



BOYS & GIRLS CLUBS
OF THE PEE DEE AREA

PARENT/MEMBER HANDBOOK

Membership Year 2023

August 1, 2023 to July 31, 2024

GREAT FUTURES START **HERE.**

Florence, Timmonsville, Hartsville, Pamplico, Hemingway, Lake City

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WELCOME

It is our honor and privilege to welcome you and your child to the Boys & Girls Clubs of Pee Dee Area. Our dedicated staff are committed to providing a positive, safe environment for your child. Our goal is to instill in your child a sense of belonging, competence, and usefulness. We look forward to fulfilling our mission of serving “children who need us most.”

Board of Directors

OUR MISSION

The mission of the Boys & Girls Clubs of Pee Dee Area is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

OUR VISION

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

OUR CORE BELIEFS

Although each Boys & Girls Club has its own qualities that make it special, we’re unified by our commitment to these four tenets:

- Ensure a safe place for youth to learn and grow,
- Nurture ongoing relationships with caring adult professionals,
- Offer life-enhancing programs and character development experiences, and
- Create hope and opportunity.

BOYS & GIRLS CLUB CODE

I believe in the right to worship according to my own faith and religion.

I believe in America and the American way of life...in the Constitution and the Bill of Rights.

I believe in fair play, honesty, and sportsmanship.

I believe in my Boys & Girls Club, which stands for these things.

OUR CLUB LOCATIONS

Stand-alone Clubs

Florence Club

310 W. Roughfork Street
843-662-1471

Hartsville Club

Butler Heritage Community Center
1103A S. Sixth Street
843-332-1400

Rick & Susan Goings Club

51 Lewis Road, Hemingway
843-558-1302

Lake City Club

131 Calhoun Street
843-374-3749

School-based Clubs

Pamplico Club

Pamplico Elementary/Middle School
2121 S. Pamplico Highway
843-713-1319

Timmonsville Club

Brockington Elementary School
304 Kemper Street
843-713-1320

A CULTURE OF SAFETY

The Boys & Girls Clubs of the Pee Dee Area's top priority is ensuring child safety is fundamental to the mission of the Boys & Girls Clubs of the Pee Dee Area.

- The Safety and Wellbeing of Young People is Our Number One Priority.
- We work every day to create a safe, fun environment so kids can have every opportunity to be successful in life. We have ZERO tolerance for inappropriate behavior of any kind, and we put resources behind that stance.
- Culture of Safety Boys & Girls Clubs of the Pee Dee Area continually updates robust safety policies, programs, and training for our staff and volunteers that are designed to promote child safety and protect young people from threats that are present in our society. We implement layers of safety policies and guidelines to keep our members safe.
- TOLL-FREE CHILD SAFETY HELPLINE: Through our partnership with Praesidium, one of the nation's leading safety experts, Boys & Girls Clubs of America provides a confidential, toll-free Child Safety Helpline to all current or previous Club staff, members, or families to report any incident or situation in which they feel unsafe. To access the Child Safety Helpline, call 866-607-SAFE (7233) or email SafeClub@Praesidiuminc.com.

SAFE PASSAGE

To ensure a Safe Passage to and from Boys & Girls Clubs of the Pee Dee Area, the following restrictions must be observed. Boys & Girls Clubs of the Pee Dee Area identifies two categories of members: Custodial Members (ages 6-12) and Non-Custodial Members (ages 13+).

Custodial Members

- Are not allowed to leave the Club without an approved adult or a non-custodial sibling,
- Adults other than parents or guardians and non-custodial siblings must be listed on the Authorization for Member Release Form.
- Under no circumstances are Clubs to release Custodial members to individuals that are not listed on the Authorization for Member Release Form.
- Parents do have the option allowing their "custodial member" to leave the Club on their own, or ride the bus home, however, a written consent from parent/guardian must be part of the child's membership file.

Non-Custodial Members

- Are allowed to leave the Club on their own, however, written consent from the parent/guardian must be part of the membership file.

The Boys & Girls Clubs of the Pee Dee Area does not discriminate against any individual with regard to race, color, religion, sex, national origin, age, disability, sexual orientation, or other protected status.

YOUTH PROGRAM MODEL

The Boys & Girls Clubs of Pee Dee Area's programs are designed to address the following targeted priority youth outcomes:

Academic Success: Increase grade-level advancement and reduce high school dropout rates

Good Character & Citizenship: Increase community service and reduce juvenile crime rates

Healthy Lifestyles: Encourage healthy behaviors and decrease drug use and obesity rates

MEMBERSHIP GUIDELINES

The Boys & Girls Club strives to serve youth ages 6-18; however, an individual Club site's actual membership ages may be restricted by a variety of factors. Please check with your preferred Club site for its membership ages. Additionally, Clubs may be limited in terms of the number of members they can accommodate. Memberships are NOT transferable from Club to Club.

ANNUAL MEMBERSHIP REGISTRATION

The Club's membership year starts with the beginning of a new school year and runs through the summer. When the new school year begins, youth register on a first-come, first-serve basis, based on space availability and staffing.

A wait-list will be established when the program is filled. A completed membership form is required to be placed on the wait list. As space becomes available, families will be contacted starting with the first families to apply and working forward.

- Parent/Guardian of elementary school youth will have to come into the Club to complete registration.
- Middle and high school students are not required to have Parent/Guardian come into the Club to complete the registration.

Membership Application: The membership application must be completed in full and signed by a Parent/Guardian.

Each youth registering for the first time at the Boys & Girls Club will be required to show age verification in the form of a birth certificate or, at the discretion of the Club Director, any legal type of verification, i.e., passport, Government issued ID card, school picture ID card.

Teens:

- If a teen is a current member and in school when they turn 19, their membership is good through the current school year.
- If a teen is not in school, their membership ceases when they turn 19.
- No teen can join the Club once they turn 19.

CLUB FEES

We believe that all children should have the opportunity to attend a Club regardless of their economic situation. This is why we have continued to offer a minimal annual membership fee and low summer fees. Club directors have the ability to provide scholarships to families if needed.

The actual fee structures vary from Club to Club based a variety of factors. Contact your local Club for actual costs.

Annual Membership Fees

Varies by Club, between \$0 and \$30 annually

Example of \$30 membership fee schedule:

\$10 for Fall (August-December) / \$10 for Winter (January-May) / \$10 for Summer (June-July)

School Year Fees

We have no weekly fees during the school year including spring & winter break and intercessory periods.

Summer Fees

Varies by Club, up to \$150 for entire Summer

Fees and summer program information are published the Monday after Spring Break.

Field Trip Fees

Varies based on trip

Late Fees

Any Club member left after Club hours will be charged a late fee of **\$5 dollars for every 15 minutes**. For example, if a member is picked up at 6:16 when the Club closes at 6:00 p.m., a \$5 late fee is due. This must be paid before a member returns or is transported from school to the Club. The parent/guardian will be contacted if the child is brought to the Club without a late fee payment.

Payment Policy

Membership dues and summer fees for all members must be paid upon registration. We accept cash, checks, and money orders.

Please know that it is not our intent or mission to turn a child away because of a fee. We will work with each and every family in need to make sure your child(ren) have the opportunity to attend the Club.

ATTENDANCE REQUIREMENTS

Participation at a Boys & Girls Club is a privilege that comes with responsibilities, as such:

- On school days, a member must have attended school to attend the club.
- Club hours must be strictly adhered to. Members are not to arrive prior to the club opening and members are not to be late leaving. Both infractions will lead to the member being suspended from the club.
- Youth must be able to appropriately participate within the planned program design and follow the club's rules.

Sick or ill child

We understand that not allowing your child to attend the club can be an inconvenience but keeping your child home can prevent other youth and club staff from getting sick, which is important. If your child is sick or showing signs of being sick, please do not allow them to attend the club. For the well-being of staff and youth, the Club adheres to the SC DHEC School & Childcare Exclusion List guidelines.

<https://scdhec.gov/sites/default/files/media/document/2023-2024-School-Childcare-Exclusion-List-07.18.2023.pdf>

Reasonable Accommodations For Youth With Disabilities

The goal of Boys & Girls Clubs of the Pee Dee Area is to be as inclusive as reasonably possible in providing recreational and developmental opportunities for all youth, if accommodations that may be required do not pose an undue hardship on the organization or jeopardize the safety of any youth with a disability or of any other members or employees. Administrative Staff reserves the right to make program-related decisions regarding reasonable accommodations to support one's participation, but all youth must follow club rules.

By enrolling your child in the Club, you acknowledge that your child can participate, is able to use the restroom facilities without assistance, and can eat meals and snacks unassisted. If there are any questions regarding the ability to participate in our program, Boys & Girls Clubs of the Pee Dee Area may require an individualized assessment. Please note that we are not able to provide one-on-one supervision of your child.

HOURS OF OPERATION

The Club's normal school year schedule is Monday through Friday from the local school's dismissal time until 6 p.m. Some Clubs will have extended hours for middle and high school students. Check with your local club for days and hours.

During the school year, on scheduled public-school closures, our stand-alone Clubs (Florence, Hartsville, Hemingway, Lake City) will be open from 7:30 a.m. to 6 p.m., but only if it is not a Club-recognized holiday.

On early release days from the public schools, Club facilities will be open upon the local school's dismissal time until 6 p.m.

The Club's normal summer schedule is from 7:30 a.m. to 5:30 p.m. Monday through Friday.

In the event schools are closed due to severe weather, our stand-alone and school-based Clubs will also be closed. Once our stand-alone Clubs can safely re-open, which may or may not be before the schools re-open, they will. We will continuously update our website (bgcpda.org), Facebook page (facebook.com/bgcppeedee) and the Club's answering machine regarding the openings of our Clubs.

The Clubs will be closed in observance of the following holidays:

- New Year's Day
- Dr. Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving & the day after Thanksgiving
- From Christmas Eve until local schools are back in session

If one of the above holidays falls on Saturday, the holiday will be observed on the preceding Friday; if one falls on Sunday, it will be observed on the following Monday.

Our priority is to be open when parents need us most. We ask for your understanding that on occasion, the Club will have to close for required training or maintenance. Parents will be informed as far in advance as possible.

SIGN IN PROCEDURES

Club members must sign in each day at the Club's Front Desk for statistical and safety purposes.

DISMISSAL/SIGN OUT PROCEDURES

Club members must sign out each day at the Front Desk for statistical and safety purposes. Parent/Guardian must come into the Club to pick up their child(ren). Walkers, under the age of 13, are required to have parent authorization to walk home. They are required to leave the club 15 minutes before dark unless accompanied by an authorized sibling 13 years old or older.

NOTE: Parent/Guardian must indicate on the Authorization to Leave the Club Form that the younger member is allowed to walk home with their 13-year-old or older sibling.

Youth may only enter the Club once a day. There is no coming and going. The only exception to this is if a parent/guardian comes in-person to check their child out and then comes in-person to return the child.

Please understand, without the Club having in its possession a copy of a court order stating otherwise, we are unable to stop a child from leaving the Club with a parent or legal guardian.

A Club member will not be released to any Parent/Guardian suspected of being under the influence of a controlled and/or illegal substance.

TRANSPORTATION

Transportation options vary from one Club to the next, whether offered through a local school, BeeHelpful Bus Service, or another provider. Please check with your local Club to find out what transportation options are available.

Club members are required to follow all rules regarding conduct while being transported to or from the club, or on a field trip. Suspension from the bus will result in suspension from the Club as well.

SNACKS/MEALS

The Club offers a free healthy meal program to all members throughout the year. Breakfast and lunch are provided during the summer and a late afternoon lunch is offered daily after school. Meal menus are set by state and federal guidelines.

Please inform your club director if your child has a food allergy, and alternatives will be considered.

ILLNESS/INJURY

Club members unable to stay with their groups due to injury or illness will be taken to the front desk. The Parent/Guardian will be notified immediately, and the Club member will remain in the administrative offices. The Parent/Guardian will need to pick up the child immediately. If necessary, minor first aid will be administered by staff, and parents/guardians will be notified at sign-out.

For serious illness or injury, the Club Director or their designee will call 911, and then contact the parents/guardians immediately. Immediate pick-up will be necessary. Club staff will document the illness/ injury including the time the Parent/Guardian was contacted.

The Club may require a doctor's note before allowing Member to return to Club.

DISPENSING OF MEDICINE

Club staff will not administer any type of medication (prescription and/or non-prescription). Club staff will not keep any type of medication (prescription and/or non-prescription) for a Club member at any time. Club members are not allowed to possess any medication at any time, except for prescribed asthma inhalers and epi-pens.

DRESS CODE

Club members are expected to dress, be groomed, and otherwise conduct themselves in such a way as to not distract or cause disruption to the Club programming or the orderly operation of the Club. Personal appearance and conduct of members should promote health and safety, contribute to a climate conducive to teaching and learning, and project a positive image of the club to the community. Club administrators will be

responsible for determining violations of this policy. The following guidelines shall be observed:

- For safety reasons and orderly operation of the club, any type of headgear (hats, caps, hoods, visors, bandanas, sunglasses) is highly discouraged. If worn, full exposure on one's entire face is required, the item cannot be shared with others, it must be non-descript in nature, be made of soft material, and not have protrusions.
- No clothing or accessories promoting the use of alcohol, tobacco, drugs, violence, weapons, or gang activity are to be worn at any time.
- Clothing should not be sheer or see-through unless worn over other appropriate apparel.
- Attire that is immodest, having stated or implied profanities, obscenities, or sexual references may not be worn at any time.
- Shirts, tops, blouses, etc., must cover the midsection and not show cleavage.
- Shorts, skirts, etc., must be long enough so that when hands are extended by the side, the youth's fingertips do not touch skin. Garments should be of adequate length to assure modesty when the youth is seated or engaged in club activities.
- Skirts, shorts, dresses, and shirts must be worn with any form-fitting attire such as leggings, leotards, tights, or jeggings and must reach below the fingertips.
- Pants and shorts must be worn at the waist. Any rips in distressed jeans must have an appropriate undergarment above the fingertips.
- Underclothing is not to be exposed, including bras, underwear, and shorts (worn as undergarments).
- Halter and tank tops are not allowed. Such items may be worn under an acceptable outer garment. All shirt straps must be at least the width of two fingers.
- Closed toe and heel-secured shoes must be worn at all times. Croc style shoes must have sport-mode used. Flip-flops and sandals are allowed ONLY once youth are at a waterpark.
- No pajamas or bedroom shoes are allowed, except for club-specified events. One-piece bathing suits are acceptable for club-specified events. No two-piece or thong bathing suits allowed.
- Wearing accessories or clothing that could pose a safety threat to oneself or others is not allowed. This includes but is not limited to, heavy chains not made as jewelry, fishhooks, multiple-fingered rings (rings welded together resembling brass knuckles or rings that can be used as a weapon), studded bracelets or collars, nose/lip to ear chains, etc. No medallions larger than 3" will be worn. Unusual body piercing that is disruptive to the order of the club or is a distraction to the learning environment will not be allowed. No wallet chains or other type chains that may be dangerous or disruptive will be allowed.
- All clothing is to be worn appropriately and as designed.

The leadership of the local Club has the final determination of what is and what is not acceptable. Members that show up in inappropriate attire will have their parent/guardian notified and will not be allowed to participate in activities until the clothing issue is rectified.

CLUB SEARCH POLICY

To provide youth with a safe environment, the Boys & Girls Clubs of the Pee Dee Area reserves the right to search any individual that enters the building as well as their belongings. If anyone should refuse, staff reserves the right to ask them to leave immediately.

MEMBER EXPECTATIONS & BEHAVIOR GUIDELINES

Every Club member is responsible for his/her own actions. The Club has three basic codes of conduct that every member must follow. These three codes will help to ensure the safety of all members and will contribute to creating a fun, positive, and memorable experience at the Club.

The three rules are as follows:

- Respect yourself and other members.
- Respect all staff and volunteers.
- Respect all Club property and equipment.

The following are strictly prohibited:

- Swearing,
- Verbal abuse,
- Inappropriate and/or sexual physical contact,
- Fighting or any other form of physical abuse,
- Use or possession of controlled substances, or any tobacco product,
- Weapons on premises, and
- Bullying or cyber bullying.

All Club members are expected to abide by the rules and regulations in relation to dress, manners, sportsmanship, respect, and cooperation. Failure to adhere to such rules will result in disciplinary action. The Club has established rules and regulations for the convenience and protection of all Club members and staff. A violation of any of the rules/regulations is considered misconduct and appropriate disciplinary action will be initiated. Negative behavior of Club members prevents the Club from providing activities that are engaging, fun, and foster positive moral values.

Parents will be notified of these instances when a violation of the rules has occurred. Club staff will endeavor to rectify such problems, but cooperation on the part of the Club member and the Parent/Guardian is a necessity.

Our basic goal is youth development, and our goal can be reached through the willingness of all parties to render their assistance.

The disciplinary step system protocol is enforced by Club Leadership under the direction of the Director of Operations.

Disciplinary Step System

Redirection

- Redirection is intervening before an unwanted behavior occurs. Some forms of redirection are offering alternative choices to behavior and positive reinforcement for wanted behavior. When behavior is unacceptable, staff will explain clearly to the child what is expected. Children will be reminded that we are working toward a RESPECTFUL, RESPONSIBLE, CARING, and HONEST atmosphere. The child's self-esteem is the primary concern when a child needs to be redirected.

Verbal Warning

- Youth showing inappropriate behavior, language, gestures, or hygiene will be given a verbal warning by the staff after each incident. Failure to adhere to the first verbal warning will lead to additional consequences. Staff will only issue a verbal warning once before moving forward with additional disciplinary actions.

Cool-Off Period / Reflection Time

- Club members who have been given a verbal warning but fail to adhere to the instruction given by staff will then be given a COOL-OFF period or a time to reflect on their actions.

Time-Out in Designated Area Outside of Normal Programming

- If a member continues to violate rules within a programming area, they will be sent out of the area and placed in time-out in an area designated for this purpose. This time-out may not last longer than the duration of one rotation period. Upon the implementation of this step, a member behavior report will be filled out by staff and must be presented to and signed by the parent/guardian.

Sent Home for the Day

- After a member receives two write-ups or more than one out-of-area time-out in one day, the parent will be called, and that member will be sent home for the day. Additional days of suspension can be implemented at the discretion of the Club Director, if warranted by the member's behavior.

**Any Club member suspended from the Club will be required to have a parent/guardian meet with the Club Director prior to being readmitted to the Club.*

Suspension and Increased Levels of Suspension/Membership Termination

- If a member's behavior warrants additional suspension, the amount of time will continue to increase at the Club's Leadership Team discretion. Multiple suspensions for behavioral problems and/or incidents may result in termination of membership.

Non-Negotiable and/or Immediate Suspension/Expulsion

The Boys & Girls Clubs of the Pee Dee Area reserves the right to take immediate steps to suspend a member or terminate a membership if we deem that behavior was serious enough that the child was aware of the consequences of such behavior, and/or that the child's behavior puts themselves or others at risk. This policy is at the total discretion of the Boys & Girls Clubs of the Pee Dee Area. The Parent or guardian will be notified if his/her child(ren) is suspended or expelled from the club.

When a member is suspended/expelled from their home club, they are suspended from ALL clubs at the Boys & Girls Clubs of the Pee Dee Area.

There will be NO refunds for any fees, including field trips, for a Club member that is suspended.

Extreme discipline methods are prohibited at the Club. Examples of extreme discipline methods would include:

- Corporal punishment,
- Aversive stimuli,
- Withholding nutrition or hydration,
- Inflicting physical or psychological pain,
- Demeaning, shaming, or degrading language or activities,
- Unnecessary punitive restrictions,
- Forced physical exercise to eliminate behaviors,
- Punitive work assignments,
- Punishment by peers, and
- Group punishment or discipline for individual behavior.

PERSONAL BELONGINGS

Please have your child leave all personal belongings at home. The Club will not be held responsible for the loss, theft, or damage of any items that are brought to the Club or on field trips. The Club will not provide reimbursement for any lost, stolen, or damaged items that are brought to the Club or on field trips.

Members are allowed to bring money to the club for their use at the snack bar or vending machines. Please ensure your child understands how to be responsible for safeguarding their funds. Staff are not allowed to "hold on" to a member's money, loan, or give a member money. Members are not allowed to ask others at the club for money.

PERSONAL ELECTRONIC DEVICES

The use of cell phones, handheld mobile devices, iPads, Chromebooks, electronic game devices, and other similar items are only allowed in designated areas during designated time periods under the following conditions. The club reserves the right to suspend or expel a member for not following the policy.

- Devices can be used only in approved locations throughout the club at approved times, otherwise, the device must be put away (not visible) and muted (not used). This includes field trips. Violations will result in the device being confiscated and returned to the member upon leaving the Club.

Multiple violations will result in suspension from the Club.

- The club prohibits the use of personal devices in restrooms and other areas where there is an expectation of privacy.
- Members are expected to act responsibly and thoughtfully when using devices. Any inappropriate use of a personally owned device can lead to disciplinary actions including confiscation of the device, immediate suspension from the Club, expulsion, and if applicable referral to local law enforcement.
- Inappropriate Communication: Includes obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images, typed, posted, or spoken by members; information that could cause damage to an individual or the club or endanger the club environment; personal attacks, harassment, and stalking of others; recklessly posting false information about a person or the club. If a member is told to stop sending communications, that member must cease the activity immediately. Inappropriate communication is cause for disciplinary action up to and including expulsion from club.
- Cyber Bullying: Members may not utilize technology to harass, threaten, demean, humiliate, intimidate, embarrass, or ignore their peers or others in the community. Any cyber bullying that disrupts the safety or well-being of the club, club members, club Staff, the Club organization, or the community is subject to disciplinary action as stated above.

The Boys & Girls Club reserves the right to monitor, inspect, and review personally owned devices that are brought into the club. Parents/guardians will be notified before such an inspection takes place and may be present during the inspection. Parents/guardians may refuse to allow such inspections, but the members may be barred from bringing personally owned devices to the club and/or suspended from the club.

The Club or staff are not liable for the loss, damage, misuse, or theft of any personal device brought to the club.

The club does have a phone line for members to use in case of an urgent matter.

WEAPONS

Possession and/or use of a weapon or replica of a weapon in the Club, on Club premises, in Club vehicles, Club field trip, or any Club activity is strictly prohibited. Bringing any weapon onto Club premises, Club facilities, Club vehicles, Club field trip, or any Club activity is also prohibited.

Prohibited weapons include, but are not limited to, guns, bombs, and explosives, including parts from which firearms may be assembled. Prohibited weapons also include axes, clubs, bludgeons, knives, artificial knuckles, slingshots, firecrackers or similar devices, mace, pepper spray, stun guns, air guns, pellet guns, and any other type of device designed to inflict bodily harm or to cause serious physical discomfort.

Bullets and other types of ammunition for weapons are also prohibited. Violation of this policy will subject the Club member to immediate expulsion. All incidents involving the presence of weapons in the Club, on Club premises, in Club vehicles, on Club field trip, or any Club activity shall be reported to the appropriate law enforcement authorities.

NO SMOKING

The Club is a smoke-free workplace. In compliance with South Carolina law, no person may smoke in any indoor area of a Club facility. In addition, persons may not smoke on Club premises, in Club facilities, in Club vehicles, or while on Club business and/or with Club members. This policy extends to the use of E-Cigarettes.

PARKING

As any parking area can be very dangerous, for the safety of everyone you are required to follow all of your club's parking area rules. These include but not limited to:

- Slow down and be conscience of your surroundings.
- Park in designated spaces.
- If the driver exits the vehicle, turn engine off and take key.

- ***Remember, an authorized adult must come into the club to pick up their child.***
- Do not leave children under 10 years old unattended in a vehicle.

Members will be suspended with no refund of fees for parents that violate parking lot rules.

PARENT/GUARDIAN EXPECTATIONS

The Boys & Girls Clubs of the Pee Dee Area strives to maintain a club environment that is built on respect for all. Parents/guardians are expected to abide by the rules and regulations in relation to manners, respect, sportsmanship, and cooperation with Club staff. The Club has established rules and regulations for the convenience and protection of all Club members, parents/guardians, and staff. Parents should feel free to voice ideas, suggestions, or complaints in a professional manner without fear of reprisal or retribution.

The club does have a zero-tolerance policy for any derogatory or disrespectful behavior exhibited by parents/guardians during any organization-related interaction. This includes the following:

- Physically or verbally engaging in any negative manner towards club staff.
- Attempting to interact negatively with other children/parents including attempts to address behavioral concerns involving another child.
- Refusing to adhere to organizational policy and procedure.
- Entering any organization facility under the influence of drugs or alcohol.
- Smoking or utilization of tobacco products on organization property.
- Habitually arriving late to pick up a child(ren).
- Failure to comply with organization fee collection policy.
- Any other actions that present a challenge in the organization's ability to operate in a safe and positive fashion.
- Parents/guardians are asked not to routinely pick up their child(ren) immediately after bus runs. For an optimal Club experience, members should regularly participate in programming.

Please note that the Boys & Girls Clubs of the Pee Dee Area reserves the right to terminate any membership based on the behavior of the parent/guardian. Negative behavior by a parent/guardian will be viewed as a serious violation of organizational policies and will be addressed immediately with consequences up to and including suspension or termination of a youth's membership and/or securing a notrespassing order for the parent/ guardian.

In the instance of a membership termination due to parent/guardian behavior, a refund will not be issued.

PARENT RESOLUTION POLICY

The Club wants to ensure Parents/Guardians understand that ideas, suggestions, and complaints will be heard. It is also the policy of club leadership to attempt to resolve disputes that may arise between or among fellow members or between employees and parents. Open and respectful communication between parents and the Club Director or Director of Operations is encouraged. Parents/Guardians have the right to file a grievance without interference or retaliation from the Club.

If parents have ideas, suggestions, or complaints to share, the organization directs them to follow these simple steps:

STEP 1:

A parent is directed to discuss a complaint with the Club Director within three (3) working days of the matter causing the complaint. Most matters can be resolved at Step 1.

STEP 2:

If the parent is not satisfied with the results of a discussion with the Club's Director, the parent is directed to take the matter to the Director of Club Operations within three (3) working days after meeting with the Club Director.

STEP 3:

The Director of Operations will speak with the parent and work to resolve the issue.

STEP 4:

If the parent believes the matter remains unresolved, the Director of Operations will schedule a meeting between the parent, Director of Programs, and those people who have a legitimate business reason to know.

The Director of Operations shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the Director of Operations shall be final. The parties involved will be notified of the Director of Operations decision by phone or written documentation in a timely manner.

FAMILY INVOLVEMENT & RESOURCES

As we strive to serve families, please remember that our door is always open!

Parents are partners in our program. We encourage our parents to visit the Club during regular operating hours as well as during our special family programs.

CONFIDENTIAL INFORMATION

The Club and its employees are prohibited from releasing confidential information related to the Club, and particularly its members, to anyone unless authorized by the Executive Director.

This includes private information, such as phone numbers or addresses of Club members, staff members, parents/guardians, Board members, and donors; internal documents such as reports, member/staff records, and security camera footage. Even the acknowledgement of member's/parent's names or if a youth is or is not a member of the club is prohibited.

The Club will not release any Club documentation or reports. All Club documentation or reports remain the property of the Boys & Girls Clubs of Pee Dee Area, Inc.