

Boys & Girls Clubs of Greater Dallas

2020-2021

Parent & Club Member Handbook



BOYS & GIRLS CLUBS
OF GREATER DALLAS



~Welcome to the Boys & Girls Clubs of Greater Dallas~

A place where futures are built!

For over 50 years, the Boys & Girls Clubs of Greater Dallas has had the honor and privilege to provide quality services to youth across Dallas County. We are thrilled to continue the legacy today.

Boys & Girls Clubs of Greater Dallas intentionally and enthusiastically design programs for youth that are transformative, life changing and fun. Our comprehensive approach to youth development engages the mind, the body and the soul of the over 6,500 youth that we serve annually through a diverse program offering that has something for everyone. We have initiatives and programs to teach 21st century skills: from lower elementary through high school.

Our dedicated staff works diligently to provide for the well-being of all children in our program. This Club handbook will serve as a guidebook of BGCD's expectations and what you as a parent and/ or club member can expect from us. This is a partnership that requires us to work together to produce success.

The investment that you are making in your child now, is building a foundation for a successful future. We encourage all Club members and parents to take advantage of the numerous opportunities and experiences that we provide. Always remember that we are part of your community and ready to help.

Since 1965, BGCD has been molding futures and changing lives. We look forward to 54 more years.

Welcome to the family! Be Great!

Charles English

President and Chief Executive Officer
Boys & Girls Clubs of Greater Dallas



HISTORY & MISSION

Boys & Girls Clubs of Greater Dallas' mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Boys & Girls Clubs of Greater Dallas began operations in November 1965, with the opening of the West Dallas Boys Club.

In 1990, the Boys Club added "Girls" to its title and an aggressive effort to serve both girls and boys was initiated. Today, Clubs are open to all boys and girls between the ages of 6 and 18, regardless of race, religion or national origin. Our local Clubs serve a membership base of more than 6,000 youth annually, providing programs based on physical, emotional, cultural and social needs, and the interests of boys and girls. Clubs offer diverse program activities in three areas: Academic Success, Good Character & Citizenship and Healthy Lifestyles. These services are offered through a network of center based, professionally staffed, small group and one-on-one teachable moments and classes. Programs implemented enhance character and self-esteem, are educational and fun and ultimately contribute to youth realizing their maximum potential.



A Boys & Girls Club Provides:

- A safe place to learn and grow
- Ongoing relationships with caring, adult professionals
- Life-enhancing programs and character development experiences
- Hope and opportunity

Today, thousands of boys and girls from neighborhoods across Dallas and Navarro Counties benefit from the building-centered programs and services designed specifically for them at local Clubs. The programs offered provide strong moral guidance, positive role models and life-changing educational programs designed to save kids from lives of crime and failure.

Boys & Girls Clubs of Greater Dallas is an organization that stands for traditional values, while providing progressive programs that address the problems faced by the youth of today, including substance abuse, teen pregnancy, gangs and violence.

HOURS OF OPERATION

Hours of Operation

BGCD clubs are open for operation Monday through Friday during the following hours:

School Year: 3:00pm – 7:00pm*

**hours may vary per club*

Summer: 7:30am – 6pm

**DHA Clubs- 10am-3pm*

BGCD Clubs are closed for the following holidays:

New Year's Eve, New Year's Day, MLK Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day

Dates and times of club operating hours are determined to best accommodate the academic calendars of the public school districts in which our clubs serve.

Note: *Additional closure days may occur based on school district calendars, staff trainings or for unforeseen circumstances. In the event of additional club closure dates, parents and/or guardians are notified at least forty-eight (48) hours in advance of the closure.*

For more information, please visit our website: www.bgcdallas.org or call our administrative office at (214) 821-2950.



Boys & Girls Clubs of Greater Dallas
Club Locations & Admin Office

Corporate Office

4816 Worth St.
Dallas, TX 75246

Cedar Springs Boys & Girls Club

Dallas Housing Authority
4440 Brown St. Dallas, TX 75219

East Dallas Boys & Girls Club

Charles S. Sharp Building
4804 Worth St. Dallas, TX 75246

Grand Prairie Boys & Girls Club

1000 Enterprise Dr.
Grand Prairie, TX 75051

Mesquite Boys & Girls Club

John B. O'Hara Building
4869 Gus Thomasson Rd.
Mesquite, TX 75150

Navarro County Boys & Girls Club

1000 G W Jackson Avenue
Corsicana, TX 75110

Oak Cliff Boys & Girls Club

Clint W. Murchison, Jr. Building
2907 Linfield Rd.
Dallas, TX 75216

Richardson Boys & Girls Club

St Barnabas Presbyterian Church
1220 W Belt Line Rd.
Richardson, TX 75080

Roseland Boys & Girls Club

Dallas Housing Authority
2101 N. Washington Ave.
Dallas, TX 75204

West Dallas Boys & Girls Club

(Formerly Trinity River Mission)
2060 Singleton Blvd Ste 104
Dallas, Texas 75212

Annie Webb Blanton Elementary School

8915 Greenmound Ave,
Dallas, TX 75227

Billy Earl Dade Middle School

2727 Al Lipscomb Way
Dallas, TX 75215

C. F. Carr Elementary School

1952 Bayside St.
Dallas, TX 75212

Cedar Crest Elementary School

2020 Mouser Ln.
Dallas, TX 75203

Dr. Martin Luther King Jr. Arts Academy

1817 Warren Ave.
Dallas, TX 75215

Eddie Bernice Johnson Elementary

201 S. Goode Rd.
Wilmer, TX 75172

Edward Titcher Elementary School

9560 Highfield Dr.
Dallas, TX 75227

Elisha M. Pease Elementary School

2914 Cummings St.
Dallas, TX 75216

Frederick Douglass Elementary School

226 N Jim Miller Rd.
Dallas, TX 75217

George W. Truett Elementary School

1811 Gross Rd.
Dallas, TX 75228

**Innovation, Design and Entrepreneurship
Academy**

4800 Ross Ave
Dallas, TX 75204



J.J. Rhoads Learning Center
4401 S 2nd Ave.
Dallas, TX 75210

J.N. Ervin Elementary
3722 Black Oak Dr.
Dallas, TX 75241

Lincoln High School
2826 Elsie Faye Heggins St.
Dallas TX 75215

Madison High School
3000 Martin Luther King Jr. Blvd.
Dallas, TX 75215

Maple Lawn Elementary School
3210 Inwood Rd.
Dallas, TX 75235

Paul L. Dunbar Learning Center
4200 Metropolitan Ave.
Dallas, TX 75210

Rufus C. Burleson Elementary School
6300 Elam Rd.
Dallas, TX 75217

Uplift Wisdom
301 W. Camp Wisdom Rd.
Dallas, TX 75232

Rusk Middle School
2929 Inwood Rd
Dallas, TX 75235

Sarah Zumwalt Middle School
2445 E Ledbetter Dr.
Dallas, TX 75216

Umphrey Lee Elementary School
7808 Racine Dr.
Dallas, TX 75232

William Lipscomb Elementary
5801 Worth St.
Dallas, TX 75214

Wilmer-Hutchins Elementary School
7475 JJ Lemmon Rd.
Dallas, TX 75241

KIPP Destiny
3663 W Camp Wisdom Rd.
Dallas, TX 75237

KIPP Pleasant Grove
2200 N St Augustine Dr.
Dallas, TX 75227

Please click on the FAQ link for the answers to frequently asked questions.
[Frequently Asked Questions](#)

MEMBERSHIP

The enrollment process is completely online. You can visit our website at <https://bgcdallas.org/backtoschool2020/>.

Membership and weekly fees can be paid at <https://bgcdallas.org/weeklyfees/>. We accept most credit and debit cards.

Completing the Membership Application

- Application needs to be completely filled out. Please do not leave any sections blank.

Memberships last for one year (to date) and are renewed annually.

STEP 1: A parent/ guardian will complete the membership application. (taking special care to answer every question)

STEP 2: The membership application should be submitted to the Club site in which the member is enrolling. The data clerk will ensure that the membership application is completely filled out and proceed to activate the membership.

- Payment is either a \$20 money order, Medicaid/ Insurance scholarship or a partner scholarship.

STEP 3: The data clerk will input the membership application into COMET (member management database) and a membership number will be generated.

STEP 4: One year from the date of the processing of the membership application, the membership will become inactive until renewed.

The information included in the application is not shared. It is used for statistical purposes within the organization.

Attendance Procedures

- ALL YOUTH entering the building must be checked-in
- Members verify attendance by signing in at the membership desk or signing in when picked up after school through the On the Move program.



POLICIES & EXPECTATIONS

The following is a summary of BGCD's expectations of Club member behavior. These guidelines are implemented to ensure the enjoyment and safety of all members.

1. Treat others as you would like to be treated.
2. Use appropriate language. Profanity and disparaging communication is unacceptable.
3. Respect personal boundaries. Utilize appropriate contact so that others are not offended.
4. Respect the property of members, staff and the Club.
5. Eat food and drinks in designated areas.
6. Drugs, alcohol and tobacco are prohibited.
7. Walk at all times while in the club.
8. Do not bring toys, trading cards, or electronics in the club.
9. Put all trash in the trash receptacles.
10. Keep backpacks, purses & jackets off the floor.
11. Avoid restricted areas.
12. If bicycles are being used, park bicycles where they do not block entryways or damages landscape.
13. BGCD has a closed door policy. Walking in and out of the building without permission is prohibited.
14. Follow instructions of all staff and volunteers.
15. HAVE FUN!!!!

Dress Code

Proper clothing and attire is expected at all times.

1. Shorts should be an appropriate length.
2. No spaghetti straps.
3. No pajamas (unless for activity purposes).
4. Closed toed and closed heel shoes are recommended.
5. No halter tops.
6. Undergarments cannot be wore as clothing (this includes undershirts).
7. Please refrain from wearing clothing with holes and tears.

Transportation

1. Standing while the bus is in motion is prohibited.
2. The bus is a confined space, please use your inside voice and refrain from yelling or screaming.



3. No eating or drinking on the bus.
4. Do not leave trash on the bus.
5. Remain with your group and group leader at all times. (Including staying with assigned partner)
6. Refrain from sticking anything, including arms and legs, out of the bus window.
7. Do not throw objects out of bus window.
8. Do not block aisle with your body.
9. Listen to staff at all times.

Walk Home Policy

Boys & Girls Clubs of Greater requires parents to provide written consent for Club members 13 years old and younger to walk home from the Club.

Reporting Child Abuse

Boys & Girls Clubs of Greater Dallas is a mandatory reporting organization. Texas law states that anyone who thinks a child, or person 65 years or older, or an adult with disabilities is being abused, neglected, or exploited must report it to DFPS.

A person who reports abuse in good faith is immune from civil or criminal liability. DFPS keeps the name of the person making the report confidential. Anyone who does not report suspected abuse can be held liable for a misdemeanor or felony.

The Texas Department of Family and Protective Services (DFPS) has a central place to report abuse. Reports can be made by phone by calling the Texas Abuse Hotline at **1-800-252-5400** or online at <https://www.txabusehotline.org/Login/Default.aspx> .

The Abuse Hotline can be called 24 hours per day, 7 days per week. (Abuse reports cannot be emailed.)

Custody Agreements

Boys & Girls Clubs of Greater Dallas does not engage in custody matters. If there are custody agreements for a Club member (s), BGCD will adhere to the agreements mandated through the judicial system. A judge and the corresponding parties must sign all agreements.

Confidentiality of Member Information



It is the policy of Boys & Girls Clubs of Greater Dallas that all member personal information is confidential and not shared outside the organization, unless requested by the appropriate authorities. Data collected by the organization is for reporting purposes only.

Discipline

On any given day, youth within the program may display behavior that is counterproductive or adverse. We believe that members deserve the opportunity to correct their behavior.

Club Member Correction Process

STEP 1: Group leaders will discuss the matter with the Club member(s). Verbal warnings will be given in order to give the Club member(s) the opportunity to correct the behavior.

STEP 2: If disruptive behavior continues after warnings or the behavior has not improved, the situation will be referred to the Club director/ manager.

- If the behavior has not improved, the director/ manager can escalate the reprimand to a written warning or parent meeting.

STEP 3: If you believe the matter remains unresolved, you may present it to the administrative office at (214) 821-2950.

Zero Tolerance

Boys & Girls Clubs of Greater Dallas has a zero tolerance policy concerning any behavior that endangers the safety of Club members. This includes but is not limited to punching, hitting, pushing, kicking and biting.

- Any of these behaviors will result in a minimum one-day suspension. If the offense is severe, it could result in permanent expulsion from the program.

Technology Usage

Personal Devices:

Cell phones, tablets, and all other electronic devices, including handheld games, are not allowed to be used during programming unless permission is given by Club staff. If a child is caught using a prohibited device during programming, it will be taken up by the staff and given back at the end of the day. A parent may contact their child through the Club's phone.

Furthermore, BGCD is not responsible for any personal items brought to the club that may get lost or stolen.



Club Equipment:

Club members will have access to utilize BGCD equipment including, but not limited to, computers, tablets, gaming systems and televisions. This equipment is not easily replaced and Club members should endeavor to preserve all equipment through careful usage. If equipment is damaged while in the possession of a Club member, that member/ parent is responsible for repairing or replacing the damaged item(s).

BULLYING

BGCD promotes a Club environment where everyone is treated with dignity and respect. To make this possible, we recognize that one of our most important responsibilities is to create and sustain a safe environment so our members can enjoy participating in our program. To achieve this goal, we must acknowledge that bullying can occur within our Clubs.

To clarify the definition of bullying and to help prevent it from occurring, we have outlined the following information:

- Both boys and girls can be bullies. We, as an organization will not tolerate an attitude of “boys will be boys” or “girls will be girls” to excuse social cruelty or physical harm.
- Bullying can be direct or indirect, blatant or subtle. It involves an imbalance of power and repeated and intentional actions.
- Bullying is any behavior considered physical aggression, social aggression, verbal aggression, written aggression, intimidation, sexual harassment, or racial/ethnic harassment.
- Bullying is cutting someone off from essential relationships.
- Bullying includes isolating the target by making this person feel rejected by his or her community.
- Bullying is malicious gossip and rumor spreading.

Bullying often occurs outside of the physical grounds of the Club, yet these actions impact the safety of our members as though they occur on Club sites. Any bullying behavior demonstrated at the Club or outside of the Club that affects our Club community, will be addressed by the Club Management.

Examples of bullying outside the Club could be (but are not limited to) the following:

- Electronic communications that include physical threats and/or malicious gossip and slander.
- Hit lists or polls via e-mail or other methods of communication naming specific members and/or staff.
- Sending humiliating photographs to others.
- Stealing passwords and misrepresenting oneself.
- Changing other people’s personal profiles.
- Hazing, or any ritual that degrades, humiliates, threatens, or physically hurts another person as a pretext for joining a team or other formal or informal group.

As an organization, we will take any report of bullying seriously. Bullying will be responded to through a variety of consequences and intervention up to and including suspension from the Club, depending on the frequency and severity of the behavior. Any member who is suspended

will not be permitted to return to the Club without a parent/member re-entry meeting with the Club Director.

Some situations, including less severe first offenses, may be handled by the Club through member conferences, mediation or other interventions without a phone call home. If more serious bullying behavior has occurred, possible consequences could be suspension or expulsion from participation in all Club activities. Membership is a privilege, not a right. Subsequent consequences could include Club suspension. If any of these consequences become a likely outcome, we will notify you.

If your child is the target of bullying:

- Notify the Club Director so that the incident can be documented.
- The incident will be addressed as quickly as possible, but please allow us 48 business hours to respond. If you do not hear from us by that time, please feel free to call the Club Director to follow up.

Please understand that we want all our members to feel safe, valued and respected in our Clubs. These situations are hard for everyone – parents, Club staff and members alike, but it is in these moments when we truly show what we stand for as a community. Working together, we can do our best to ensure that our Club is a safe and positive environment where great futures can start for every child.

HEALTH & WELLNESS

First Aid & CPR

Boys & Girls Clubs of Greater Dallas employees' first priority is the well-being and safety of our Club members.

1. Employees do not administer medicine.
 - a. We will hold medicine in a safe place, but we will not give medicine to a Club member to take. They must be able to do this on their own.
 - b. We do not give out headache medicine of any kind.
 - c. The only medicine we will administer is epinephrine.
2. Staff are trained in First Aid & CPR.
3. Staff will call emergency medical services for all serious injuries. This includes but is not limited to loss of consciousness, profuse bleeding, serious burns, etc.
4. If a child refuses treatment, BGCD will notify the parent/ guardian.
5. An accident form is completed on all injuries that occur at the Club or on a field trip.

As a provider of after-school program services to well children, BGCD will not permit children to come to the Clubs with any of the following illnesses or symptoms:

- Severe pain or discomfort;
- Acute diarrhea, characterized as twice the child's usual frequency of bowel movements with a change to a looser consistency within a period of 24 hours, or bloody diarrhea;
- Two or more episodes of acute vomiting within a period of 24 hours;
- Elevated oral temperature of 101.5 degrees Fahrenheit or over or axillary temperature of 100.5 degrees Fahrenheit or over in conjunction with behavior changes;
- Infected, untreated skin patches;
- Difficult rapid breathing or severe coughing;
- Skin rashes in conjunction with fever or behavior changes;
- Weeping or bleeding skin lesions that have not been treated by a health care provider;
- Mouth sores with drooling; or

A child who presents symptoms that may be considered contagious or reflect a serious illness will be sent home unless medical diagnosis from a health care provider, which has been communicated to the Club in writing, or verbally with a written follow-up, indicates that the child poses no serious health risk to himself or herself or to other children. All such documentation will be placed in the club member's file.

Communicable Diseases and Member Attendance

If any member shows evidence of having contracted a communicable disease as defined by a skin irritation or lesion that is designated as contagious to others and appearing as impetigo, chicken pox, scabies, ringworm, head lice, pink eye, etc., staff will isolate the member in a designated area until a parent or guardian can pick up the child from the Club.

Club staff are obligated to contact the Health Department, the child's parents and the parents of any other children who may have been exposed to the infected child. Confidentiality of each Club member is to be kept in all situations.

The contagious member will not be allowed to return to active participation in Club activities until the member is examined by medical personnel and found to be free of contagious aspects of their affliction. A letter to this effect must be signed by a physician or registered nurse and placed in the permanent membership file of the member.

Use of Drugs or Alcohol

Use of drugs or alcohol is strictly prohibited. BGCD is committed to providing a drug-free workplace and conforms to the requirements of the Drug-Free Workplace Act and all laws pertaining to alcohol and drug use in the workplace.

Smoking

Smoking in or on Club facilities is not permitted.

SPECIAL ACCOMODATIONS

Boys & Girls Clubs of Greater Dallas attempts to accommodate the needs of Club members where possible. BGCD asks that parents disclose all special accommodations upfront and include the information on the Club member's application.

Special accommodations include but are not limited to dietary restrictions, medical conditions, allergies or any health needs.

**Failure to disclose special accommodations, including medical conditions, could result in suspension of Club membership.*

Special Health Needs

Parents should provide the Club any information on a child's special health needs or conditions upon enrollment or upon the onset of the condition. A copy of the information will be placed in the member's file and all staff who are responsible for the child's care will be properly informed. This includes any allergies and/or health issues a Club member is diagnosed with, as well as the proper method of treatment (ex: asthma: treat with inhaler – child should administer him/herself.)

Other Dietary Restrictions

Parents whose children have dietary restrictions or special diets due to religious beliefs or other practices should submit documentation to the Club. A copy of these restrictions will be placed in the member's file. All staff members having direct contact with the child shall be informed about a child's dietary restrictions, special diet or food/other allergies.

EMERGENCY PREPAREDNESS

Shelter in Place

Staff are required to keeping members as calm as possible. Older members, if available, may assist as helpers.

- Stay away from exterior doors and windows and go to the designated shelter area.
- Do not use elevators during a tornado.
- Remain in areas designated as “shelter areas.”
- Use two-way radio advising all staff of the emergency using the site-specific emergency code.
- Lead club members promptly out to the shelter area.
- Staff must ensure that all spaces are cleared including bathrooms.
- Members may not stop to take clothing, toys, book bags, etc.
- Staff must take the group rosters/attendance records to the shelter area.
- Staff must leave lights on and close doors upon exiting the room.
- Directors or other designated staff is responsible for conducting a final walkthrough of the club, checking closets or other hiding places, making sure all windows are closed, and all doors are shut and locked.
- Do not go outside until advised and cleared to do so.
- The Director is responsible for taking attendance at the shelter area ensuring that all individuals are accounted for. Check the completeness of the shelter in place.
- Staff will lead children back into the program area when the hazard has cleared.

Evacuation:

Staff are required to keep members as calm as possible. Older members, if available, may be used as helpers. All staff must be advised within 7 days of hire where the designated evacuation and re-location area is located.

- Exits, hallways, and other evacuation routes will be clear at all times to permit prompt and safe exit from the building.
- Do not use elevators during an evacuation.
- The designated meeting location must be at least 1000 feet from the building or as indicated by Emergency Management.
- Use two-way radio advising all staff of the emergency using the site-specific emergency code.
- Lead club members promptly out of the building using the closest and safest exit.
- Staff must ensure that all spaces are cleared including bathrooms.
- Members may not stop to take clothing, toys, book bags, etc.
- Staff must take the group rosters/attendance records to the shelter area.
- Staff must leave lights on and close doors upon exiting the room.
- Upon exiting the building, staff must direct their assigned group of members to the site-specific designated area or as indicated by Emergency Management.

- Directors or other designated staff are responsible for conducting a final walkthrough of the club, checking closets or other hiding places, making sure all windows are closed, and all doors are shut and locked.
- The Director is responsible for taking attendance at the shelter area ensuring that all individuals are accounted for. Check the completeness of the evacuation.
- Staff will lead children back into the program area when and if Emergency Management determines it is safe.

Severe/Inclement Weather:

The CEO will determine whether to close BGCD club locations due to adverse weather conditions. As a general guideline, when Dallas ISD and surrounding city and/or county public schools close due to severe/inclement weather, BGCD club locations will close. If the decision to close is made when members are present in BGCD, staff must contact parents/ guardians/ emergency contacts to pick up members immediately. Staff must remain with members while maintaining the staff to member ratio, until all members are picked up.

Fire/Tornado/Flash Flood and All Other Emergencies:

Routine drills are necessary to ensure BGCD staff and club members know how to conduct fire drills and a shelter in place in the event of a tornado. The club director is responsible for documenting the monthly drills in the BGCD Safety spreadsheet.

Lost and Found

We are not responsible for lost, stolen or damaged items brought from home. Please help us by labeling everything with your child's name and leaving valuables at home.

Special Notice:

Guidelines on Staff/Member Relationships

The essence of the Clubs' mission is to support young people as they develop and build values, skills and self-esteem. Employees and volunteers are hired and/or selected to carry out that mission. They are expected to perform their job responsibilities at all times in a professional manner. Any employee who acts inappropriately in the presence of or toward a Club member, co-worker, or management is subject to discipline, up to and including immediate termination.



Parent Code of Conduct

BGCD is committed to providing a safe and nurturing environment for your child. In an effort to ensure your child's development in a positive way, we ask that you as the parent(s)/guardian(s) agree to the following:

- To make every effort to follow all BGCD program policies & procedures as expressed in this handbook. You understand that it is your responsibility to read and comprehend the policies set forth and to follow them to the best of your ability; and ask questions regarding any policy and/or procedure that it not clear to you.
- To strive to support the program in the way you communicate with the members, the staff and other parents.
- To be courteous, use appropriate language and refrain for making threats and taking actions towards any member (yours or others), staff, or other parent(s)/guardian(s) either at or near BGCD Clubs or at any BGCD Club functions/events.
- To not approach, any member other than your own to obtain confirmation, clarification, or "their view" on BGCD Clubs related issues, disputes, or disagreements between members. Such matters must be brought to the attention of the BGCD Club Director.
- Do not approach any staff member requesting confidential information in regards to any member but your own.
- To understand there are NO REFUNDS or EXCHANGES on any membership fees.
- To ensure the Club has accurate and up-to-date Club member and parent information including contact phone numbers and addresses.
- Understands that if a parent does not agree with the BGCD Parent Code of Conduct, BGCD reserves the right to refuse all access to the club facility.

Parental Involvement

The Club strongly encourage parents' involvement in their child's academic and personal growth. Parents are always welcome to work or play with their child at the Club. This is the best and most effective method to inform parents about their child's successes and struggles. Club newsletters and occasional phone calls to homes also keep parents up to date on the programs and activities offered through the clubs.



Communication with Parents on Child's Progress

BGCD parents and members receive and sign the parent handbook that includes BGCD's policies, expectations and organizational information. These policies clearly state that some violations may result in immediate suspension or termination of membership. In all but the most serious violations, however, staff will work with the member and his/her family to restore the child's good standing in the Clubs.

Parents also agree to ensure that their children abide by these rules. If a child breaks a rule, this violation will be documented and placed in the child's file. Depending on the severity of the infraction, parents will be contacted. In the case of children who are picked up by a relative, staff will verbally inform the family member the same day that the violation occurs. More serious or repeat violations will also be conveyed via written notice. Parents are welcome to review their child's file at any time. They can also meet with staff and Club leadership regarding their child's behavioral or safety issues in order to develop a strategy for improvement.

Filing a Complaint

BGCD employees should communicate with parents upon pick-up or drop-off regarding any pertinent information about the child's well-being. For communication of policies and/or other information required by law, the employee should check with a supervisor about the best way and most appropriate person to speak with the parent.

STEP 1: Contact the Club Director of the local club your complaint is with. If not resolved proceed to Step 2.

STEP 2. Contact the BGCD Administrative Office. (214) 821-2950 and speak with the Program Support Specialist or VP of Programs.

STEP 3. Allow 24-48 hours for a response from Administrative Staff for a resolution.

~ **COVID-19 UPDATES (2020-2021 SY)** ~

Safety remains the number one priority of Boys & Girls Clubs of Greater Dallas (BGCD) and we are doing everything possible to keep Club kids and our staff protected from COVID-19 while providing a fun, engaging experience.

These Clubs will be opening with the following limitations for attendance in place:

- A 1 to 10 staff to Club member ratio
- Clubs opening at 50% capacity

Upon this limited reopening, enhanced safety precautions for staff and members are as follows:

- Face coverings required for staff and Club members
- Social distancing measures, marked by signage
- Daily onsite health screenings for staff and Club members
- Sanitizing stations placed in every room
- Curbside pickup and drop off
- Youth will remain with the same group leader throughout the day and room rotations are minimized
- Buildings will be cleaned and disinfected throughout the day

As always, we place the safety of our youth and staff at the highest level. BGCD will continue to operate with these limitations in place as long as we can provide a safe environment for young people. We will continually monitor all updates from the Centers of Disease Control and Prevention, State of Texas, and Dallas County health department for updated information.

Check out the Parent Orientation video and website for more details on safety measures added.

[2020 Parent Orientation Video](#)

[After School Program - Boys & Girls Club of Greater Dallas](#)

[Assumption of Risk Waiver](#) *(must be signed by parents)*

***If there is a confirmed positive COVID-19 case within a Club, BGCD will notify employees and parents of the positive test result and close the Club facility for deep cleaning and disinfecting for 5 to 14 days. Anyone who has tested positive must test negative prior to returning to the Club facility.*



Acknowledgement of Review of the Parent Handbook

As we strive to provide a safe and quality experience for your child, we also seek the involvement of parents/guardians to help our members be most successful. Your signature acknowledges receipt of the handbook, as well as the rules, regulations, and expectations outlined for both the member and family in regards to:

- Membership Process
- Club Member Expectations
- Bullying Policy
- Parent Code of Conduct
- Safety Procedures
- Health & Wellness Procedures
- Emergency Preparedness Procedures
- COVID-19 Updates

Member Name (print)

Parent/Guardian Name (print)

Parent/Guardian Signature

Date

Club Director/ Club Staff Signature

Date

(After signature, the acknowledgement page will be placed in each member's file.)