



BOYS & GIRLS CLUBS
OF DEEP EAST TEXAS

FAMILY

HANDBOOK

ADMINISTRATION OFFICE
P. O. Box 631345
941 Tower Road
Nacogdoches, Texas
(936) 560-6844 | bgcdet@bgcdet.org

GREAT FUTURES START **HERE.**

Revised 1-17-17

Boys & Girls Clubs of Deep East Texas Locations

CLUBHOUSES

BOYS & GIRLS CLUB OF DIBOLL	BOYS & GIRLS CLUB OF POLK COUNTY
200 South 1 st Street Diboll, TX 75941 (936) 829-5711 Fax: (936) 829-5718	1035 Liberty Avenue Livingston, TX 77351 (936) 327-1111 Fax: (936) 327-5799
BOYS & GIRLS CLUB OF SAN AUGUSTINE	BOYS & GIRLS CLUB OF HARDIN COUNTY
101 S. Milam San Augustine, TX 75972 (936) 275-5795 Fax: (936) 275-9829	1005 North 7 th Street Silsbee, TX 77656 (409) 386-2582
BOYS & GIRLS CLUB OF LUFKIN	BOYS & GIRLS CLUB OF NACOGDOCHES
909 S. Angelina Lufkin, TX 75901 (936) 632-3301 Fax: (936) 634-4490	2712 Park Street Nacogdoches, TX 75961 (936) 560-2344 Fax: (936) 560-9697

BOYS & GIRLS CLUBS OF DEEP EAST TEXAS PROGRAM SITES

LEHMANN SWIM CENTER	LUFKIN SWIM CENTER
2714 Park Street Nacogdoches, TX 75961	909-B S. Angelina Lufkin, TX 75904
NIBCO SPORTS CENTER	LUFKIN BOXING CENTER
2716 Park Street Nacogdoches, TX 75961	604 S. Raguette St. Lufkin, TX 75904
PINEYWOODS FOOTBALL LEAGUE	
2712 Park Street Nacogdoches, TX 75961	

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BOYS & GIRLS CLUB MEMBERSHIP RULES ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

1. All members and visitors must register at front counter before doing anything else.
2. You must have your card with you every day when you come to the Club. If you do not have your Club card, you may be asked to go home and get it. If you lose your Club card it will cost you \$1.00 to replace it.
3. Running is permitted in the Gym area only. Absolutely NO running anywhere else.
4. Automatic suspension will result from physical abuse of other members or staff, or physical damage to Boys & Girls Club property. Length of suspension will be determined by staff.
5. Shirts and shoes must be worn at all times in the Club.
6. This is NOT a place where bad language is used.
7. Smoking in the building is not permitted.
8. The kitchen area is a designated eating area. No food or drinks are allowed in any other area except during special events.
9. Littering will not be tolerated. Please put all trash in the numerous trash containers.
10. Accidental abuse of equipment will result in a warning. Continued abuse will result in the loss of all Club privileges.
11. All members and visitors must have their coats properly hung up or placed on shelves. All articles of clothing should have name tags on them.
12. Staff are at the Club to help you. Notify a staff member if you have any problems.
13. All members are to be involved with activities in the Club and not loitering outside the Club.

ANTI-BIAS, NON DISCRIMINATION POLICY ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

WE DO NOT EXCLUDE ANYONE:

- | | |
|---|--|
| <input type="checkbox"/> During our hiring practices | <input type="checkbox"/> Because of the color of skin |
| <input type="checkbox"/> During enrollment of members | <input type="checkbox"/> Because of gender |
| <input type="checkbox"/> During activities we promote | <input type="checkbox"/> On the grounds of race or national origin |
| <input type="checkbox"/> Because of religious practices | <input type="checkbox"/> Because of sexual orientation |
| <input type="checkbox"/> Because of disability | <input type="checkbox"/> On the grounds of personal creed |

If you feel anyone on staff has acted in a discriminatory manner toward you, please contact the Club's Chief Executive Officer at (936) 560-6844.

Boys & Girls Clubs of Deep East Texas 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.

BOYS & GIRLS CLUB STAFF ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Our program is staffed with caring individuals and professionals who take the work they do with youth, seriously. Prior to being hired, each staff member must undergo an in-depth interview and a criminal background check through cooperation with local and federal law enforcement agencies. Once hired, staff members receive ongoing training year-round. Evaluation of their work is also an ongoing process with input from parents, the Unit or Program Director, co-workers and members.

OPEN DOOR POLICY ● ● ● ● ● ● ● ● ● ● ● ● ● ●

You are invited to visit us at any time. Staff members are available to talk with you about ongoing activities. However, we do ask that you make an appointment if you need to discuss issues that take staff away from time with the youth. If you are interested in spending some time in any of our buildings, you will be asked for identification and will be required to wear a visitor's badge.

EMERGENCIES AND NATURAL DISASTERS ● ● ● ● ● ● ● ● ● ● ● ● ● ●

In the case of a natural disaster such as an earthquake or flood we are equipped with emergency supplies. If the site is uninhabitable for youth and staff, we will move to safer accommodations and post a notice giving directions. If it is available, please call the answering machine for detailed information after a natural disaster.

Each Club and program utilizes the **Remind** program, a communication tool that sends text messages to any phone. In the event of an emergency or natural disaster, each Club and program will send out notices using this program. For more information and to sign up for the Remind Program, please see the attached Appendix.

CHILD ABUSE & NEGLECT ● ● ● ● ● ● ● ● ● ● ● ● ● ●

State law requires that an instance when Boys & Girls Club staff has reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect or child exploitation will be reported to Child Protective Services. Reports are kept confidential and referrals may be made to Family & Protective Services without conferring with parents. We will not release a youth to a family member who is intoxicated.

DRESS CODE ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Members should dress comfortably and wear clothing that allows them to participate in physical activities and programs. Shoes must be worn at all times and should not be open toed, flip flops, cleats or sandals. Youth should be able to walk and run safely and may not be allowed to participate in some activities for their own safety based upon their shoes. A strict dress code is enforced at our teen centers, no hats, no sport affiliated clothing and no hoodies.

Clothing may get paint, grass stains or other materials on them depending on daily activities. Clothing needs to fit appropriately. No excessively loose or tight fitted clothing is allowed. Clothing should not be too revealing or have questionable or distasteful advertising. Clothing with obscene language or depiction, drug endorsements, ethnic or sexual slurs or in poor taste is not permitted. Clothing which can be identified as gang relevant will not be allowed. Youth will be asked to turn inappropriate clothing inside out and be offered lost and found clothing for use that day or asked to leave immediately. Judgment on interpretation of the dress code will be left solely at the discretion of staff.

Specific programs such as swimming and gymnastics require specific clothing for participation.

DISCIPLINE POLICY ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

While we strive to be sensitive to all youth, acceptable age appropriate behavior is expected of all members. New members are given a “New member Orientation” before they receive their membership cards. Rules are clearly posted and discussed with members regularly.

- Discipline is based on an understanding of the member’s developmental needs.
- We encourage the youth to develop self-control, appropriate behavior, and respect for the rights of others.
- Each member will be listened to and treated with respect and fairness by staff members.
- Our program uses conflict resolution, problem solving, choice of alternative activities and quiet time as tools to assist youth in developing their own self-control.

Youth demonstrating lack of direction, sensitivity or respect may be disciplined using the following steps. These are not necessarily in descending order but depend on the severity of the member’s action.

1. Re-direction and individual discussion with a member of the staff.
2. Discussion with the Unit or Program Director.
3. Loss of specific center privileges relating to the offense for an amount of time to be determined.
4. Contact of parent or guardian by the Unit or Program Director to discuss issues relating to the lack of safety or concern regarding a member of staff, property, or other members.
5. Suspension from the Club for 1-5 days.
6. Expulsion from the Club and loss of Club membership.

A serious discipline problem is defined as one in which the Unit or Program Director determines that the youth is engaging in inappropriate behavior including drugs, violence and other illegal activities. Police may be called.

Our Aquatics facilities have both Swimmer and Parent Code of Conduct agreements that must be signed before admission to the swim team.

Our gymnastics program has both gymnast and parent Code of Conduct agreements that must be signed before admission to the gymnastics programs.

RUN AWAY POLICY ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

A very rare, though serious incident is when a member chooses to leave the grounds or breaks away from their field trip group. Running away places the youth in control by forcing others into unsafe situations. Our staff are instructed NOT to leave the rest of the group or risk the safety of the group by following members who leave on their own. The following policy is in place:

- If a member leaves the group and the supervision of staff members, he/she will not be chased or followed.
- Staff will immediately notify police of a runaway youth and give a description and general whereabouts.
- Parent/guardian will also be notified immediately, if unable to contact we will contact emergency numbers.
- A runaway situation, where a member places others at risk, is grounds for suspension or expulsion.

REMOVAL FROM THE PROGRAM ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

We reserve the right to suspend or expel any child for disciplinary reasons. In such cases, membership fees will not be refunded. The staff and parent/guardian have the right to request a parent conference at any time. Removal can be utilized for the following behaviors:

1. Inflicting physical or emotional harm to self or others
2. Destroying property
3. Disrupting the facility program
4. Failure to adequately respond to regular discipline
5. Repetitive ignoring of staff requests
6. Drugs, violence or illegal activities

GRIEVANCE PROCEDURE ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Honest differences of opinion regarding conditions of care or procedures will arise from time to time. When problems arise, families are encouraged first to bring the matter to the attention of the primary Coach, Unit or Program Director supervising your child by asking to meet in the privacy of the office where concerns can be addressed. We recognize that not all problems can be remedied through this informal basis. The following more formal, step by step, procedure should be initiated:

1. Address a letter to the CEO stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss. CEO will either return a written reply or schedule to meet with you and give you a response at that time.
2. If this discussion does not resolve the concern, you may request to meet with the Chief Executive Officer. After listening to your concerns and reviewing management's response, we will work toward a solution. This decision will be final.
3. The resolution policy is only a guideline. We may decide, in some circumstances and at our discretion, to use a different procedure to look into or resolve problems or complaints. All decision regarding the resolution of problems or complaints remain in our discretion and shall be final.

Because our goal is to provide a quality, safe place for school age youth our procedure to air grievances does not include the option of confrontation while children are present. We strive for a positive working relationship with parents. However, any situation where it is deemed a threat to the safety and well-being of children in our care or a disruption to the regular operation of our programs will not be tolerated and may be cause for termination of family memberships.

FAMILIES IN TRANSITION ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Families in transition through personal loss, loss of job, separation of spouse or partner or other difficult changes should know we want to offer support. Let us know about concerns in your child's life. Changes outside of school may have an impact on a child's interactions while in our care. Our policy is to maintain a quality program while enduring to be a neutral and confidential party during family difficulties.

We work closely with the Texas Department of Family and Protective Services and affiliated organizations to provide families with resources such as counseling services, observation of children with chronic behavior

problems and numerous other referrals. For more information, please request to meet with the Unit or Program Director.

ILLNESS ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

We follow the advice of the Texas Department of State Health Services in excluding children with symptoms of communicable diseases. If your child has any of the following symptoms, please keep them at home or make appropriate arrangements for their care. If any of these symptoms are exhibited while in our care you will be required to pick your child up **immediately**.

- Diarrhea (3 or more times in 24 hours)
- Vomiting (2 or more times in 24 hours)
- Body rash (not from diapering, heat or allergies)
- Pink eye or eyes with pus or mucus draining from them
- Sore throat - especially with fever or swollen glands
- Lice, Scabies
- Pertussis (whooping cough)
- Unusually tired, pale, lack of appetite, difficult to wake, confused or irritable.
- Fever in the last 24 hours
- H1N1 influenza (Swine Flu) symptoms

ACCIDENT POLICY/ EMERGENCY MEDICAL TREATMENT ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Emergency Treatment

Examples of some emergency treatment accidents:

- Uncontrolled bleeding
- Seizures
- Second and third degree burns
- Shock
- Fractured bones

Steps we follow:

1. Provide 1st aid treatment
2. Call 911 stating the address and nature of the injury/illness. Stay on line until 911 hangs up
3. Select an adult to stay with the child at all times
4. Secure the child's medical and parent authorization information
5. Staff will cover site while injured child is transported
6. The Unit or Program Director or Lead staff will notify parents
7. The staff will complete an incident report

Non-emergency Treatment

Examples of some non-emergency accidents or illnesses:

- Extreme vomiting
- Severe pain
- Fever

- Cuts that require stitches

Steps we follow:

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Provide First Aid treatment 2. Involve the Unit or Program Director or primary staff to assist and contact parents 3. If parents or emergency contact cannot be notified the child will be transported to the local Hospital | <ol style="list-style-type: none"> 4. Staff will bring Parent Authorization Form to the Hospital 5. Staff will complete an incident report |
|---|--|

First Aid Treatment Only

Examples of first aid only injuries or illnesses:

- Minor cuts, scrapes, bumps
- Low grade fever, headaches
- “Need to lie down”

Steps we follow:

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Provide first aid treatment 2. Document in accident log book 3. Advise the Unit or Program Director or Lead staff of the accident or illness | <ol style="list-style-type: none"> 4. Notify parents 5. Staff will complete an incident report |
|---|--|

MEDICATION ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

An "Authorization to Administer Medication" form must be completed for any over-the-counter or prescription medication you wish us to administer to your child. Please be sure that medications are stored in original containers and clearly labeled with:

1. Child's name
2. Name & strength of medication
3. Directions, time, dosage and method of administration
4. Length of time to be given

Physician's name and authorization are required for prescription medications. Non-prescription medication must be in their original container and will be given only when the dosage and frequency are on the label, and is age-appropriate for your child. The parent may authorize the following classifications of non-prescription medications: Antihistamines, non-aspirin fever reducers/ pain relievers, decongestants, anti-itching ointments and sunscreen.

MEMBERSHIP FEES ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

The Boys & Girls Club charges a yearly membership fee for the school year. This helps to cover the administration fees of belonging to the national organization and the use of the Boys & Girls Club facility during its open hours. Membership is required for enrollment in any of the Club's programs.

Our Gymnastics and Aquatics programs have both annual and monthly fee structures, per participant, for each of the programs they offer. Please inquire at the nearest facility. Registered Club members will not have to pay the annual fee.

BILLING PROCEDURE ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

All fee-based program costs are assessed in advance (swimming, gymnastics, etc.). Fees for these programs are due on the first day of member's attendance for the program period. Payments may be in person at the front desk, online at our website www.bgcdet.org or mailed to our administration office. We accept money orders, personal checks or credit cards. Staff members cannot accept cash or make change for cash.

Because we are a non-profit organization we are unable to extend credit for fee based programs. We do not keep petty cash and therefore cannot make change for parents or members of the organization so it is important to bring exact amounts or apply additional funds to upcoming weeks or programs.

NON-SUFFICIENT FUNDS CHECK ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

A \$25 fee will be assessed for each check returned. Parents may not utilize our Day Camp and fee based programs if non-sufficient funds checks have not been honored.

REFUNDS ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Refunds are not given for annual membership fees or program deposits. Refunds for program fees may be requested if cancellation is given within a reasonable time to allow the Boys & Girls Club to invite another member to take the place of the child(ren) for that specific program. Refunds will be allowed for any program which we have to cancel. Please speak to the Unit about applying for refunds. It may take up to two weeks to process a refund after approval.

TAX INFORMATION ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

A receipt is written for each payment and includes (1) the date, (2) child's name, (3) check number, (4) the amount paid and (5) signature name on the check. **Please keep these receipts for your tax records**, we are not responsible for lost or misplaced receipts.

Our Federal Income Tax Identification Number is: 75-2254579.

MEMBERSHIP CARDS ● ● ● ● ● ● ● ● ● ● ● ● ● ●

All new members receive one membership card. Members should bring the card with them every day. Cards can be used to check out games, materials and billiard supplies. If a member loses his/her card another may be purchased for a \$1 replacement fee.

TRADITIONAL BOYS & GIRLS CLUB PROGRAMS ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Our traditional Boys & Girls Club program is an after school / summer program at Club locations. Hours of operation are from 3:00 p.m. – 7:00 p.m. for our Lufkin and Nacogdoches locations and from 3:00 p.m. – 6:00 p.m. for all other locations. Hours of operation for summer program is from 8:00 a.m. – 5:00 p.m. at all clubs.

Aquatics and Gymnastics facilities offer programming hours during the school year and summer seasons and their hours do change. Please contact the nearest facility for updated hours or visit www.bgcdet.org.

SIGN-IN & SIGN-OUT PROCEDURES ● ● ● ● ● ● ● ● ● ● ● ● ● ●

The traditional program is an open door program and does not require a parent or guardian’s signature for members to leave the site. This policy allows members to come and go at any time during the Club’s operating hours. Members are NOT required to sign out and staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. It is important to remember that the Boys & Girls Clubs of Deep East Texas is not a licensed child care facility. Thus it is the responsibility of the member and the parent or guardian to determine, understand and enforce whatever arrival and departure methods they see fit. Please note that youth are not allowed on the Club’s grounds during operating hours unless they are signed in and participating in Club activities. Members should not be dropped off prior to the opening of any facility, as the Club cannot be held responsible for the supervision of the youth during those times.

It is the goal of Boys & Girls Clubs of Deep East Texas to provide school age programs that instill a sense of confidence, usefulness, belonging, and influence in the youth we serve. We encourage youth to develop positive habits, attitudes, behaviors and choices with activities that build self-esteem, self-discipline, and respect for others. Our program strives to accommodate the needs of today’s diverse families and offers a trained staff, safe & fun environment and planned activity options.

SUBSIDIES FOR PROGRAM FEES ● ● ● ● ● ● ● ● ● ● ● ● ● ●

We accept some types of state funding and health insurance programs as part of some Club Member’s payments. Check with the Unit or Program Director to see if you qualify for any of these.

ABSENT CHILDREN FROM THE CLUB ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Please be sure to contact us if your child will be absent from the Club program. Our phone message is available 24 hours every day.

INTERNET & COMPUTER USE ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Each Boys & Girls Club location has one or more technology centers for members. Some computers are available for homework and projects while others are geared specifically for programs we offer. We have a wide variety of Digital Arts programs including; Graphic Design, Photo Illustration, Web Design, Music Making and Move Making. All programs culminate in local festivals. We provide the internet for these programs and others on state of the art computers and laptops. Members must first provide a signed "Acceptable Use Agreement" for Technology Coordinators before being allowed to use any Club computer for any reason. This agreement is to be read and signed by the member and the parent or guardian.

FIELD TRIPS & TRANSPORTATION ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

Permission for your child to attend any and all field trips is given by signing each field trip permission form. If your child cannot attend a particular field trip, please inform the Unit or Program Director and together we may develop alternative care for that day. Price of field trips will be in addition to Club and activity fees, and should be paid by the day requested.

Children will walk, take the bus or ride in a Boys & Girls Club van on field trips. When traveling in the van, children are required by law to wear their seat belts at all times and children weighing under 40 to 80 pounds and those children under age 8 unless taller than 4' 9" are required to use a booster seat.

FOOD & SNACKS ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

We provide afternoon meals or snacks daily. If your child has any dietary restrictions or food allergies, please keep us informed. Sack lunches brought from home should include an ice pack to avoid spoilage. No glass containers, please or any food that requires heating.

THINGS TO BRING & NOT TO BRING ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

During field trips or off campus activities your child may need to come prepared with:

- Clothing & shoes appropriate for the weather
- Any items requested by Club Staff
- A sack lunch with a cold pack, including a drink
- A book or quiet activity for down time

We discourage members from bringing more than \$5 in cash (we cannot make change), trading cards, video games or other valuable items to the Club. Because we cannot be responsible for their belongings, valuables should be left at home.

- Children may NOT bring Toys from home
- NO DRUGS
- NO chewing gum, please
- NO weapons
- NO war toys

If children are riding bikes, helmets are required and locks are recommended

APPENDIX



Sign up for important updates to get information right on your phone!

If you have a smartphone, get push notifications.

- 1) On your iPhone or Android phone, open your web browser and go to the link for the desired Club Code.
- 2) Follow the instructions to sign up for Remind. You'll be prompted to download the mobile app.

If you don't have a smartphone, get text notifications.

- 1) Text the Club Code for the desired Club to the number 81010.
- 2) If you're having trouble with 81010, try texting the message code for the desired Club to (936) 230-5832.

Club Codes:

Diboll - @9fbd99
Hardin - @hardinaf
KO Boxing - @k46eag
Lehmann Swim Center - @3726a2
Lufkin - @ec87ae
Lufkin Swim Center - @lufkinsw
Nacogdoches - @h893h
NIBCO Sports Center - @9d4kda
Pineywoods Football League - @2d8b7g
Polk - @664f4db
San Augustine - @saafte

To sign up for email notifications.

- 1) Go to the Club URL listed below on a desktop computer to sign up for email notifications.

Club URL's:

Boys & Girls Club of Diboll-go to rmd.at/9fbd99
Boys & Girls Club of Hardin – go to rmd.at/hardinaf
KO Boxing – go to rmd.at/k46eag
Lehmann Swim Center – go to rmd.at/3726a2
Lufkin Swim Center – go to rmd.at/lufkinsw
Boys & Girls Club of Nacogdoches – go to rmd.at/h893h
NIBCO Sports Center – go to rmd.at/9d4kda
Pineywoods Football League – go to rmd.at/2d8b7g
Boys & Girls Club of Polk County- go to rmd.at/66f4db
Boys & Girls Club of San Augustine – go to rmd.at/saafte



BOYS & GIRLS CLUBS

OF DEEP EAST TEXAS