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**BOYS & GIRLS CLUBS
OF METRO LOUISIANA**

Parent/Member Handbook



**Parents/Guardians & Club Members Are Responsible for Reading,
Understanding and Following the Guidelines Established in This
Packet!**

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MISSION STATEMENT

Boys & Girls Clubs of Metro Louisiana (BGCMLA) mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Our Club is dedicated to helping young people build essential life skills for a successful future. To support this mission, we have rules, policies, and a code of conduct that creates a safe, structured, and positive environment. These guidelines help members learn responsibility, respect, and accountability.

PROGRAM STRATEGY

Our Programs are designed to engage members in fun, enriching, and interactive activities. This allows members to continue essential learning experiences from the school day, as well as develop positive esteem and sense of belonging.

CORE VALUES

Our core values guide our actions and shape a positive Club environment, helping youth grow into responsible and confident individuals.

- Safety
- Excellence
- Integrity
- Inclusivity
- Adaptability
- Fun

NON-DISCRIMINATION POLICY

Our Club is committed to providing a safe, inclusive, and welcoming environment for all children. We do not discriminate based on race, color, national origin, religion, gender, gender identity, sexual orientation, disability, or any other characteristic. Every child has the right to participate fully in Club programs, activities, and services. We strive to ensure that all members feel respected, supported, and valued.

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<u>Administrative Office</u> 5509 Winbourne Ave Baton Rouge, LA 70806	<u>Regional Office</u> 320 N Carrollton Ave Ste 101 New Orleans, LA 70119
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<u>Covington Club</u> Pine View Middle 1200 W. 28 th Ave Covington, LA 70433 Courtney McClure, Club Director courtney@bgcmetroloouisiana.org (225) 733-1490	<u>Slidell Club</u> 705 Dewey Ave Slidell, LA 70458 Denise Joseph, Club Director denise@bgcmetroloouisiana.org (225) 877-1418	<u>Westbank Club</u> 900 10 th St Gretna, LA 70053 Brandon Smith, Senior Club Director brandon@bgcmetroloouisiana.org (504) 368-3434
<u>18th Ward – New Orleans Club</u> Trinity Community Center 3908 Joliet St New Orleans, LA 70118 Brandon Smith, Senior Club Director brandon@bgcmetroloouisiana.org (504) 368-3434	<u>Inspiration Center</u> 5509 Winbourne Ave Baton Rouge, LA 70805 Micka Jones, Club Director micka@bgcmetroloouisiana.org (225) 441-4530	<u>Glasgow Middle Club</u> 1676 Glasgow Ave Baton Rouge, LA 70808 Artivia Williams, Club Director artivia@bgcmetroloouisiana.org (225) 733-1486
<u>Magnolia Woods Elementary Club</u> 760 Maxine Dr Baton Rouge, LA 70808 Sergio Villegas, Club Director sergio@bgcmetroloouisiana.org (225) 733-1485	<u>McKinley Elementary Club</u> 575 W Roosevelt St Baton Rouge, LA 70802 Yashica Newby, Club Director yashica@bgcmetroloouisiana.org (225) 733-1473	

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MEMBERSHIP

All youth participating in any program offered by Boys & Girls Clubs of Metro Louisiana must have a current membership. The annual membership fee is \$25 per child.

Additional fees for summer programming may apply and vary based on Club location.

Please see our full refund policy for information regarding refunds on membership fees.

Membership fees must be paid through the Parent Portal online. Financial assistance is provided on a case-by-case basis, you must contact your Club Director to inquire about receiving assistance.

Pickup after closing is considered late. A fee of \$1 per minute applies. Late fees will be billed through the parent portal. Excessive late pick-up may result in termination of membership.

REFUND POLICY

Refund credits may be added to your Boys & Girls Clubs of Metro Louisiana account to use towards a future program or reissued to the payment method on file.

Any refund request must be submitted through the parent portal and the member's registration must be withdrawn from the program.

School Year/BGMLA Annual Membership Fee

The \$25 annual membership fee is nonrefundable.

Summer Program Memberships Refunds

All membership refunds requested will be charged a \$25 processing fee.

Refunds for members who withdraw before the beginning of summer camp will be granted a 100% refund (less the \$25 processing fee).

All refunds requested before the end of the first week of summer camp will be granted a 75% refund.

All refunds requested before the end of the second week of summer camp will be granted a 50% refund.

No refunds will be granted after the third week of summer camp.

No refund will be given if a participant is dismissed at any time for disciplinary reasons.

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Other Program Fee Refunds

Field Trips

Members who do not attend a field trip will be reimbursed their registration fee less credit card processing fees. Club Directors must verify the member's absence before a refund can be issued.

Transportation

No refunds will be issued for transportation fees. If a member no longer needs transportation, their registration must be withdrawn in the Parent Portal.

Overdue Accounts

Members with an overdue account balance will be notified of the outstanding amount prior to the start of the next Club session. Any member whose outstanding balance remains unaddressed will have their membership temporarily suspended.

If the outstanding balance is not resolved within five (5) business days of the suspension, the membership will be cancelled. All outstanding balances remain due and payable regardless of membership suspension or cancellation.

MISSED PAYMENTS

The Club requires all accounts to have and maintain an updated payment method. In the event of non-payment, the Club will charge the aforementioned payment method for any services provided without notice to the account holder.

Refusal to Allow Pick Up of Child

Boys & Girls Clubs of Metro Louisiana reserves the right to refuse a child to be picked up and transported by any adult (including parent or guardian) due to visible impairment or negligence. If, for any reason, management staff on duty at the time of pick-up feel that the adult picking up the child may constitute a safety hazard of any kind, the staff must retain the child and contact another authorized adult listed on the membership application. **Club registration implies acceptance and agreement of this policy.**

Bad / Inclement Weather

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In the case of inclement weather, parents will be promptly notified by their Club Directors. Postings of closures will be on our website and Social Media Platforms as well. www.bgcmetrolouisiana.org

Illness / Absence

Children who are sick and unable to participate in activities should remain at home for the day. Contact your child's Club Director to inform that your Child will be absent.

Medications

We **DO NOT** dispense any medication due to BGCA policies. Should your child need medication, you must see that they take it in its proper dosage at the appropriate time. Any child with diabetes, asthma, and/or allergies requiring medication, or an inhaler must carry it and use it as needed. Epi-pens and inhalers will stay with the members; any other medications will be left to the discretion of the Club Director.

Check in/ Check Out

Guardians are required to sign each member out of club daily during both the school year and are required to sign each member in and out during the summer. Parent/Guardians must be aged 18 or over to retrieve members.

All Parents / Guardians and any other authorized adult who picks up a member should provide a **proper photo ID**. No one will be allowed to pick up a child without a proper photo ID, **no exceptions to this rule will be made**.

Transportation/Dismissal

All dismissal/transportation procedures will vary based on Club location and Club Director. Directors will notify parents of Bus information and Car pick up locations.

After-School Snacks

After-School snacks are provided, but your child can bring a snack. All snacks packed from home must be in a LUNCH BOX OR COOLER WITH ALL ITEMS SECURED WITHIN THE BOX OR COOLER.

Club sites are not equipped to heat up or refrigerate any snacks.

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Dress Code

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

1. Shorts must fall to the fingertips when hands are extended down by the youth's side.
2. No halters, tube tops, sheer tops or shirts revealing the midriff are allowed.
3. No shirts or T-shirts with inappropriate language, logos, discriminatory statements, sexual content or gang symbols are allowed.
4. No emblems, quotes, remarks or any saying (as stated in item #3) on the rear panel of pants.
5. All pants and shorts must be worn at the waist, no sagging.
6. No hats, caps or headbands can be worn in the Club.
7. No Crocs, slides, slippers or sandals

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

Field Trips

Special events and field trips will be announced by the Club Director. Reminders will be sent home announcing the events and trips. All permission slips must be signed and returned for members to participate in field trips. All members must wear a Boys & Girls Clubs T-shirt to attend any trips.

Field trip participation will be according to grade level and, in some instances, may involve a cost for the child. This information will be dispersed via the Club Director. The ability to attend field trips depends on member behavior and the discretion of the Club Director.

Your child is responsible for his/her belongings; therefore, BGCMLA will not be held liable for lost, stolen, or misplaced items.

Facility/Equipment Usage

All members must understand that they should not leave their assigned area without permission. The bathrooms are marked, so members of the opposite sex are not allowed in—only one club member is allowed in the bathroom at a time.

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Documented intentional destruction of Club property by a Club member will result in an immediate three-day suspension. For destruction of property with a value of more than a \$500 replacement cost, a financial obligation can also be levied with terms of repayment discussed with parent/guardian. Parents who fail to do so in a timely manner will cause their child's membership to be revoked

Technology

Members are only allowed to access pre-approved websites via BGCMLA approved devices. No members will be allowed to use chat, check personal email accounts, or use social media websites/accounts.

Club members are not allowed to download any information from the internet for any reason. The use of portable storage devices of any kind is not allowed.

Any misuse of computers or the internet will result in disciplinary action and/or the loss of technology privileges.

PERSONAL DEVICE POLICY

To maintain a safe and focused environment, personal electronic devices are not permitted at the Club.

This includes but is not limited to phones, video games, game consoles, smart watches, electronic toys, and any other personal handheld device.

BGCMLA is not responsible for lost, stolen, or damaged items. Unauthorized devices may be confiscated and returned to the parent or guardian at pick-up.

Bullying / Harassment

Bullying behavior or threats are taken seriously. Bullying is seen as a discipline issue and will be dealt with through the normal discipline procedures.

What is bullying behavior? Bullying is -

Physical: pushing, hitting, kicking, stealing, threatening gestures

Verbal: name-calling, teasing, taunting, intimidating, humiliating, spreading malicious gossip, sexual harassment, racial abuse/slurs, homophobic abuse

Written: text and email messages, notes

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Silent: exclusion from activities, rude gestures

All staff and volunteers are expected to be vigilant and alert to cases of bullying. Reports can be made by staff, volunteers, parents, and members. Suspected cases of bullying should be reported immediately to the Director. Reports will be immediately investigated using the Club discipline guidelines. Incidents will be recorded and monitored.

Discipline Procedures & Referrals – Code of Conduct

To make Boys & Girls Clubs of Metro Louisiana a safe and fun environment for all members, we have specific rules that must be followed. The basis for these rules is in the "Code of Conduct" attached to your application. This 'Code of Conduct' includes but is not limited to the following:

I agree that my child will always wear proper clothing and footwear. The following clothing articles are not allowed at the Club: bare feet, open-toed shoes (flip-flops), sandals, crocs, Heely shoes, baggy pants without belts, clothing with inappropriate language or pictures, short skirts or shorts, midriff shirts and those with thin spaghetti straps and hats of any type

My child and I understand and agree that if they tell an untruth about someone, steal or take someone's possessions, fight, or use physical contact, they can immediately receive Out-Of-Club Suspension. If you have any questions about discipline or suspension, please call and schedule an appointment with the Club Director.

My child and I understand that they are not allowed to make or accept phone calls at the Club for any reason (this includes calls from or to a parent/guardian via personal cell phones). If I need to speak with my child, I will leave a specific message with a member of Senior Staff.

We understand that Personal Games, Toys, Collectors Cards/Notebooks, Silly Bands, Cell Phones, iPad, Video Games, and other electronic devices should NOT be brought to the Club. We understand that BGCMLA is not responsible for any lost or stolen items. Teen members can only use cell phones with permission during scheduled game room and teen time.

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I have explained to my child that for their safety, they are not to be in any staff office, kitchen, storage areas, hallways, bathhouse, restrooms, or outside play areas without permission. My child and I understand that they are to always remain with their assigned group and group leader for their safety. If my child leaves the group for any reason without permission, they understand that they will be given a referral, and appropriate consequences will follow.

The standard procedure for discipline is (1) verbal warning, (2) removal from an activity, and (3) suspension. However, certain behaviors will result in automatic suspension:

Above all, I have explained this to my child, and we both agree that they will always respect and obey BGCMLA staff. I agree that if my child or I, the parent/guardian, is disrespectful, abusive, and combative to CLUB staff, volunteers, or other children, Boys & Girls Clubs of Metro Louisiana reserves the right to revoke the child's and siblings' membership.