

GREAT FUTURES START HERE.



BOYS & GIRLS CLUBS
OF ANNAPOLIS &
ANNE ARUNDEL COUNTY



PARENT HANDBOOK

This handbook is designed to inform parents and members of the policies and procedures of the Boys & Girls Clubs of Annapolis & Anne Arundel County (BGCAA). It contains rules by which the Club operates and contains helpful information which will make your child's experience more enjoyable.

BGCAA is a youth development organization dedicated to promoting health, social, educational, vocational and character development in our members and community. Our goal is to help youth improve their lives by building self-esteem and the values & skills needed to be successful members of our community, both now as children, and in the future as adults. These principles are a proven formula that has made the Boys & Girls Club successful for over 130 years.

On behalf of the Board of Directors, the Staff and members...

Welcome to the Club!

WWW.BGCAA.ORG

Founded in 1988 the Boys & Girls Clubs of Annapolis & Anne Arundel County (BGCAA) serves more than 2,200 youth a year from the ages of 6 to 18 in six full-service Clubs throughout Anne Arundel County. Clubs are open every day after school and during school holidays, when youth most need productive outlets and a safe place to learn and grow. BGCAA ensures success is within reach for every young person in Anne Arundel County.

Our Mission

To inspire and enable all young people, especially those who need us most, to realize their full potential as productive, responsible and caring citizens.

Our Vision

To provide opportunities and experiences to the youth of Annapolis & Anne Arundel County while emphasizing life skills, helping prepare them for a better future.

Our Values

We Believe ...

We are accountable to our club members and the youth that we serve.

We are committed to doing the best, being the best and expecting the best.

Our programs provide quantifiable outcomes that prove we are making changes in attitude, aptitude and the behaviors of our members. Programs must be safe and fun while providing positive relationships and having high expectations and recognition.

All decisions will be based on our mission.

Our Commitment

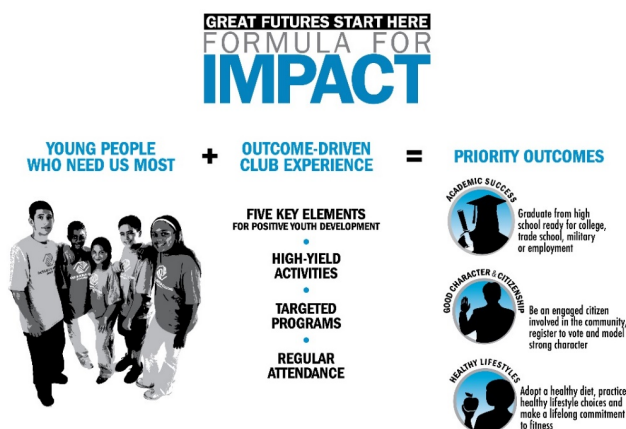
The Boys & Girls Clubs of Annapolis & Anne Arundel County is a youth development organization dedicated to promoting the social, educational, vocational and character development of our members and community. Our goal is to help youth improve their lives by building self-esteem and the values & skills needed to be successful members of our community, both now as children, and in the future as adults. These principles are a proven formula that has made the Boys & Girls Clubs successful for over 130 years.

FORMULA FOR IMPACT

BGCAA has adopted Boys & Girls Clubs of America "Great Futures Vision":

Provide a world-class Club Experience that assures success is within reach of every young person who walks through our doors, with all members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship, and living a healthy lifestyle.

To see this vision become a reality, we have developed the Formula for Impact, a research-based theory of change that describes how individual Clubs and the Movement as a whole will increase our impact - exponentially - on the young people of America. It is a roadmap for all Clubs to use to ensure that members have a life-changing Club Experience, and leave the Club knowing they will have a great future.



Club Locations

Wiley H. Bates Heritage Park Flagship

121 South Villa Avenue
Annapolis MD 21401
Tel: 410-263-2542

Admiral Oaks

417C Captain's Circle
Annapolis, MD 21401
Tel: 410-280-1371

Bywater

1903 Copeland St
Annapolis, MD 21401
Tel: 410-269-7648

Freetown

7820 Darell Henry Ct.
Pasadena, MD 21122
Tel: 410-437-0880

Heritage Overlook

125 Loyd Lane
Glen Burnie, MD 21061
Tel: 443-628-5501

Meade Village

1710 Meade Village Circle
Severn, MD 21144
Tel: 410-551-9241

HOURS OF OPERATION

(These hours are typical; however, they may change as needed)

SCHOOL YEAR

Monday through Friday

2:00 PM - 7:00 PM

Office Hours: 11:00 AM – 2:00 PM

Administration Hours: 9:00AM – 5:00PM

EARLY DISMISSAL SCHOOL DAYS

1:00 PM - 6:00 PM

SCHOOL CLOSING

9:00 AM – 5:00 PM

SUMMER CAMP

Monday through Friday

9:00AM-5:00PM

Before and Aftercare may be available

CLUBS CLOSED:

New Year's Day; Good Friday;
Memorial Day; Independence Day; Labor Day.
Thanksgiving Day & the day after;
Christmas Day & the day after

Dates and times are subject to change. Additional closings due to special events, weather, etc. are subject to be added as advised.

WEATHER POLICY

- **School Closings:** If AACPS (Anne Arundel County Public Schools) is closed for the day, the Clubs are closed for the day.
- **Early Dismissal:** If AACPS activates early dismissal due to inclement weather canceling afterschool programs before 12noon, Clubs will be closed as well as no transportation program. Notifications from AACPS after 12noon – Clubs will remain open until 5pm.

Club Membership

The BGCAA is a non-profit, membership-based organization. The Club is a youth activity center that offers engaging youth development programs. Boys & Girls Club membership is open to all boys & girls between the ages of 6 and 18. **The safety of all Club members is our #1 priority.** BGCAA provides equal opportunity for all members to receive access to services provided regardless of race, ethnicity, sex color, sexual orientation, age disability, religion, or national origin. Participation begins with a current Club membership.

A BGCAA membership application must be completed by a parent/guardian. There is a \$25 annual membership fee which allows membership from July 1 through June 30 of the following year. Memberships must be renewed annually. Each youth registering for the first time at the Boys & Girls Club will be required to show age verification in the form of a certificate of birth.

SAFE PASSAGE POLICY

Club Members:

- Must log in and out each day through BGCAA online membership system.
- May not leave the Club unescorted unless it is included on their membership application with parent/guardian consent.
- After logging out for the day, Club members will not be permitted to return to the Club until the following day, unless advance approval is given from the Club Director. For example, Members who leave the Club for a doctor's visit or other emergency may be allowed to return at the discretion of the Club Director.

Parents/Guardians:

- Must retrieve child/children from the club or identify and authorize additional contacts (18 years of age or older), who may pick up their child/ children.
- May provide written authorization for children 11 and older to leave the Club unescorted.
- Must provide written authorization for children 12 and older to escort their younger sibling/family member, under 11.
- Parent/Legal guardian(s) of Club members must make any necessary changes to the membership application in person at the Club member's respective Club.

CLUB BEHAVIOR GUIDELINES

All Club members are expected to abide BGCAA Code of Conduct as well as rules and regulations. A violation of the rules/regulations may result in an appropriate disciplinary action. Every Club member is responsible for his/her own actions. **The safety of all club members is our #1 priority.**

Club Members' Code of Conduct

- Play fairly and be honest
- Be respectful of Boys and Girls Club Staff
- Say only good things about others

- Resolve disagreements in a positive way
- Be respectful of other members and their property
- Take care of your Boys & Girls Club facility and equipment
- Avoid the use of improper language
- Remove hats before entering building
- Applaud the efforts of others
- Dress appropriately always
- Smoking, drugs, alcohol, and weapons are PROHIBITED

No Tolerance on Violence Policy

Violence against another member or Club staff will not be tolerated and grounds for immediate disciplinary action. All physical violence as well as non-physical includes but not limited to cursing, use of racial slurs, name-calling, aggressive action, or group demonstration that is disruptive and interferes with Club activities.

Sexual Abuse Prevention Policy

The Boys & Girls Club of Annapolis & Anne Arundel County is committed to providing a safe and respectful environment for our members and will not tolerate any sexual abuse or sexual misconduct toward or by any member. Sexual abuse and sexual misconduct shall be interpreted to mean any sexual interaction between a child and another person (including another child) in a position of power over the child. Specific acts may include, but are not limited to inappropriate physical contact, viewing pornography, exposing oneself to another person, enticing others to expose themselves, inappropriate language, or any other behavior that is a violation of the Boys & Girls Club of Annapolis & Anne Arundel County Code of Conduct or Employee Handbook.

Reports

All incidents/accidents will be documented by Program Staff and submitted to the Area Directors. BGCAA does not give copies of its reports.

Video Surveillance

The Boys & Girls Clubs of Boys & Girls Clubs of Annapolis & Anne Arundel County recognizes that maintaining the safety and security of Club members, staff, volunteers, and Club property is best implemented with a multifaceted approach. Modern technology, including video surveillance, can provide tools to maintain safety and security. While video surveillance does not replace appropriate supervision by Club personnel, it can provide an additional layer of protection. Video surveillance, without or without audio recording capabilities, may be utilized in and around the Club facility, on Club property, and on Club transportation vehicles. Video surveillance shall be in accordance with all applicable laws pertaining to such use.

PLACEMENT AND NOTIFICATION

Video surveillance equipment may be installed in and around Club facilities, property, and vehicles. The system provides constant monitoring 24/7 (is activated and records when motion is detected). Video surveillance equipment will not be used or installed in areas where Club Members, staff, and parents/guardians have a reasonable expectation of privacy, such as locker

rooms and restrooms. Video surveillance equipment may always be in operation, whether the Club is operational and whether the facilities or buildings are in use at all. The Club will determine the operation schedule of any video surveillance equipment in its discretion. Video monitors shall not be in an area that enables public viewing. The Club shall notify Club members, parents/guardians, staff, and the public that video surveillance systems are present by signs prominently displayed in appropriate locations throughout the facilities and grounds and provide any other notification or consent as required by applicable law.

ACCESS TO VIDEO IMAGES

The use of video surveillance equipment on Club grounds shall be supervised and controlled by the CEO (Chief Executive Officer), Area Directors and Club Directors. The actual recording equipment will be maintained in an area or room that is locked and secure to only be accessed by authorized personnel. Live video monitoring may randomly occur as needed. Video data is recorded and stored digitally. Video recording data is considered confidential and secure. Access to live and video recorded data is strictly limited to the following authorized full-time Boys & Girls Club personnel: CEO, Area Directors, and Club Directors. These authorized personnel are trained on the video surveillance policy and how video data should be used during any official investigation. Video recording data may be used as evidence that a Club member, parent/guardian, staff member, volunteer, or other person has engaged in behavior that violates state or local law, policies, and/or Club rules. Video footage is subject to production by a valid subpoena or other court order.

Anti-Bullying Policy

The Boys & Girls Clubs of Annapolis & Anne Arundel County is committed to providing a safe and civil environment for all members and will not tolerate bullying at any Club activity.

Bullying shall be interpreted to mean any intentional, written, electronic, verbal or physical act that is committed with the intention of harming the victim, and is shown to be motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, physical appearance or socioeconomic status.

Staff and volunteers who observe an act of bullying are expected to take appropriate steps to intervene. If the staff or volunteer believes the intervention has not resolved the matter they shall report it to the appropriate person within the organization who will document the incident in writing, and inform the parent or guardian of the victim and/or perpetrator.

Club Directors will conduct a thorough investigation and involve the Chief Operations Officer to determine the length and scope of the bullying activity. Steps such as intervention, counseling, correction, discipline, expulsion and referral to law enforcement may be used or recommended in order to remediate the impact on the victim and change the behavior of the perpetrator.

Parent Behavior

All parents/guardians are expected to abide by the rules and regulations in relations to manners, respect, sportsmanship, and cooperation with Club staff. Parents should feel free to voice ideas, suggestions, or complaints in a professional manner without fear of reprisal or retribution. Abusive actions (verbal or physical) by parents or guardians of Club members towards other Club members

and/or Club staff will not be tolerated and may result in the parent/guardian and/or Club member being suspended or expelled from the Boys & Girls Clubs.

A Club member will not be released to any parent/guardian suspected to be under the influence of a controlled and/or illegal substance. Upon justification, members will be sent home with parent notification. If necessary, the Club will not hesitate to contact the Police or Child Protective Services. The primary concern of the Staff is always the SAFETY AND WELFARE OF EACH CHILD. Under certain circumstances state law requires notification of suspected abuse or neglect to Police, Child Protective Services, or other authorities.

Dismissal/Sign-Out Procedures

Only authorized persons, as designated on the Membership application, can pick up a Club member. For safety reasons, calls from parents/guardians are not adequate for dismissal. All Authorized persons must be 18 years of age or older and have a photo I.D. card. Parent/Guardian/Authorized Person must come into the Club to sign out the club member. The Club will not release a child to an unauthorized individual. The parent/guardian/emergency contact will be called and be required to pick up the child.

Late Fees

Late fees are as follows:

- 10-15 minutes after closing--\$15 (Per Child)
- 15-30 minutes after closing--\$30 (Per Child)
- 30 minutes or more after closing--\$100 (Per Child)

If a child has not been picked up within 45 minutes of closing and we are unable to make contact with either the parent of emergency contact, we reserve the right to contact local law enforcement and/or Child Protective Services.

Confidential Information

All individuals served by the Club and all personal information will be kept private and confidential. Disclosure will be made only under specific conditions for reasons relating to law enforcement and fulfillment of the Club's mission.

Other Youth Served/Youth Visitors

Non-member youth may be invited to tour the club, experience programming, or attend a special event for one day without a membership. This must be approved by the Club Director and an Emergency Contact card must be completed before the youth may enter the Club and participate.

Illness/Injury

If a child becomes ill or injured while in our care, the parent will be notified to come and pick up the child. You or someone you designate should pick up the child within one hour. If your child displays signs of a communicable disease (including but not limited to head lice, pink eye, stomach flu, etc.) they must be picked up immediately. Children being treated with antibiotics for a contagious disease should not return to our program until he/she has been using the medication for 24 to 48 hours.

Medication

Prescription and/or non-prescription medicine will NOT be administered or kept for Club members by any Club staff. Exceptions would be for emergency devices such as inhalers and epi-pens. Emergency plans of action forms from prescribed doctor need to be submitted and approved by the Club Director.

Dress Code

Club members are expected to dress in appropriate attire to participate in after school activities which include physical activities

The following is **NOT** acceptable

- Head coverings worn indoors (unless for religious purposes)
- Halter tops or crop tops
- Clothing and/or accessories which display emblems relating to abusive substances, sex, gangs, obscenities and/or support discrimination

Transportation Policy

Club members are expected to observe the following rules for safety and courtesy on the van/bus.

- Keep the bus neat and clean.
- No Eating or Drinking on the bus.
- Club members must sit in their assigned seat if one has been assigned by club staff.
- Stay seated & keep your seat belt fastened while the bus is in motion; keep aisles and exits clear.
- Do not extend head, arms, or objects out of bus windows

Personal Possessions, etc.

The Club IS NOT responsible for personal possessions brought to the Club. The Club DOES NOT assume responsibility for any lost or stolen items.

Personal Electronic Devices

Cell phones or items of personal technology (iPods, iPads, MP3 players, tablets, etc.) are not to be used during program hours at the Club. This includes texting, gaming, video capturing, picture taking, internet usage and the use of Facebook and or Twitter or other social media sites. If a Club member possesses personal technology, they should be silenced and kept out-of-sight inside a pocket, book bag, or purse. If these devices disrupt daily programs the item in question will be confiscated and will be released to a parent upon pick up. Boys & Girls Club employees will not be held liable for wireless communication devices that are lost or stolen.

Smoking, Alcohol or Drugs

Smoking, alcohol use or illegal drugs are prohibited at the Club or any outing or trip. The Club is a smoke-free workplace. In compliance with Maryland law, no person may smoke in any indoor area of a Club facility. In addition, smoking is prohibited on any Club premises, including Club vans or buses or while on club business and/or with Club members.

Weapons

Ownership/Possession and/or use of a weapon or replica of a weapon in the Club, on Club premises, in Club vans or buses, Club field trip or any Club activity is prohibited. Prohibited weapons include guns, bombs, explosives, and all firearms. Prohibited weapons also include axes, clubs, bludgeons, knives, artificial knuckles, slingshots, firecrackers or similar devices, mace, pepper spray, stun guns, air guns, pellet guns, and any time the purpose of which is to inflict bodily harm or to cause serious physical discomfort. Bullets and other ammunition for weapons are also prohibited. Violation of this policy will subject the Club member to immediate expulsion. All incidents involving the presence of weapons in the Club, on Club premises, in Club vans or buses, Club field trip or any Club activity in violation of federal or state law shall be reported to the appropriate law enforcement authorities.

Damage to Club Property

Parent(s) will be required to pay for damage done by their child/children to Club property.

Lost and Found

Found items may be kept in the Lost and Found. Items not claimed are given to a local charity monthly. BGCAA IS NOT responsible for lost or stolen items.

Fee-Based Programs

Some programs require an additional program fee such as field trips, summer camps, athletic leagues etc. Parents and members will be notified in advance of any additional costs required.

Refund Policy

We do not offer credit or refunds. Payment is for a designated Club Member and cannot be used by another child in your child/children's absence.

Suspension/Expulsion

BGCAA reserves the right to suspend or expel any Club member. This policy is at the discretion of the Boys & Girls Clubs of Annapolis & Anne Arundel County. The parent/guardian will be notified if his/her child is suspended or expelled from the Club. Any Club member suspended from the Club will be required to have a parent/stepparent/guardian meeting with the Club Director prior to readmitting to the Club. There will be NO refunds of any fees, including field trips, for a Club member that is suspended.

The Chief Executive Officer shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the Chief Executive Officer shall be final. The parties involved will be notified of the CEO's decision by phone or written documentation.



BOYS & GIRLS CLUBS
OF ANNAPOLIS &
ANNE ARUNDEL COUNTY

**BOYS & GIRLS CLUB OF ANNAPOLIS & ANNE ARUNDEL COUNTY
POLICY AND PROCEDURE COMMITMENT**

I have received and read the entire Boys & Girls Clubs of Annapolis & Anne Arundel County Program Policy and Procedure Manual included in this Parent Handbook and understand my commitment to the program. My child/children have read, or I have read the Manual to him/her and he/she understands the policies and procedures. We both understand that failure to follow the procedures and policies may result in termination of enrollment. We have agreed to accept the policies detailed in the Parent Handbook.

Thank you.

GREAT FUTURES START **HERE.**