside healthy meals and nutrition education, we provide our members with productive, safe, and fun opportunities for physical activity. We develop our members' capacity for teamwork and collaboration through team sports and group gym activities while increasing their daily physical activity to support their overall well-being.

CREATIVE EXPRESSION

At our Clubs we enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts, and creative writing. Our members engage in the programs which empower them to express themselves, build confidence, and build communications skills.

Our visual arts programming encourages members to express themselves through drawing, painting, and photography. Members have the opportunity to display their artwork throughout the Clubhouse and even exhibit their creations at local galleries and at BGCA's [National Fine Arts Exhibit](#).

We are proud to be a [Music & Youth Initiative](#) partner site with a full recording studio located in the Teen Center at our Brockton Clubhouse which offers members opportunities to learn all aspects of music production - from building instrumental skills, to song composition, to recording and performing.

SPORTS & RECREATION

Sports and Recreation programs are designed to help keep our members active while promoting a positive use of leisure time, developing their athleticism, teaching them skills for stress management, and strengthening their social skills through their participation in team-oriented activities. We offer many organized Club & Travel Sports Leagues including: basketball, floor hockey, soccer, and volleyball. Team sports help our members develop a sense of belonging and commitment to others. They also teach our members how to set goals and work together to achieve milestones through persistence.

We believe that swimming is an essential life skill, and that all youth should have access to affordable swim lessons to ensure that they are safe in and around water. As such we offer numerous [Aquatics](#) programs for youth 6 months and older to teach the basics of water safety and survival. Water play provides a rich sensory experience for children and is important for the development of a child's sensory integration.

Our Aquatics staff are dedicated to safety in and around water for every Club and staff member. All Aquatics staff are trained in lifeguarding, CPR/AED, First Aid & Emergency Oxygen. We have monthly in-service trainings that focus on different areas of risk and prevention, and practicing skills and scenarios. All swimmers are tested and marked according to their appropriate levels of ability. Non-swimmers must wear a personal flotation device. Appropriate bathing attire must be worn. Any child with open wounds, bandages or communicable diseases will not be permitted to swim. Small scrapes and Band-Aids are allowed.



BOYS & GIRLS CLUBS
OF METRO SOUTH

Club Support Center

19 Court Street
Taunton, MA 02780
508-812-3119

Brockton Clubhouse

233 Warren Avenue
Brockton, MA 02301
508-584-5209

Enos | Ricciardi Family Clubhouse

15 Court Street
Taunton, MA 02780
508-738-9009

Taunton Clubhouse

31 Court Street
Taunton, MA 02780
508-824-4341

Camp Riverside

388 Harvey Street
Taunton, MA 02780
508-824-3311

bgcmetrosouth.org