

2025 FAMILY HANDBOOK



Boys & Girls Clubs of Greater Lynchburg
1101 Madison Street
Lynchburg, VA 24504 | (464) 846-1111

Mission Statement

“To provide programs and foster community for Greater Lynchburg youth that will make a lasting impact on their future.”

TABLE OF CONTENTS

Hours of Operation.....	3
Formula for Impact.....	3
Programs.....	4
Membership.....	4
Safety Expectations	5
Family Expectations.....	5
Member Expectations.....	6
Behavior Expectations	7
Dress Code.....	8
Late Pick Up Policy.....	9
Safe Sports & Activities.....	10
Medical Emergency or Illness.....	10
Contagious Illnesses.....	11
Personal Belongings.....	11
Cell Phone	12
Transportation.....	13
Inclement Weather Policy.....	13
Grievance Policy.....	14
Signature Page.....	15

STANDARD HOURS OF OPERATION

School Days - - Monday through Friday - - 2:30 pm -7:00 pm

Non-School Days - - Monday through Friday - - 9:00 am – 5:00 pm

Early Dismissal Days - - Monday through Friday - - 11:00 am – 7:00 pm

Club Office Hours - - Monday through Friday - - 11:00 am – 7:00 pm

The Club will be closed for the following days:

New Years Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth (June 19th), Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving Day, Christmas Eve, and Christmas Day.

The Club could also be closed during days that may not be noted above. If this is the case, we notify families in a timely manner.

FORMULA FOR IMPACT

Boys & Girls Clubs of America (BGCA) provides a vision for Great Futures for all of America's youth. The Movement's vision is to provide a world-class Club Experience that assures success is within reach of every young person who walks through our doors by staying 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 ensure that members have a life-changing Club Experience and leave the Club knowing they will have a successful future.

1. Good Character & Citizenship-Increases community service and reduces juvenile crime rates.

2. **Healthy Lifestyles**-Encourages healthy behaviors and decreases drug use and obesity rates.
3. **Academic Success**-Raises grade-level advancement and lowers high school drop-out rates.

PROGRAMS

Boys & Girls Clubs of America offers local Clubs tested, proven and nationally recognized programs that closely align with the developmental needs of all young people in five Core Program Areas:

- Character and Leadership Development
- Education and Post-Secondary Success
- Health and Life Skills
- The Arts
- Sports, Fitness and Recreation

In recent years, the Boys & Girls Club Movement has focused additional efforts on helping children and teens achieve in our three priority outcome areas of Academic Success, Good Character and Citizenship, and Healthy Lifestyles. Boys & Girls Clubs of Greater Lynchburg is committed to ensuring that young people have a positive, impactful Club Experience and, ultimately, achieve the important outcomes that lead them to successful futures.

MEMBERSHIP

Club membership is open to ALL boys and girls in grades K-12th, must be at least 6 years of age up to 18. Our membership year runs from January 1 through December 31. A membership enrollment form must be completed upon initial enrollment.

It is vital that we have current and correct addresses and phone numbers so that someone can be contacted at all times. If your contact information changes between enrollment periods, please contact Club staff and provide

the new contact information. Please note that members will not be released to any individual that has not been listed on the pick-up list by an authorized guardian.

SAFETY EXPECTATIONS

Boys & Girls Clubs of Greater Lynchburg's first and most important priority is the safety of all members, staff, and volunteers. Recent acts of violence in schools and other public places cause us to continually monitor and adapt our policies and procedures based on the environment. Safety concerns at times require us to implement changes that will change routines and may create inconvenience. The following safety expectations help to ensure that each member's Club experience is not only fun but also safe:

- Members and family members will exercise patience and understanding during any changes from normal operations caused by real or potential safety or security concerns.
- Members will notify staff of any unsafe conditions and behavior of staff, members and/or volunteers.

The BGCLYH's Safety Policies for the Protection of Youth can be found on the BGCLYH's website: www.bgclyh.org

FAMILY EXPECTATIONS

Boys & Girls Clubs of Greater Lynchburg encourages all families to become familiar with Club staff, programming, policies, fees, and expectations. The following family expectations help to ensure that the member has an optimal Club experience with the support of parents/legal guardians and staff:

- Read the Family Handbook in its entirety and sign with your acceptance.

- Communicate any questions or concerns regarding the Club to the Club Director.
- Respect all staff and volunteers.
- Update membership application for accurate information as needed (emergency contact, address, email, etc.).
- Communicate to the Club Director any medical illnesses, allergies, or disorders that may cause harm to the member or others.

Abusive actions (verbal or physical) by parents or guardians will not be tolerated. We take these actions very seriously and if such behaviors occur, the relevant parent/guardian may be banned from all Boys & Girls Clubs properties.

MEMBER EXPECTATIONS

At the Boys & Girls Club of Greater Lynchburg we hold each of our members responsible for his/her own actions. We expect our members to represent our core values on a daily basis. The expectations that help keep all Boys & Girls Clubs safe and fun are:

Respect the Club

- Care for the building & the equipment.
- Keep the Club clean.
- Pick up after yourself and each other.

Respect the Staff

- Follow directions.
- If asked to help, do so.

Respect each other

- Help each other.
- Don't gossip or bully.
- Keep hands & feet to yourselves.

Other guidelines

- Participate in scheduled programming.
- Communicate to staff any injuries or instances of bullying that occur immediately.
- Remain in assigned groups at all times.

- Check in at front desk immediately upon entering the Club and prior to leaving the building.
- Participate in surveys that help to improve Club experience.
- Report to the Club Director any instances of inappropriate behavior by staff, members, or volunteers immediately.
- Adhere to all Club rules.
- HAVE FUN!

Our Clubs are NO BULLYING ZONES. Member(s) who are deemed to have bullied others, will be suspended for a minimum of one day for the first offense. The Club Director will determine the length of suspension for any member who is a repeat offender. We define bullying as any threatening or repeated action or behavior that places one person/group in power over another person/group.

BEHAVIOR EXPECTATIONS

The Boys and Girls Club of Greater Lynchburg handles behavioral problems on an individual basis. It is the responsibility of the parents and guardians to let us know if the member has developmental delays at home or school, so that we have information to better understand the member's behavior.

Level 1 infractions will generally be handled by staff within the members group. Level 2 and above will result in separation from the group activity. The Club Director or his designee will make the final determination if a suspension of membership privileges is in order.

The Boys and Girls Club has a ZERO TOLERANCE POLICY FOR BULLYING, *which we define as targeted, persistent behavior that we believe is meant to harm or intimidate or coerce another member.*

A Level 1 Infraction is defined as any minor disruptive behavior such as yelling, running, being out of assigned area, profanity, misuse of club equipment. Parents will be notified if we reach a 3rd occurrence in a day or once there is a persistent problem.

<u>Age</u>	<u>Occurrence 1</u>	<u>Occurrence 2</u>	<u>Occurrence 3</u>
6 – 9	Verbal Warning	Written Warning	1 day suspended
10 -12	Verbal Warning	Written Warning	2 days suspended
13 & Up	Verbal Warning	Sit-out activity	3 days suspended

A Level 2 Infraction is defined as any behavior which disrupts Club activities. Behavior in this category includes but is not limited to outright defiance, disrespecting staff, encouraging or instigating a fight, confrontations without physical harm. Parents will always be notified if a Level 2 Infraction occurs.

<u>Age</u>	<u>Occurrence 1</u>	<u>Occurrence 2</u>
6 – 9	1-day suspension	2-day suspension
10 -12	2-day suspension	3-day suspension
13 & Up	2-day suspension	1-week suspension

A Level 3 Infraction is defined by any behavior which endangers members, staff, or club facilities. Behavior in this category includes but is not limited to repairable vandalism, minor theft, and fighting/causing physical harm. Parents will always be notified if a Level 3 Infraction occurs.

<u>Age</u>	<u>Occurrence 3</u>
6 – 9	TBD by Club Director
10 -12	And Admin by Case
13 & Up	To Case Bases

Serious or serial infractions involving violence (inclusive of threats), damage to the Club or theft, possession of drugs or weapons, etc. will be dealt with on a case-by-case basis but could result in permanent exclusion from the Club. Club.

DRESS CODE

Boys & Girls Club of Greater Lynchburg encourages all members to participate in all programs and activities. Members must be dressed appropriately for indoor and outdoor programs. The following clothing guidelines should be taken into consideration when at the Club:

- Pants shall be secured at the waist, belts must be buckled, no underwear may be worn as outerwear, and no underwear may be exposed.
- Closed-toe footwear must be worn at all times to ensure safety while participating in physical activities.
- Shorts/skirts must be fingertip length.

The following is prohibited while at the Club:

- Sexually implicit or explicit clothing, bikinis, or tank tops.
- Hats or hoods worn inside the Club.
- Garments and/or jewelry that display or suggest drugs, alcohol, weapons, tobacco, sex, or inappropriate/vulgar text or images.
- Gang paraphernalia, clothing, jewelry, tattoos or other insignias that display, suggest provoke or may tend to provoke violence or disruptions.
- Flip flops, sandals, boots, or clogs on our basketball and tennis courts.

For safety purposes, inappropriate clothing could result in limited participation in Club activities. If you have any questions regarding member attire, please contact the Club of which your child is a member.

LATE PICK-UP POLICY

We understand that problems may arise that could prevent you from picking up your child on time. Please notify the Club as soon as possible, if you know you will be late. If the Club fails to make contact with a parent after closing time, staff will attempt to make contact with any individual(s) listed as emergency contacts on the membership form. If after 45 minutes the staff is still unable to reach parents/ guardians or emergency contacts, the police or Child Protective Services may be contacted. Late fees are as follows:

- Every 15 minutes after 7:00 pm is \$15.
- Every 15 minutes after 7:30 pm is \$30.
- **All fees must be paid at time of pick up.**

SAFE SPORTS & ACTIVITIES

Our goal is always to keep our members safe while having fun, but injuries could happen during activities and sports. We want parents to be aware of concussion signs and symptoms to be on the lookout for incase their child bumps their head. There is a Fact Sheet on concussions published by the CDC that is attached to and part of this Family Handbook. Parents acknowledge receipt of this publication with their signature at the end of this Handbook. If your child should have any type of injury during their time at the club, you will always be notified.

MEDICAL EMERGENCY OR ILLNESS

If your child become ill, he/she will be isolated from the other members. Parents/guardians will be notified immediately and asked to pick up the member as soon as possible.

In the event of a medical emergency or accident, staff will attempt to contact parents/guardians. If parents/guardians cannot be reached, staff will take whatever emergency medical measures necessary for the care and protection of the member. By signing the membership application, you are giving Boys & Girls Club of Greater Lynchburg's staff authorization to take any necessary emergency medical measures. In the case of minor injuries, Boys & Girls Club of Greater Lynchburg is only allowed to provide ice packs and bandages.

If your child has a known medical condition (asthma, diabetes, seizure disorder, etc.), we ask that you provide this information on the membership application. Prescription and/or non-prescription medicine **WILL NOT** be administered by staff.

Boys & Girls Club of Greater Lynchburg's **Medication Policy** is as follows:

Members must be able to keep & administer their own medication. Staff are not authorized or trained to administer medications. If a member cannot

administer his/her own medication, we will not be able to accommodate them as a member of the program.

Prescription and/or non-prescription medicine **WILL NOT** be administered or kept for a Club member by any Club staff or volunteer at any time, **no exceptions.**

CONTAGIOUS ILLNESSES

In any instance when a member is suspected of having contracted a contagious illness (lice, pink eye, strep throat, etc.), the policy of the BGCLYH is as follows:

- Remove the relevant member from program areas to protect other members and contain transmission.
- Contact the parents/guardians of any affected members to notify them of symptoms that may indicate a contagious illness.
- Inform all Club parents/guardians of the outbreak, requesting all members be checked for similar symptoms.
- Maintain confidentiality when a member is diagnosed with any contagious medical condition.

Parents/guardians will be asked to pick-up any affected member as soon as possible and advised to seek medical attention. Once appropriate documentation has been received, staff will note that the illness has been eradicated. Only when a member is no longer contagious, may the individual return to the Club.

PERSONAL BELONGINGS

BGCLYH will not be held responsible for the loss or theft of any personal items. We will not provide reimbursement for any lost or stolen items that are brought to the Club and/or on field trips. BGCLYH will provide any and all required materials for activities, unless otherwise specified.

Members should refrain from bringing items such as (but not limited to):

- Electronic items (cell phones, PSP's, Game Boys, iPods, MP3 players, etc.)
- Sports Equipment (basketballs, footballs, soccer balls, etc.)

If members are found with such items, they will be confiscated and returned to the parents/guardians of the member at the time of pick up. Members are responsible for all school assigned property (tablets, laptops, etc.).

CELL PHONES & TECHNOLOGY EQUIPMENT

Members may use the Front Desk Club phone in the event of an emergency. A message may be delivered to a member, but members may not receive calls unless of an emergency.

To ensure a safe and focused environment for all members, the following cell phone policy is in effect:

- Cell phone use is only permitted on Fridays.
- On Fridays, members may only use their phones while connected to the protected Boys & Girls Club Wi-Fi network.
- Personal hotspot use, cellular data, or connection to any other network is not allowed.
- Members are expected to use their devices responsibly. Any misuse (e.g., inappropriate content, social media misconduct, or cyberbullying) will result in loss of phone privileges.
- The Club reserves the right to revoke phone access at any time if it becomes disruptive to programming or unsafe for any member.
- If members do not comply with the club phone policy their phone may be confiscated and given to our Administrative Assistant until their parent or guardian picks them up.

TRANSPORTATION

Parents/guardians are responsible for the dropping off of registered members and picking them up before closing.

Boys & Girls Club of Greater Lynchburg will provide transportation on field trips scheduled with the organization throughout the year. Member expectations for transportation and field trips include:

- Remaining seated while wearing a seatbelt at all times.
- Using voices that prevent noise distractions for the driver.
- Keeping hands and feet to themselves.
- Obeying staff instructions.
- No eating or drinking.
- Providing a completed permission slip with emergency contact.

Parents will be responsible for providing transportation to the Club for any members that are unable to adhere to expectations.

INCLEMENT WEATHER

Boys & Girls Club of Greater Lynchburg follows the closure recommendation of Lynchburg City Schools. In the case of advanced notice of schools closing due to inclement weather, the Club will not open to serve youth on the days of closure. If the schools close early or cancel after school activities due to inclement weather, the Club may close as well.

GRIEVANCE POLICY

A grievance is defined as an alleged violation of a specific provision of the family handbook. It is expected that the Club Director will make every reasonable effort to resolve issues as they arise. In the event a parent/guardian has additional concerns after the Club Director has resolved or attempted to resolve the issue, the following steps are to be followed:

Step 1: The parent/guardian shall present the complaint to the Club Director within 48 hours of the occurrence of the issue(s).

Step 2: If the grievance is not resolved by the Club Director, the parent/guardian may submit a grievance in writing to the Chief Executive Officer (CEO), who will then consider the grievance and notify all parties of his/her decision within 5 business days. If further investigation is requested, the Chief Executive Officer will fulfill the investigatory and decision-making role in this process.

The Chief Executive Officer reserves the right to not accept phone calls from parents/guardians who have not followed the grievance process.

BOYS & GIRLS CLUB OF GREATER LYNCHBURG
2025 FAMILY HANDBOOK

As the parent/legal guardian of a Boys & Girls Club of Greater Lynchburg Club Member, I have received a copy of Boys & Girls Club of Greater Lynchburg's Family Handbook, and I have read and agree to all policies provided. I understand that I may contact the BGCLYH's Club Director in which my child(ren) attend, if I have any questions or concerns.

Printed Name of Parent/Legal Guardian

Date

Signature of Parent/Legal Guardian

Phone Number

Email

Name(s) of Member(s):
