



BOYS & GIRLS CLUBS
OF NORTH CENTRAL ILLINOIS

CLUB HANDBOOK

Resource for Parents/Guardians, Members and Staff

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[Welcome to the Club](#)

This handbook is to serve all families & members of Boys & Girls Clubs of North Central Illinois as well as those schools in partnership with Nita M. Lowey 21st Century Community Learning Centers.

Boys & Girls Clubs of North Central Illinois would like to welcome you to our family! The Club provides a safe, fun and affordable place for your child(ren) to go during out-of-school time to connect with caring, trained professionals and engage in enriching programs and activities.

This Club Handbook has been created as a reference guide for parents/guardians, members, and staff. It contains vital information about our program and expectations. Our Club has expectations that every member must follow to ensure a safe experience for all. Please take time to read and review the entire handbook. If you have any questions or comments, please ask your site staff or call the Clubhouse at 847-608-5017.

[About the Club](#)

Boys & Girls Club of America is a national organization which promotes positive youth development by providing a variety of age-appropriate programs and activities for preschool and school-aged children.

The Mission & Vision of the Club

Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Our vision is to provide a world-class Club Experience that assures success is within reach of every young person who enters our doors, with all members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship, and living a healthy lifestyle.

Our Outcome Areas

- **Essential Skills** – Young people use social skills to communicate with and interact with others and are emotionally equipped to navigate challenging situations.
- **Health & Well-Being** – Young people make informed, healthy decisions that contribute to their overall well-being.
- **Character & Leadership** – Young people stay true to their values, demonstrate good citizenship and drive positive change.
- **Academic Success** – Young people are self-directed learners who succeed academically.
- **Life & Workforce Readiness** – Young people are equipped to navigate adulthood and pursue a fulfilling, economically viable career path.

The Five Key Elements

The Five Key Elements for Positive Youth Development are the foundation for planning and delivering programs. Clubs aim to implement each element below to make a beneficial difference in young people's lives:

- Create a safe, positive environment
- Generate fun and foster a sense of belonging
- Encourage supportive relationships with peers and adults
- Provide opportunities and set expectations
- Offer recognition

Club Programming

The Club provides many different opportunities for youth who have a variety of interests and needs. [High-Yield Activities](#) provide youth with enjoyable experiences that are hands-on, interactive, intentionally develop and reinforce the core skills explicitly taught through Targeted Programs and help support our priority outcome areas. [Targeted Programs](#) are sequenced learning experiences with specific objectives for building skills and knowledge through the Core Program Areas. They are chosen to help young people achieve positive outcomes in one or more of our priority outcome areas. The daily and weekly program calendar at the Club includes High-Yield Activities and Targeted Programs, and varies to encompass a wide variety of interests and program areas to fulfill our mission.

[Membership Eligibility](#)

The Boys & Girls Club is committed to creating a positive and inclusive environment for youth of every race, gender, gender expression, sexual orientation, ability, socio-economic status, religion or cultural belief. We want all young people to have a high-quality Club experience so that they feel physically and emotionally safe; receive support and recognition from caring adults who set high expectations for them; are given opportunities to try new things; have fun; and feel a sense of belonging at the Club.

Disability Inclusion Policy

Commitment to Inclusion

The Boys & Girls Club of North Central Illinois (BGCNCIL) welcomes all youth into our program and strives to meet the needs of all participants. We commit to making reasonable accommodations to ensure that all youth may engage meaningfully with the organization's mission.

BGCNCIL will make no assumptions concerning any individual's abilities or disabilities and will make an individual assessment to determine if BGCNCIL can meet each child's needs in our program setting. The submission of an accommodation request does not guarantee approval.

Individualized Education Plans (IEPS)

BGCNCIL is not legally required to comply with the agreement made between the child, parent/guardian, and the school. BGCNCIL may review IEPs by request and work with the parent/guardian to determine the best course of action to align interventions with IEP recommendations. Any accommodation must be agreed upon by the child, parent/guardian, and BGCNCIL in a written document or Support Plan before implementation. If an accommodation cannot be implemented due to undue burden, then it must be communicated to all parties involved and the family may be referred to an external agency for services.

Guidance for Individual Caretakers

BGCNCIL does not employ individual caretakers or aides. If a Club member or prospective Club member may benefit from an individual caretaker or aide, they may be provided by the family or an identified agency that is working with the family (ex: school district, Regional Office of Education, Project Access, etc.). Caretakers or aides must complete the volunteer process, and a formal contract must be agreed upon, including proof of certification for any physical interventions that may be necessary to support the child.

[Health and Safety Procedures](#)

Mandated Reporter Policy

The Club is required to report suspected cases of child abuse and neglect to the Illinois Department of Children and Family Services. In accordance with Illinois statutes, all employees of the BGCNCIL are "mandated reporters" and in turn, are required to report when they have reasonable cause to suspect that a child seen in the course of their employment has been abused or neglected or they have reason to believe that a child seen in the course of professional duties has been threatened with abuse or neglect and that abuse or neglect of the child will occur. Every instance of child abuse or neglect must be reported. It is not the employee's position to neither investigate the suspicion nor determine the validity. It is, by law, the employee's obligation to report all suspicion.

One-on-One Contact Policy

Boys & Girls Clubs of North Central Illinois is committed to providing a safe environment for members, staff, and volunteers. To further ensure their safety, the Organization prohibits unauthorized one-on-one interactions between the youth and the staff and volunteers (including board members).

Except as provided herein, staff shall NOT, during the scope of the Club activities and programs:

- Initiate unsupervised one-on-one contact with member.
- Have a private meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat, and social media.
- Transport one member at a time, including personal and private vehicles unless there is another person able and willing to accompany the staff.

Staff shall:

- Ensure meetings and communications (in-person and virtual) between members and staff and volunteers include at least three individuals.
- Ensure in-person meetings take place in areas where other staff and/or members are present.
- Communicate to another staff in an emergency situation arises.

Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist, or similar professional or in an emergency situation. All exceptions shall be documented and provided to Club leadership.

DCFS Licensing & Liability Insurance

A center or home may be exempt from licensing from the Illinois Department of Children and Family Services (DCFS) because of characteristics such as school-age only services, number of children in care, and school or religious affiliation. Licensed-exempt childcare homes and centers receiving payment through the Child Care Assistance Program must complete annual trainings, including health and safety & CPR/First Aid, and participate in annual monitoring visits.

The Club is an entity operating a program exempt from childcare license standards and will maintain a minimum level of liability insurance as determined by the Department of Children and Family Services (225 ILCS 10/2.09) for such license-exempt programs.

Safety Procedures

The Club has adopted policies and procedures for the following additional safety requirements:

- Employee and volunteer emergency preparedness and practice drills;
- First aid kits are maintained at all sites and are ready to use;
- A working telephone is available onsite and accessible at all times;
- Emergency phone numbers are posted onsite

The Club will comply with the applicable standards of the Illinois Department of Public Health (77 Illinois Admin. Code 750) and the local health department, the Illinois State Fire Marshall (41 Illinois Admin. Code 100) and local fire department and will retain on premises at all times records of those inspections.

Restroom Use Policy

Having clear policies and procedures is an important step in preventing behaviors such as bullying, misconduct, fighting, and vandalism.

Best practices used by Clubs include:

- Prohibiting mixed age groups (children, teens and adults) from sharing a restroom.
- To prevent one-on-one interactions, staff should follow the "Rule of 1 or 3" – allowing either one member or three members to use the restroom at the same time, provided there are enough stalls to accommodate them.
- Club staff monitor youth restrooms during operations via line of sight and/or sound from the restroom doorway or hallway.
- Implementing a restroom inspection and monitor schedules.
- Designing restrooms to eliminate doors but maintain privacy (where applicable).

The Boys & Girls Clubs of North Central Illinois are committed to providing a safe environment and enforcing the following restroom policy for members, staff, volunteers, and other adults. Restrooms are regularly monitored by designated staff at a schedule set by Club leadership.

Staff shall:

- Only use designated adult restrooms. Should separate restrooms be unavailable, staff shall use restrooms at designated intervals to ensure they are not using restrooms at the same time as youth members.
- Abide by all staff codes of conduct.
- Enforce the Organizations' restroom code of conduct.
- Intervene and notify Club leadership should inappropriate conduct be observed.
- Ensure restrooms are regularly cleaned and sanitized.

Staff observing unacceptable restroom conditions shall:

- Immediately notify Club leadership.
- Complete a Repair Request Form and submit to Club leadership.
- Document, in writing, restroom conduct incidents and report them to Club leadership as soon as possible.

Club members are expected to use restroom facilities independently. Staff members are not permitted to enter student restrooms and support them with toileting.

Club members in kindergarten through second grade (or older if applicable) are required to bring an extra set of clothing (underwear, pants/shorts, shirt and socks) each day with them to the Club. It is recommended to pack it in a plastic bag. Members will need to change clothes independently, so parents/guardians must pack clothing that members can successfully change into. If any members exhibit regular bathroom accidents, a parent/guardian meeting will be held to discuss solutions to support young members as they adjust to the Club setting.

Accidents, Injuries & Medical Emergencies

In case of an accident or injury, Club staff are trained in basic first aid and CPR. The paramedics may be called for serious injuries. If so, a parent/guardian will be notified promptly, and the member will be transported to the nearest hospital accompanied by a staff member. In the membership application waiver, parents/guardians authorize the Club staff to obtain immediate medical care if an emergency occurs. For more information about our safety policies, please visit <https://bgcncil.org/club-safety>.

Medication & Allergies

Club staff will administer medication to Club members only if there is a signed Medication Authorization Form on file and only for current medication in its original container, labeled with the Club member's name. Medications are to be stored in a secure, private location, along with the Daily Medication Log Sheet. Staff may not dispense over-the-counter medication. Additionally, any serious allergies or conditions that we would need to be aware of or for which we would need to administer treatment (such as an EpiPen or inhaler) should be communicated with staff. An authorization form will need to be completed for any treatment.

Illness

The Club may refuse admittance to members and/or send members home from the Club due to any illness that keeps them from fully participating in the program. If a member has a fever of over 100.4 degrees or has a communicable disease (see list below), he or she will not be permitted to attend the Club that day. A parent/guardian will be notified to immediately pick up member(s). After notification, parents/guardians (or emergency contacts) must pick up the ill member within 2 hours.

Examples of specific illnesses where a member may be denied access to the Club:

- Fever greater than 100.4 degrees
- Skin rashes
- Live head lice
- Ring worm
- Strep throat
- Chicken pox
- COVID
- Cough or shortness of breath

Evacuation & Family Reunification

In the case of an evacuation, the Boys & Girls Club will follow the below guidelines for family reunification.

- Parents/guardians who are not with their children at the time of an evacuation will be notified, of when it is safe and where they can be reunited with their children.
- Designated personnel, along with law enforcement, will check the identification of those entering the reunification area and provide them with name tags, if available.
- Designated personnel, assisted by law enforcement, will coordinate the signing out of those in the reunification site. Anyone picking up a child, under the age of eighteen, must be a verified person on the minor's check out card authorized to pick up the child.
- A mental health professional or counselor should be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.
- Those who have not been picked up from the reunification site by a certain time will be taken to a secure area until a family member comes. Media Liaison and Parent/Guardian Liaison will relay the message to the local Club community of the new pick-up site where family members can pick up their loved ones.

Evacuation/Family Reunification Sites

The Boys & Girls Club will follow school guidelines for family reunification sites for any programs located on school property. For stand-alone Boys & Girls Club programs that are not hosted on a school site, the following locations will be used for reunification:

Elgin Clubhouse – Centre of Elgin

- 100 Symphony Way, Elgin, IL 60120

- Contact Number from 8:00 A.M. to 5:00 P.M. – 847-931-6123
- Contact Number after 5:00 P.M. – 847-514-6051

Schaumburg Teen Center – Schaumburg Police Department

- Location – 1000 West Schaumburg Road, Schaumburg, IL 60194
- Contact Number – 847-882-3534

South Elgin Clubhouse – X1 Sports

- Location – 721 Martin Drive, South Elgin, IL 60177
- Contact Number – 847-497-8422

Youth Member Expectations

At the Boys & Girls Clubs of North Central Illinois, we expect youth members to follow these general expectations throughout all program spaces.

- Be respectful
- Be responsible
- Be safe
- Be engaged
- Be kind

Our goal is for all youth to work together to make the Club a safe, welcoming environment for each youth member, staff member and guest within the program.

Discipline Procedure

The Club sets high expectations for member behavior. To reinforce expectations, the Club offers rewards for positive behavior and implements consequences for negative behavior. The Club utilizes a “Standard Behavior Response Plan,” which promotes equity and fairness in the behavior decision-making process. In this plan, behaviors are divided into tiers and assigned a list of possible approaches that staff may take to respond to that behavior. Outcomes may vary based on member age and historical background. Each approach has been recommended by staff and supported by local school districts and the Boys & Girls Clubs of America.

Standard Behavior Response Plan

Tier	Description	Behaviors Exhibited	Outcome
Zero (0)	In this tier, everyone is following expectations, and all is well.	Following expectations, minimal disruptions, adhering to the schedule, engaged in programs.	Youth may receive recognition, Member of the Week, Member of the Month. Staff may also use the opportunity to conduct emotional check-ins and see how they are doing.
One (1)	In this tier, a member would receive a verbal warning and a guardian may or may not be notified.	First offense to breaking general expectations, repeatedly talking while staff are talking, distracting others during programming, first swearing offense, phone use unless they were given permission, recording or taking photos of others without permission in public spaces, disrespecting space, and/or running inside.	Youth may be redirected and reminded of the general expectations: Be respectful, be safe, be responsible, be engaged, and be kind. Guardians may be notified if the behavior is repetitive. 3 Attempted Guardian Discussions = Behavior Notice
Two (2)	In this tier, we will write a behavior notice or behavior support plan. A conversation with the guardian is necessary.	Consistent offenses to breaking expectations. First offense of discriminatory language, downplaying or making jokes about mental health, verbal bullying, throwing food or other small objects, Public Displays of Affection (PDA), and/or taking photos or videos of others without permission in non-public areas.	Youth may be asked to leave their group to discuss the situation and may receive a behavior notice and/or support plan. Guardians will be notified immediately or at member pickup. 2 Attempted Guardian Discussions = Behavior Notice
Three (3)	In this tier, the behavior will result in a behavior notice OR suspension OR expulsion.	Multiple offenses of discriminatory language, physical bullying and/or cyberbullying, and/or threats. First offense for stealing, breaking others' belongings intentionally, escalated argument, inappropriate physical touch, play fighting, targeting others, calling 911 with no emergency present, and/or vaping.	Youth will be asked to leave their group to discuss the situation. A guardian will be notified. A meeting may be held before the member can return to Club from suspension. 1 Guardian Discussion = Behavior Notice <u>OR</u> Suspension <u>OR</u> Member Support Meeting
Four (4)	This tier is for member behavior that could be considered an emergency. 911 will be called.	Physical fight, member is at risk of suicide, member is harming others, member under the influence, and/or leaving the premises voluntarily.	An incident report will be filed. Missing Member Procedure may be followed if necessary. A guardian will be notified immediately. 911 will be called. 1 Tier Four Behavior = Suspension <u>OR</u> Member Support Meeting <u>OR</u> Membership Revoked
Five (5)	This tier is for events outside of our control that could be considered an emergency. 911 will be called.	Active shooter, bomb threat, intruder in the building, allergic reaction, disclosure of harm or abuse, parent/guardian arrives under the influence of substances.	911 will be called. CPR & First Aid may be administered. All safety protocols will be followed. A guardian will be notified when it is safe to do so. DCFS may be contacted.

Attendance & Check-In

All members must sign in or scan in as soon as they arrive at their school site, center, or Clubhouse. Members that have been issued a Club ID card are responsible for bringing it every day. Parents/guardians must sign-in their child(ren) if they are dropping them off. Members who ride the bus will sign in as soon as they arrive to the building. If a member has a planned absence for the day, the parent/guardian should notify the Club leader of the absence for attendance keeping purposes. Members who do not attend school may not attend the Club on that same day.

School-Based Activities to Boys & Girls Club

This procedure applies to all staff, volunteers, and partners facilitating transitions between school-based clubs and BGC after-school programs. This practice is to ensure the safe and seamless transition of children from school-based activities to the Club. This particularly applies to programs that are run by school personnel or partners within the same school building as the Club.

To ensure BGC staff are aware of each child's attendance and presence in the building, the following steps must be followed:

- Attendance Confirmation:
 - Upon time of school dismissal BGC members must proceed to the BGC check-in area. If a member is expected but has not checked in, BGC staff will follow up with school personnel and/or parents/guardians to confirm the child's whereabouts.
- Transition to School-Based Club:
 - Before a child leaves for a school-based club, they must sign out of BGC and sign in to the school-based club's attendance system.
 - The school-based club staff must confirm receipt of the child and ensure they are under supervision.

Departure from Club

Parents/guardians must call or text the Club phone to notify the Club that they have arrived for pick-up; they should not contact the member directly via the member's personal device. Parents/guardians must arrive at the designated door for Club programs and sign out members from the Club via the daily roster to indicate pick-up. Members are not permitted to re-enter the building or Club after pick-up unless there is a pre-arranged circumstance (ex. Doctor's appointment). Only contacts listed on the MyClubHub portal are authorized to pick up a youth member. Any adults that are unfamiliar will be asked to provide a photo ID for pick-up.

Personal Belongings and Lost & Found

The Club is not responsible for lost or stolen items. All hats, backpacks, coats, and any other personal belongings should be stored in the designated area upon arrival at the Club. All cell phones, electronic devices or money must be kept in backpacks unless otherwise permitted by a staff member for a specific circumstance. All bikes and scooters must be left outside in designated areas.

Shoes must be worn at all times. Items of clothing taken off and left unattended (i.e. hooded jackets) will be deposited in lost and found, and donated after a period of time if they are unclaimed.

Inappropriate clothing will not be tolerated. Examples include: shirts or items using racial, ethnic, and/or gender put-downs, shirts or items portraying inappropriate language or symbols, shorts or skirts shorter than fingertips when arms are relaxed at one's sides, clothing that reveals undergarments (bras, briefs, boxers), see-through mesh type clothing, chains that hang off clothing, shirts that don't cover the torso (no bare midriffs), spaghetti straps, low cut or V-neck shirts exposing chest cleavage, gang-related attire, including bandanas, and bare feet.

Guest Policy

A visitor is defined as any person seeking to enter a Club building who is not an employee of the Club or a duly registered participant in a Club program. All visitors shall report to the front desk when arriving or leaving the Club premises. Notices are displayed at the building entrance indicating that all visitors are required to register with the front desk. All visitors shall be requested to wear an appropriate form of identification when on Club premises. Identification will be provided by the front desk. All Club visitors must comply at all times with Club policies and procedures.

Computer & Technology Use

The Boy & Girls Club recognizes that technology is a tool for instruction which should facilitate and enhance the members educational goals. Internet access is one of the technology tools that can provide positive learning experiences for students. Because of the unique nature of Internet, the staff will provide guidance and instruction to members in the appropriate use of that resource. Those responsible for member Internet access will monitor its use so that maxim instructional benefit will result. The Boys & Girls Club electronic network is part of the curriculum and is not a public forum for general use. Members should not expect that email or files stored on Boys & Girls Club servers will be private. The Boys & Girls Club reserves the right to log technology use, to monitor fileserver space utilization by members, and to examine members' files and materials as needed, and at its discretion. Members must recognize that there is no assurance of confidentiality with respect to access to transmissions and files by people outside, or from persons inside the Boys & Girls Club. Members are expected to demonstrate good behavior on school computer networks just as they are in a classroom or a school hallway. General school rules for behavior and communications apply.

All members who wish to use a Boys & Girls Clubs device or equipment will be required to successfully complete BGCA-provided digital citizenship and technology safety training annually.

Youth Members will:

- Use or access Boys & Girls Club technology only for educational purposes.
- Comply with copyright laws and software licensing agreements.
- Understand that email and network files are not private. Network administrators may review files and communications to maintain system integrity and monitor responsible student use.
- Respect the privacy rights of others.

- Be responsible at all times for the proper use of technology, including proper use of access privileges, complying with all required system security identification codes, and not sharing any codes or passwords.
- Maintain the integrity of technological resources from potentially damaging messages, physical abuse, or viruses.
- Abide by the policies and procedures of networks and systems linked by technology.

Youth Members will not:

- Access, download, create, send or display offensive messages or pictures.
- Use harassing, offensive, obscene or defamatory language.
- Harass or attack others.
- Vandalize or damage computer equipment, systems, networks, hardware, software, data or programs.
- Spread computer viruses.
- Violate copyright laws or software licensing agreements.
- Use others' passwords or accounts.
- Misrepresent themselves or others.
- Trespass in others' folders, work, or files, or gain unauthorized access to resources or entities.
- Reveal their personal address or phone number, or those of other users.
- Use District technology for non-school purposes or personal financial gain.
- Use technology for any illegal purpose or activity.

Boys & Girls Club Site Phone

Members may use the site phone to contact parents/guardians or vice versa upon request.

Food Policy

To prevent issues with allergies, the Club discourages members from bringing outside food and drink to the Club. If members are allowed to bring outside food and drink, it must be consumed in a designated location (usually the cafeteria) and at designated times. All gum and candy must be kept in backpacks.

Every day, all members are given the opportunity to eat provided meals or snacks. If your child has a food allergy, please document that allergy on the membership form. Members with allergies or food restrictions will be allowed to bring food from home for mealtimes.

[Transportation Expectations & Procedures](#)

Transportation Rules

The Club provides transportation to members by picking up and dropping off at designated locations for access to daily Club programs, and for local fieldtrips. All members that ride the bus or van must understand and follow all the rules. If a member cannot follow the rules, they will not be able to ride the

bus or van in the future. Please understand that transportation at the Club is a privilege. All Clubhouse rules apply to members who are riding the bus or van.

Members are expected to abide by the following additional rules specific to transportation:

- Members must remain seated until the bus stops and instructed by the driver to depart
- No eating or drinking allowed
- Members must speak at a reasonable volume – please refrain from shouting
- Members must keep hands and all body parts inside the windows
- Members may not open or attempt to exit through the emergency door

Field Trip Rules

Members are asked to follow all field trip rules and expectations listed below. The Club reserves the right to revoke a member's field trip privileges due to behavior issues or misconduct.

- Members must have a signed permission form on file to attend field trips
- Members must be on time for the trip. Exact departure and arrival times for the trip will be listed on the field trip permission form. Buses departing for trips will not be held for members who arrive late.
- Staff will review expectations with members before departing for the trip. Additional safety expectations may apply depending on the type of field trip.
- Members cannot be dropped off or picked up from the field trip. All drop-off and pick-up must take place at the Clubhouse.
- Members may be asked to wear certain clothing on the trip. Any clothing requirements (or provided clothing) will be listed on the field trip permission form.
- The Club is not responsible for lost or stolen personal items. Items will be left on the bus or will be taken with the member at the field trip location. Members are responsible for carrying their items during the trip.
- Members are discouraged from bringing money on trips.

[Parent/Guardian Expectations & Communication](#)

Serving Families at the Boys & Girls Club

The Boys & Girls Club proactively communicates with families and caregivers, both formally and informally. They reach out to families and caregivers to communicate about Club activities, meet face-to-face to discuss their children's development, actively engage them in Club life, refer them to community services and agencies, and provide opportunities for family engagement and education.

All families that attend a school that hosts a Nita M. Lowey 21st Century Community Learning Center are eligible to participate in the family engagement activities and educational opportunities. Each month, the Boys & Girls Club offers an activity for both the family and their child or just for adult family members. Activities may include, but are not limited to the following: Arts, STEM, Literacy, Sports & Recreation, Social-Emotional Learning, Community Service, and Workforce Development. Select activities are

designed for adult learning only and will include childcare. All activities are shared with families through print and digital marketing.

Club Updates – Texting Service

The Club will utilize a texting service for updates and reminders. We will utilize the primary contact on the membership application for this service. While parents/guardians can choose to opt-out of receiving these messages, we discourage this as texting is our main form of communication for time-sensitive and important information.

Communication Procedure

Parents/guardians are an essential part of the Club's mission to serve youth. We encourage parents/guardians to speak with the Site Coordinator or Operations Manager on a regular basis. The Site Coordinator is the first point-of-contact for any questions or concerns. If you have additional questions and concerns that cannot be answered by a Site Coordinator, you may contact the Area Manager, Regional Director or call 847-608-5017 for more support.

Household & Emergency Contacts

We ask that you keep household and emergency contacts up to date on the MyClubHub platform. Please inform the site leader or a membership representative if you need support to update contact information. A member will not be allowed to leave with anyone who is not listed as an emergency contact or authorized for pick up.

Late Pick-Up

Please arrange for your child to depart the Club by closing time. You will be charged \$10 the first 15 minutes past our closing time per family and \$1 for every additional minute beyond that point in time. If you are charged a late fee, your child may not return to Club activities until all fees have been paid or prior arrangements have been made. The Club reserves the right to contact the appropriate authorities for assistance when members are not picked up at a reasonable time and after all emergency contact alternatives have been exhausted.

Parent/Guardian Code of Conduct

As a parent/guardian of a Club member, I understand the impact I have on the lives of children involved in our programs. The examples I set and the attitudes I take are the driving forces in creating a positive atmosphere. It is this positive atmosphere from which our youth members can best build self-esteem and develop character. I understand that my inability to follow the code of conduct may impact my child's membership and ability to participate in Club programs.

Therefore, I will:

- Refrain from use of alcohol, drugs or tobacco products prior to and during the time I am at a Club site.
- Refrain from profanity.

- Refrain from verbally, physically or psychologically abusing any member, staff, volunteer, or individual working at the Club.
- Teach and demonstrate respect to all Club members, staff, and volunteers.
- Follow facility rules and regulations, and respect at all times the properties of others.
- Promote child growth and development in a positive and supportive manner.

Membership Fee Terms & Conditions

- **Responsibility for Membership Fee:** I acknowledge that I am responsible for my monthly membership fee that has been determined based on my income.
- **Payment Schedule:** I understand that the membership fee is due by the 7th day of each month, commencing from the first month of my child(ren)'s enrollment.
- **Payment Method:** I understand that payments will be facilitated through MyClubHub and can be made in advance. Setting up autopay on my account is the recommended method for payment convenience.
- **Payment Reminder:** I understand that if my payment has not been received prior to my child(ren)'s start date, I will be contacted for payment to ensure timely processing.
- **Consequences of Late Payment:** I understand that failure to pay my assigned membership fee by the 15th day of the month may result in the suspension of my membership until the outstanding fees are paid in full. It is my responsibility to speak with the enrollment team if I am unable to pay my assigned membership fees and need additional support.

By agreeing to the terms, I acknowledge my responsibility to adhere to the outlined payment schedule and understand the consequences of late or non-payment. For more information, please visit www.bgcncil.org/membershipfees.

[Staff Expectations, Screening and Organization Chart](#)

Staff Attendance & Check-In

- Arrive on time for your shift following the attendance policy in the handbook.
- Check-in with the main office to register on the visitor or staff log.
- Report to meeting location for program set-up.
- 2 staff will be present on site until the final member leaves for the evening.
- Staff must call off by 9am the day of their shift for an illness or emergency and request off 2 weeks in advance for vacation or other time off needs.

Dress Code

- Issued Club shirts will be worn at all times unless a special event is taking place.
- ID will be worn at all times during Club operating hours and while on Club property.
- Appropriate pants/shorts and close-toed shoes will be worn at all times.

Staff Personal Belongings & Food

- No outside food & drink (except water) during program hours.
- All personal belongings should be stored in designated area.
- NO personal cell phone use during program time (electronics may be used for programs only).

Walkie Talkies

- Have walkie talkies always turned on and on your person.
- Do not allow youth members to use walkie talkies.
- Call out the member's name in your area when someone is leaving.
- Respond with the walkie talkie as quickly as possible.
- Do not use walkie talkies for general conversation.
- Do not share private information over the walkie (behavior issues, medical emergencies, etc.).

Supplies

- All supplies should be returned to the designated area at the end of EACH program.
- If supplies are missing, broken, or used, notify the program manager or program coordinator.
- Supplies/equipment belonging to the school should not be used unless with permission.

Cleaning

- See "Cleaning Check List" for responsibilities at the end of shift.
- Leave the building/space better than the condition you found it.
- Return any desks, tables, or furniture to its original position/configuration.
- Notify the custodian or Site Coordinator of any cleaning issues or broken items.

Reporting Incidents

In the case of an accident, injury or behavioral incident, all staff members are required to immediately report the incident to their direct supervisor. Site Coordinators are responsible for completing an incident report in the MyClubHub portal. Site Coordinators will notify the parent/guardian, and depending on the severity, notify school personnel or Regional Directors (per the [Standard Behavior Response Plan](#)). Depending on the situation, DCFS, police or other school professionals may be contacted.

Background Checks & Child Abuse Training

The Club conducts criminal background checks of all employees, including minors, board volunteers, volunteers who serve on a standing or enumerated committee, advisor or otherwise; and on all volunteers including minors who have direct, repetitive contact with children. Name-based or fingerprint-based record searches may be used in any combination but shall, at a minimum, a) verify the person's identity and legal aliases, b) perform and maintain authorization and results of checks through the Illinois Sex Offender Registry and the National Sex Offender Registry and c) perform and maintain authorization and results of criminal history checks through the Illinois State Police and FBI. Such checks shall be conducted prior to employment and at regular intervals not to exceed twelve (12) months.

The Club will make hiring decisions in accordance with the prohibition against barrier crimes as specified in Section 4.2 of the Child Care Act of 1969, as amended or in Section 21B-80 of the Illinois School Code.

The Club will also perform and maintain authorization and results of a child abuse and neglect registry check of the Illinois Child Abuse and Neglect Tracking System (CANTS) for all employees and volunteers who work directly with children, to verify that each employee's name must be cleared and to document the person does not have a record on this registry. Such checks shall be conducted prior to employment and at regular intervals but not to exceed twelve (12) months.

Qualifications & Training

BGCNCIL recognizes the importance of staff training in all areas related to the safety of the members. To this end, all staff will receive training and orientation that includes, but is in no way limited to:

- Review and receipt of BGCNCIL Code of Conduct.
- Review of policies related to program safety, transportation rules, the prevention and reporting of child abuse, and emergency procedures.
- Training in recognizing signs of suspected child abuse.
- Training in recognizing and preventing bullying and other forms of inappropriate conduct.

Supervision

The Club is committed to providing a safe environment. All Club activities and program spaces shall always be under continuous supervision by sight or sound (for restroom supervision) by an appropriate staff. To ensure appropriate supervision, staff, and volunteers:

- Must always abide by the prohibition of private one-on-one interaction policy.
- Must abide by all the organization's disciplinary policies and procedures
- Must always maintain proper supervision ratios. Supervision levels should not exceed a trained staff- or trained adult volunteer-to-youth ratio of 1:20
- Must be trained on appropriate supervision tactics and behavior patterns.
- Must immediately notify Club leadership and/or submit written reports detailing supervision issues, accidents, or critical incidents.

Supervision of Program Spaces

- Staff to member ratio will not exceed 1:20.
- Members must remain in program area unless given permission to exit.
- Staff will circulate program area to ensure safety & participation.

Supervision During Transitions

- Members may not travel in the hallways without a staff member present.
- Members must remain with the group during transitions.
- Voices should remain at a reasonable level.

Supervision for Exiting the School

All facility entries and exits shall be controlled and monitored by paid adult staff (18 or over) during all hours of operation, along with a system to monitor and track everyone who is in the facility. Members who have signed out of the Club must leave the school building & property in a timely manner.

- Pick-Up
 - Parents/Guardians must call or text the Club phone if they are picking up a member.
 - The member will be called out over the walkie talkie.
- Walk
 - Members must have permission on their membership form if the parent/guardian requests the member to walk home.
 - The member is allowed to walk home at any time throughout Club program as long as it aligns with the parent/guardian request.
- Bus
 - A list of members utilizing the activity or Club bus will be provided for drivers.
 - Members will walk together to the bus for departure.