



# Parent and Family Handbook

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**W**elcome to Boys & Girls Clubs of Harrisonburg and Rockingham (BGCHR)! Our Handbook is designed as a guide for parents and families to understand membership in the Club. As a member, your young person will have a chance to have lots of fun at their Club while enjoying tremendous life development opportunities.

Our professional staff members are trained and kept advised of changing trends throughout the youth development movement. To promote personal and professional growth, staff members attend workshops and seminars offered by Boys & Girls Clubs of America. These seminars serve as a resource for staff and a vehicle to enhance Boys & Girls Club's programs and services.

Remember staff is here for you. If you ever have a problem, you can and should always talk with a staff person immediately.

## 1 Boys & Girls Club Overview

### 1.1 Mission

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

### 1.2 Values

ICARE = Integrity, Collaboration, Accountability, Respect and Excellence

### 1.3 General Information

Boys & Girls Clubs of Harrisonburg and Rockingham County (BGCHR) serves the community by providing enriching programs for our community's youth in a safe and caring environment. BGCHR provides out of school programming for ages 5 to 18 in before and after school as well as summer sessions. The Club is a non-profit affiliated with the national Boys & Girls Club of America. BGCHR is referred to as BGCHR and/or the Club throughout this handbook.

The Club has six physical locations and seven Clubs. The administrative headquarters are located in the historic Lucy Simms Educational Center in the city of Harrisonburg. The Simms Club and the Teen Center are located in the Simms building. BGCHR has two other city locations at Stone Spring and Bluestone elementary schools and three in the County at Plains, Elkton and South River elementary Schools. The Club's administrative office hours are 8:30AM – 4:30PM. Club sites' hours vary depending upon the time of year and the programs being offered.

### 1.4 History

In the early 1990's, city and organizational leaders realized many youth in the community were at risk of gang recruitment and the peripheral behaviors associated with gangs. "Your Place after School" was established in 1991 to address those concerns. Leaders quickly realized providing a safe, productive, caring environment for after-school aligned with Boys & Girls Clubs of America objectives and values. Consequently in 1995, the Boys & Girls Clubs of Harrisonburg and

Rockingham County was chartered in Harrisonburg's Lucy Simms Educational Center with the support of the city leaders.

The Club serves nearly 900 youth annually through its seven sites. Throughout its 25-year history, BGCHR has served our members with nationally proven programs developing character and citizenship, healthy lifestyles, and academic success. BGCHR's impact on the community since 1995 has been to be a positive force in the lives of our young people in order for them to reach their full potential.

### 1.5 Core Beliefs

Boys & Girls Club provides:

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

### 1.6 Office Information

The Administrative Offices are located at 620 Simms Avenue with hours Monday through Friday, 8:30am to 4:30pm. Administrative offices are closed on Club holidays but remain open otherwise.

### 1.7 Club Communication

The main office number is 540-434-6060. Each Club has its own phone number which is available on BGCHR's website or by calling the main number. The website is [www.bgchr.org](http://www.bgchr.org) All Club communication is provided via Remind App, a mobile phone-based notification system. Instructions to download this application and join your Club's group is available from the Club Director. Parents/guardians are HIGHLY encouraged to join this communication system since all notifications, including emergency announcements are provided in this manner.

## 2 Membership and Club Information

### 2.1 Club Programs and Services

BGCA is a youth development program serving young people between the ages of 5 and 18 offering diversified program activities in three core areas: Character Building & Citizenship; Healthy Lifestyles and Academic Success.

### 2.2 Club Methods

Club provides group activities in an informal environment in which individuals learn social skills and build confidence. Staff provide opportunities to work with individuals and small groups to meet for specific program activities. Interaction among participants is as important as the interaction between the adult leader and the participants.

Club programs and services seek to promote and enhance the development of members by instilling:

- A sense of competence: the feeling that there are many things that boys and girls can do and do well.

- A sense of usefulness: the opportunity to do something of value for other people.
- A sense of belonging: a setting where young people know they “fit in” and are accepted.
- A sense of power or influence: a chance to be heard and to influence decisions.

It is the goal of BGCHR to provide activities which will enhance the self-esteem of our youth and to create a positive, nurturing environment which will enable the young men and women of our community to reach their full potential as productive citizens for their future families, communities, and country.

### 2.3 Club Membership Operation

Membership is open to all boys and girls between the ages of 5 and 18 (proof of age is required). Membership applications are required and there is a \$15 nonrefundable fee paid annually, at sign up for summer or for the school year. Applications include all necessary contact information and Parent/Guardian’s signature. It is vital that we have current and correct contact addresses and phone numbers so that someone can be contacted at all times in the event your child is injured or other matters arise.

Weekly program fees are charged in addition to the annual membership. Special programs, such as sports leagues and field trips, may require additional fees. **Program fees are due at the beginning of each week of service. The full price is charged by each week, not by the day. And, the charge is owed even if you did not attend that week. In order to not be charged for the week, parents/guardians must let staff know at the beginning of the summer program or at the beginning of each school semester which, if any weeks, their child(ren) will not be attending or they will be charged for the week.**

Scholarships for weekly fees are available for those who have need. Our mission is cost should not be a barrier for quality youth programming services.

Each day includes physical activity, homework and/or learning activities, and a snack and/or lunch. Club members are expected to follow the Club Rules. In order to create a positive and safe environment, parents/guardians are notified when expectations are or are not met.

### 2.4 Parent and Child Orientation

Parents/Guardians and members must attend an annual orientation in order to be Club members. The purpose of attending the orientation is to learn policies and programs offered by BGCHR. The Club Director will have a schedule of orientations.

### 2.5 Food/Snacks

Clubs serve daily snack year-round, whether full or half-day, and it is included in the program fee. During summer camps, lunch is provided at no extra charge. Nutritious foods are served daily; they include 100% fruit juices or 2% milk, and two food group combinations from such choices as fruits, whole grain cereals, breads and crackers, granola bars, peanut butter, vegetables, etc. for snack. Sometimes “special occasion” foods will be served in addition to snack for celebrations. The Club meets or exceeds the nutritional requirements of the US Department of Agriculture.

## 2.6 Club Rules

The Club rules exist for members to understand what is expected of every member so that everyone will be able to feel safe and have fun at the Club and during Club outings. Therefore, we ask each Club member (and family) to abide by the following rules. I promise to:

- 1) Sign in and out every day.
- 2) Attend my Club only if I attended school.
- 3) Not fight or use inappropriate language.
- 4) Respect all staff, volunteers, and Club members.
- 5) Listen quietly whenever a staff member is talking.
- 6) Know that drugs, alcohol, tobacco, and gambling are not allowed.
- 7) Understand that weapons in or around my Club are not allowed.
- 8) Not take anything that does not belong to me.
- 9) Refrain from public displays of affection towards members, staff, or guests.
- 10) Consume food or drinks in designated eating areas.
- 11) Not borrow or lend money.
- 12) Dress appropriately. No open toed shoes or preferably no crocks!
- 13) Run only in designated areas, such as the gym.
- 14) Keep my Club clean and free of garbage.
- 15) Play in areas that are staffed or supervised.
- 16) Respect my Club property.
- 17) Respect my fellow Club Members and all of their property.
- 18) Play fair, be honest & have fun.
- 19) Respect myself.
- 20) Not use electronics unless the Club Director sends a message allowing them

## 2.7 Fee Guidelines

Weekly program fees are charged for the before, after school, and summer programs. The method of payment is a credit/debit card. Each location has a Square to take payments.

Parents/Guardians are not allowed to carry more than \$100 balance on their past due accounts. Club Directors will discuss payment status with parents and payment options. Scholarships are available on a case-by-case basis.

Program services may be terminated if there are continued late payments/non-payments. This includes payments derived from DSS "swipe cards". One infraction shall be given for each late payment/nonpayment.

Upon termination of services for nonpayment of delinquent fees, the family will be ineligible for program services until all delinquent fees are paid. All payments due during the previous year must be paid or addressed prior to the start of the Summer and/or Fall programs for continued enrollment.

### 2.7.1 DSS Cards and Payments

Attendance is maintained by parent/guardians swiping their DSS cards upon child drop off and child pickup. If a guardian fails to swipe their DSS card, then the Club Director will take a three-strikes approach.

- \* First time missed, parent is reminded
- \* Second time missed, youth misses one day
- \* Third time missed, youth misses a week.

Program services may be terminated if there are continued late payments/non-payments and/or failure to swipe DSS cards.

### 2.7.1 Late Pick Up and Fees

BGCHR understands emergencies arise which prevent parents/guardians from picking up their child/ren on time, but this is the exception not the normal. Parents shall call the Club to advise staff they will be late whenever possible. If staff have not heard from a parent/guardian, they will call the contacts provided on the child's contact list. If no authorized person can be reached an hour after closing time, staff must contact the local police department and release the child to police custody. BGCHR reserves the right to charge a \$10 late pick fee with an additional fee of \$1 per minute, per child, for every minute your child(ren) is/are at the Club after closing time. If this occurs three times, the child may lose his place in the program.

## 2.8 Hours of Operation

During the school year, County and City Clubs operate a morning program open from 7:00-8:00 am and then an afternoon program from 3:00 – 6:00pm each afternoon. Most Clubs are open full days 7 a.m. – 5:30 or 6:00p.m. during the summer and planned school closures like holidays, parent-teacher conferences, etc.

Club closing information will be communicated to parents first and foremost through the RemindApp, and then our website, and/or clearly posted on the Club/school door and, with as much advanced notice as possible.

### 2.8.1 Inclement Weather

The Club's policy on inclement weather is to mirror that of the school system in which it resides. Therefore, if schools or City Parks & Recreation are closed, the Clubs are not allowed to operate within that facility.

### 2.8.2 Holidays

The following ten days are holidays when all Clubs and the administrative office are closed:

- New Year's Day (January 1st)
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day



- The Friday following Thanksgiving
- Christmas Eve (December 24)
- Christmas Day (December 25)

The Club also closes for two weeks each year: one the week after public schools ends for the year, and one at the end of BGCHR summer camp. This is for staff training and staff time-off. The Clubs may also close at other times during the year depending on various situations including low staff, facility issues, additional staff training, and when holiday days fall in a week. As much advance notice as possible will be given to parents and guardians in all Club closure situations.

## 2.9 Health and Emergency Procedures

Parent/Guardians will be contacted when their child has a temperature of 100 degrees or more, experiences vomiting or diarrhea, exhibits symptoms of a contagious disease, or may need medical treatment. Parents/Guardians are expected to pick up an ill child within the hour of being notified. For this reason, it is very important to make sure we have all updated information on file.

Children with contagious ailments or fever are to remain at home. If your child did not attend school for the day, they are not permitted to attend the Club. We appreciate notification of such ailments so that we can do our part to prevent the spread of illness.

Parents/Guardians agree to inform BGCHR within 24 hours or the next business day after their child or any member of the immediate household has developed any reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately.

### 2.9.1 Procedures for Handling Medicines, Sunscreen and Insect Repellent

Medication can be dispensed at BGCHR. Medication will only be administered with written permission from the parent/guardian. Any prescription medication must have written permission from the child's doctor. Over-the-counter medication will not be administered for more than ten consecutive days unless the parent/guardian provides written permission from their doctor.

All medication must be hand-delivered to the Club Director by a parent/guardian and should not be carried on the person of the child (i.e., in pockets or a backpack). Medication must be in the original container with the child's name, dosages and times to be given.

Medications are kept in a clearly marked, locked child-proof box. In the case of field trips, medications are carried in a locked container with the Club Director.

If sunscreen is used, the following requirements shall be met: 1. Written parent authorization noting any known adverse reactions shall be obtained; 2. Sunscreen shall be in the original container and labeled with the child's name; 3. Sunscreen does not need to be kept locked but shall be inaccessible to children under five years of age.

If insect repellent is used, the following requirements shall be met: 1. Written parent authorization noting any known adverse reactions shall be obtained; 2. Insect repellent shall be in the original

container and labeled with the child's name; 3. Insect repellent does not need to be kept locked but shall be inaccessible to children; 4. A record shall be kept that includes the child's name, date of use, frequency of application and any adverse reactions.

### 2.9.2 Infestations and/or Contagious Conditions

Any and all suspected transferable infestations or transmittable contagious conditions will be addressed as follows, without exception:

- 1) Parent/Guardian will be contacted and must immediately remove the member from the Club's facilities.
- 2) Proof of treatment from a health care facility and written pre-approval from the Club Director is required before the child will be allowed back into the Club.
- 3) Parent/Guardian will contact the Club within a 24 hour period if child comes in contact with an infestation or contagious conditions.

### 2.10 Lost and Found

Personal belongings should be properly marked. Members should take home all projects and personal belongings each day. Lost and Found items are collected and kept for one month. If they are not claimed, they are donated to community organizations.

### 2.11 Personal Belongings

BGCHR suggest Members not bring toys, handheld video games, cell phones, cameras or any other personal belongings to the Club. These items attract attention and may be lost or stolen. BGCHR is not responsible for any lost, damaged or stolen personal belongings. Those things that are necessary such as book bags and jackets should be clearly marked with the member's name.

### 2.12 Dress Code

While we want members to feel comfortable, the following dress code must be observed:

**Footwear:** Shoes and socks are recommended to be worn at all times. Cleats are NOT allowed. Sandals and any other open toed shoes should be avoided when at all possible for safety reasons. We recommend if a child is going to wear open toed shoes that they carry a pair of tennis shoes in their backpack.

**Clothing:** Inappropriate clothing of any kind WILL NOT be allowed on the Club premises. Members are not allowed to wear clothes that are too short, too tight, or too revealing in any way or clothes with questionable or distasteful language. Members who violate the dress code will be asked to change clothes or leave immediately. Judgment as to appropriate attire is in the sole discretion of the Club Director.

### 2.13 Club Care

Members are expected to help keep the Club and the surrounding property clean. Quite often there will be special group clean-ups and a "scrub-down". Simply stated, a "scrub-down" is when all games and activities are closed long enough for the entire Club to be thoroughly cleaned.

### 3 BGCHR Standards of Operation

The mission of Boys & Girls Clubs of Harrisonburg and Rockingham implies upholding proper values and behaviors for the youth we serve and the youth themselves in a safe environment. We follow guidance from Virginia Department of Health, Centers for Disease Control, Department of Social Services and Boys & Girls Clubs of America policy.

BGCHR places the highest value on the physical and emotional well-being of the youth we serve. Staff follow these guidelines:

- Consider the safety of the children at all times.
- Give hugs if comfortable doing so, but always take cues from the youth.
- Make sure all children are under the supervision of a staff member at all times.
- Do NOT meet with a child alone in private.
- Follow BGCHR guidelines regarding appropriate use of technology. Cell phones are to put away while supervising members, unless it is part of the curriculum for that day. Computers are to be used with age-appropriate sites and materials.
- Do NOT attempt to counsel a child. If a child confides abuse or neglect report information immediately to the Club Director and contact the proper authorities.

#### 3.1 One on One Contact & Restroom Policy

Boys & Girls Club of Harrisonburg and Rockingham County is committed to providing a safe environment and enforces the One on One and Restroom Policy for members, staff, volunteers, and other adults.

The One on One Contact Policy states that meetings and communications (in-person and virtual) between members and staff and volunteers (known as adults) shall not be in a one-on-one situation alone with a member but rather should include at least three individuals.

The Restroom Policy states adults use adult-only bathrooms and youth use youth-only bathrooms, when available. Sites that have adult-designated bathrooms shall be used by all adults. Sites that do not have the ability to designate adult-only bathrooms shall ensure staff enter bathrooms alone. 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. The Policy also states everyone, adult or child, enter a bathroom alone-using the restroom one at time (they are the only person in the bathroom). All sites shall follow age and gender grouping protocols for members. Please refer to these policies frequently and at your assigned location.

#### 3.2 Reporting Suspected Abuse/Neglect

BGCHR is concerned for the health and well-being of young people. Employees of BGCHR are trained to recognize signs of abuse. We are required by the State of Virginia to report any and all instances of suspected child abuse. When a staff member has information or evidence of suspected child abuse, the Club Director is informed of the concerns and the Department of Social Services is

contacted with the information. The Department of Social Services will determine the appropriate action to be taken.

### 3.3 Background Checks

Club volunteers and interns, especially those providing direct service to our members, submit to background checks upon their service date. Background investigations require an individual's social security number, and may include, but are not limited to, a volunteer's driving record, a national sex offender search, state and federal criminal records searches or credit checks. Any offenses or convictions may prevent service at the Clubs.

### 3.4 Discipling Members

Disciplinary problems are handled by staff members. Staff or volunteers will not physically punish or belittle our members. If staff witness a youth acting out or breaking a rule, staff will discuss alternatives to the behavior. Staff is never to discipline or hold a private conversation with a member without another staff person or youth member within clear view of the conversation.

The first level of discipline is a verbal warning and redirection of appropriate behavior. The second level is a time out/away from the group or issue. The third level is a conference with the parent/guardians (see discipline plan below). Staff should fill out an incident or behavior report form to provide to the parent in order to keep the parent/guardian informed with issues or challenges with which the youth is struggling.

At any of the levels, depending on the offense, a Member can be immediately suspended from the program for a one day or more and/or be terminated from the Club.

#### 3.4.1 Discipline Plan

**PURPOSE:** To ensure that programs operate safely, and provide enjoyment to participants as well as create a fun and safe environment for all. The following are not permitted in the Clubs at any time, and based on situation, may lead to immediate suspension and/or termination:

- Profanity
- Fighting/Violence of any kind
- Misuse of equipment, supplies, facility, vehicles, etc.
- Disrespect towards staff, members, volunteers, etc.
- Intoxicants i.e.; drugs or alcohol
- Tobacco products
- Inappropriate clothing (unsafe, suggestive or containing drug/alcohol, or sexual messages)
- Inappropriate or lewd behavior
- Theft
- Bullying

**CONSEQUENCES:** The following are progressive consequences for infractions. Major infractions may require immediate suspension for either an extended period or permanently. At each level, an incident report will be created and shared with the parent/guardian.

1st Level Offense - Verbal Warning: Staff person, with another person present, should sit with the youth away from others. Ask the youth if she/he understands what she/he is doing wrong. Positively and specifically state the behavior that the staff expects.

2nd Level Offense- Age Appropriate and situation-dependent time-out/separation from group. Could include discussions of how to correct the behavior including writing sentences on how to improve or better choices.

3rd Level Offense - Staff/Child/Club Director conference with parents/ guardians. Follow up from this meeting may include a plan of action, depending on the behaviors being exhibited.

### 3.4.2 Withdrawal of Children from Program

A parent/guardian may withdraw a child from the Club at any time. Conversely, a parent/guardian may be asked to voluntarily withdraw a child from the Club if there is persistent discipline or other problems which cannot be resolved through reasonable efforts of the staff.

BGCHR reserves the right to ask for the immediate withdrawal of a child, depending on the nature of the problem, especially in the case of behavior harmful to the youth or others around them. It is the desire of the staff and the Club Director to work with parents/guardians to improve discipline or other problems and in all but most extreme circumstances they will have two weeks to do so. Attending the Club is a privilege, not a right.

BGCHR reserves the right to cancel the membership of any Member under the following circumstances:

- Repeated failure of youth to maintain appropriate behavior
- Repeated failure to pay applicable fees on time
- Repeated failure to pick child up at closing

### 3.5 Confidentiality Policy

In order to best serve the members of the Club, BGCHR has determined confidentiality will be maintained in all programs, departments, functions and activities. Except with the express permission of the CEO or Board President, staff and volunteers may not duplicate or disclose by any means, any personal or programmatic information to any unauthorized person or Club entity during or after their employment.

Moreover, staff and volunteers shall not disclose any information about a Member, including the fact that he or she is or is not served by the Club, to anyone outside of the Club unless authorized by the CEO, Board President or their designee.

### 3.6 Insurance

BGCHR carries insurance for injuries to the youth in our care after proof we may have prevented the stated injury with more effective supervision. However, if anything happens to a Member which is accidental and which we could not have prevented, BGCHR is not held responsible. Please contact the office for more information.

### 3.7 Licensure

The majority of our Clubs are licensed through Department of Education (DOE) and ALL Clubs follow best practices in the areas of safety and health as well as membership requirements enforced by Boys & Girls Clubs of America (BGCA). Please note the following important information: Elkton Club and the Teen Center are DOE exempt sites and as such follow an Open Door Policy (Licensed Clubs do not follow this policy).

BGCHR's OPEN DOOR POLICY allows members to come and go at any time during program hours. Members are not required by DOE to sign out however BGCA requirements make Clubs have all departure information on all participants: and staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. It is the responsibility of the child and the parent to determine and adhere to a suitable arrival and departure arrangement. Be aware, however, that Club members are not allowed on Club property during operating hours unless they are signed in and participating in a planned and organized activity.

### 3.8 Transportation Safety

Any vehicle used by the Club for the transportation of children shall meet the following requirements:

- The vehicle shall be manufactured for the purpose of transporting people seated in an enclosed area;
- The vehicle's seats shall be attached to the floor;
- The vehicle shall be insured with at least the minimum limits established by Virginia state statutes;
- The vehicle shall meet the safety standards set by the Department of Motor Vehicles and shall be kept in satisfactory condition to assure the safety of children;
- The Club shall ensure that during transportation of children Virginia state statutes about safety belts and child restraints are followed and stated maximum number of passengers in a given vehicle shall not be exceeded.

When traveling by bus:

- Children must remain seated at all times while the bus is in motion;
- Arms, hands, feet, etc., must be kept inside the bus at all times, not hanging out the windows;
- Indoor voices must be used at all times and behavior must be courteous so that the driver can concentrate on driving;
- A staff person/volunteer will lead children while entering.

### 3.9 Use of Club Computers/Electronic Devices

The Club may provide computers, printers and other electronic devices to perform tasks or Club activities and/or schoolwork. All use of computers, printers, and electronic devices shall be consistent with BGCHR's goal to provide programming excellence for the youth we serve.

Cell phone use by Club Members is generally prohibited. Members are advised not to bring cell phones however, if they do, they must keep them in backpacks. Youth are allowed to use cell phones at the discretion of the Club Director.

Users shall be held personally liable for the content of any electronic message they create. The Club's electronic devices and/or services may not be used to solicit or create any offensive or disruptive messages. Club devices and/or services shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar materials. Accessing, uploading, downloading, or distributing profane, pornographic, obscene, or sexually explicit material is absolutely prohibited. All messages composed, sent or received on the Club's electronics are and remain the property of the Club.

There should be no expectation of privacy with the use of the Club email systems and the use of internet resources is subject to monitoring.

Any electronic or online communications by volunteers with Club members must be professional in nature, content, and tone. Communicating with Members on non-Club matters via electronic resources is not permitted.

The devices provided by the Club and all related materials, including software, are the Club's property and may be used for Club business only. Only software that is authorized by the Club may be used, copied or installed onto Club equipment. All data contained on the Club's electronic devices belongs to the Club and cannot be altered without specific written authorization. No data stored on the Club's electronic devices is to be released to any person outside of the organization.

Outside computer services such as the internet, e-mail, instant messaging etc. may be accessed and used for Club business only after receipt of proper authorization.

Any exception to the Club's acceptable use of electronics must receive prior approval from the Director of Operations or the CEO.

### 3.10 Social Media

Social networking and other online resources offer opportunities for collaboration and increased communication between stakeholders and the public. Volunteers and Members must be aware that unacceptable content or inappropriate interactions may adversely affect the reputations and careers of the Club, members and staff. Any online behavior results in a digital footprint that is nearly impossible to remove.

Refrain from using social media while on Club time or on BGCHR equipment, unless it is authorized. Do not use BGCHR email addresses to register on social networks, blogs or other online tools utilized for personal use. Pictures of members are not to be taken during Club time, unless by an authorized Club Staff or an approved representative.

Statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, or that might constitute harassment or bullying are not allowed. Accessing, uploading, downloading, sharing or distributing profane, pornographic, obscene, or sexually explicit material is absolutely prohibited during Club hours even if on personal devices. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

## 4 Policies

### 4.1 Code of Ethics

The Club expects all staff members and volunteers to conduct themselves in a manner that exemplifies the highest standard of ethics and propriety in any endeavor or activity that could impact or reflect upon the mission, purpose, integrity, reputation and professional and business relationships of the organization. Staff and volunteers sign a Code of Ethics annually. Members and Guardians review the Code of Ethics at orientation.

### 4.2 Open Communication

Members and parents are encouraged to bring their comments, questions or complaints to their staff's attention as soon as possible. If the staff does not resolve the issues, the member or parent may request a meeting with the appropriate next level of personnel.

### 4.3 Anti- Harassment

The Club's policy is to provide an environment free of harassing conduct. The Club will not tolerate any form of harassing conduct that is based upon an individual's race, color, sex, sexual orientation, gender identity, national origin, age, disability, marital status or other protected status. This policy also prohibits retaliation against anyone who files a complaint of harassment, participates in such a proceeding, or otherwise opposes harassment of any member or club personnel at a Club or any Club sponsored activity.

For these purposes, the term, "harassing conduct" includes, but is not limited to: slurs, jokes or other verbal, nonverbal, or physical conduct relating to an individual's race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, veteran status or other protected status. The term, "harassing conduct" also includes sexual advances, requests for sexual favors and other unwelcome conduct of a sexual nature. Any employee violating this policy will be subject to corrective action up to and including discharge.

Examples of conduct that may constitute sexual harassment include:

- unwelcome sexual physical contact
- unwelcome ongoing or repeated sexual flirtation or propositions, or remarks
- sexual slurs, leering, epithets, threats, verbal abuse, derogatory comments or sexually degrading descriptions
- graphic comments about an individual's body or overly personal conversation of a sexual nature
- sexual jokes, notes, stories, drawings, gestures or pictures
- spreading sexual rumors, false rumors, or making negative statements intending to degrade someone in a sexual manner
- touching an individual's body or clothes in a sexual way
- displaying sexual objects, pictures, cartoons or posters
- impeding or blocking movement in a sexually intimidating manner
- sexual violence



- display of written materials, pictures, or electronic images
- unwelcome acts of verbal, nonverbal, written, graphic, or physical conduct based on sex or sex stereotyping
- the foregoing examples apply equally to all students and school personnel regardless as to whether the complainant and the alleged harasser are of the same sex and gender

Examples of conduct that may constitute other unlawful harassment include:

- graffiti containing racially offensive language
- name calling, jokes or rumors
- physical acts of aggression against a person or his property because of that person's sex (including pregnancy), gender, race, color, religion, national origin, disability, ancestry, age, marital status, genetic information, veteran status, or any other characteristic protected by law
- slurs, making negative statements, and hostile acts that are based on another's sex, (including pregnancy), gender, race, color, religion, national origin, disability, ancestry, age, marital status, genetic information, veteran status, or any other characteristic protected by law
- written or graphic material that is posted or circulated and is intended to intimidate or threaten individuals based on their sex (including pregnancy), gender, race, color, religion, national origin, disability, ancestry, age, marital status, genetic information, veteran status, or any other characteristic protected by law
- slurs, negative statements, and hostile acts, written or graphic material that is posted or circulated, or physical acts of aggression against a person because of their actual or perceived nonconformity to gender stereotypes

For clarification, harassment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, veteran status or other protected status is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment

Examples of behavior that could be construed as harassment include, but are not limited to:

- Degrading any group or class of people
- Assigning less desirable work or working conditions to members of a protected group based solely on their group membership
- Treating protected individuals in a demeaning fashion

Sexual harassment is defined as unwelcome physical or verbal sexual conduct where:

- Submission to the conduct is either an explicit or implicit term or condition of employment
- Submission to or rejection of the conduct is used as a basis for employment decisions affecting the person doing the submitting or rejecting
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment

### What to do about harassing conduct?

A person who believes that they or another Club employee or member has been subjected to harassing conduct should immediately contact the CEO. A prompt investigation of the complaint will be conducted, and appropriate action will be taken. Complaints will be handled in a private manner to the extent possible. The CEO or their designee has the responsibility for investigating and resolving complaints of harassment. In the event of a complaint involving the CEO, the Chief Volunteer Officer (CVO)/Board President will fulfill the investigatory role in this process. See Conflict Resolution/Grievance Policy.

The complaint and identity of the complainant and alleged harasser, will be disclosed only to the extent necessary to fully investigate the complaint and only when such disclosure is required or permitted by law. Additionally, a complainant who wishes to remain anonymous shall be advised that such confidentiality may limit the Club's ability to fully respond to and investigate the complaint.

In determining whether alleged conduct constitutes a violation of this policy, the Club shall consider, at a minimum: (1) the surrounding circumstances; (2) the nature of the behavior; (3) past incidents or past or continuing patterns of behavior; (4) the relationship between the parties; (5) how often the conduct occurred; (6) the identity of the alleged perpetrator in relation to the alleged victim (i.e. whether the alleged perpetrator was in a position of power over the alleged victim); (7) the location of the alleged harassment; (8) the ages of the parties and (9) the context in which the alleged incidents occurred. Whether a particular action or incident constitutes a violation of this policy requires a case by case determination based on all of the facts and circumstances revealed after a complete and thorough investigation.

The CEO or designee shall issue a written report to the Executive Committee upon completion of the investigation. If the complaint involves the CEO then the report and ensuing report shall be handled by the Board President/CVO, If the complaint involves a Board Officer, then the report shall be sent to the Board President. The report shall include a determination of whether the allegations are substantiated, whether this policy was violated and recommendations for corrective action, if any.

### Retaliation

Retaliation against Club members or Club personnel who file a complaint of harassment, participate in such a proceeding, or otherwise oppose harassment of any Club member or Club personnel at school or any Club sponsored activity is prohibited. The Board shall take appropriate action against members or personnel who retaliate against any member or personnel who file a complaint of harassment, participate in such a proceeding, or otherwise oppose harassment of any club or personnel at a Club or any Club sponsored activity.

### False Charges

Club members or Club personnel who knowingly make false charges of harassment shall be subject to disciplinary action as well as any civil or criminal legal proceedings.

#### 4.4 Conflict Resolution (Grievance)

Problems, misunderstandings and frustrations may arise in the Club. It is BGCHR's intent to be responsive. Below is BGCHR's Conflict Resolution policy. Therefore, along with employees members/parents may use the procedure described below to resolve or clarify their concerns.

The purpose of this policy is to provide a quick, effective and consistently applied method for a non-supervisory employee to present his or her concerns to management and have those concerns internally resolved.

**STEP 1:** The parent/guardian should discuss complaints with immediate staff member/Club Director within 14 working days of the occurrence of the matter causing the complaint. Provide detail and offer possible solutions. Most matters can be resolved at Step 1.

**STEP 2:** If the employee is not satisfied with the results of a discussion with his/her immediate supervisor, the employee is directed to take the matter to the next highest supervisor (in other words, his or her immediate supervisor's supervisor- usually the Director of Operations) within 5 working days, if practical, after meeting with the immediate supervisor. The employee must submit documentation supporting their complaint in Step 2.

**STEP 3:** If the employee believes that the matter remains unresolved, he or she is directed to present the matter in writing to the CEO within 5 working days, if practical. The employee must submit documentation supporting their complaint in Step 3. The CEO shall consider all matters brought to his/her attention pursuant to this procedure. The CEO will provide a determination within 5 working days of receiving the escalated grievance. All decisions made by the CEO shall be final.

In the event of a complaint involving the Executive Director, another Club official will fulfill the investigatory and decision-making role in this process. Customarily these will be the Board President (Chief Volunteer Officer-CVO) or the President-Elect. All timeframes for complaint discussion and response will remain the same.

The Conflict Resolution (Grievance) policy may only be used to address issues related to the employee's own employment. The Conflict Resolution Grievance policy may not be used to challenge management decisions related to pay, promotion, informal supervisory actions, or benefits. The Conflict Resolution Grievance policy may not be used to harass or impede efficient operations of The Club.

If an employee fails to appeal from one level to the next level of this procedure within the time limits set forth above, the problem should be considered settled on the basis of the last decision, and the problem should not be subject to further consideration.

Because problems are best resolved on an individual basis, the conflict resolution procedure may be initiated only by individual employees and not by groups of employees. All complaints must be made in good faith.

BGCHR reserves the right to impose appropriate disciplinary action for any conduct it considers to be disruptive or inappropriate. The circumstances of each situation may differ, and the level of

disciplinary action may also vary, depending on factors such as the nature of the offense, whether it is repeated, the employee's work record and the impact of the conduct on the organization.

No BGCHR employee will be subject to retaliation for filing a complaint under this policy.

#### 4.5 Whistleblower

A whistleblower as defined by this policy is an employee, volunteer, member or vendor (defined herein as Affiliates) of Boys & Girls Clubs of Harrisonburg and Rockingham (BGCHR or the Company) who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures. Questions regarding this policy should be directed to the Director of Operations or the CEO.

##### General

According to the BGCHR Code of Ethics Affiliates are expected to observe high standards of business and personal ethics in the conduct of their duties and responsibilities, conduct themselves with integrity, impartiality and honesty in fulfilling responsibilities, and comply with all applicable laws and regulations.

Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an Affiliate has knowledge of or a concern of illegal or dishonest fraudulent activity, the person is to contact his/her immediate supervisor, the Director of Operations or the CEO. The employee must exercise sound judgment to avoid baseless allegations.

Employees, volunteers, members and/or the general public who identify misbehavior must feel safe to report it. Not only is this good practice, but the Sarbanes-Oxley Act requires all entities, including nonprofit organizations, to protect whistleblowers and levies criminal penalties for actions taken in retaliation against whistleblowers.

In order to protect the credibility of Boys & Girls Clubs of Harrisonburg and Rockingham County, it is imperative to have policies and procedures that encourage individuals to come forward as soon as possible with credible information on illegal practices or violations of adopted policies.

This policy is not intended for serious or sensitive matters covered by other policies or procedures. Affiliates are encouraged to pursue issue and complaints through the appropriate and most relevant policies including Conflict Resolution Grievance, Anti-Harassment and other appropriate policies. This policy may not be used to raise issues which have been settled through these other procedures.

This policy aims to ensure that if Affiliates want to raise a concern, they may do so without the fear of retaliation. This policy is accompanied by a procedure to follow when filing a complaint. BGCHR reserves the right to amend the policy and procedure as necessary to meet any change in requirements.

### Types of action covered by the policy

This policy is intended to deal with serious or sensitive concerns where an individual or individuals reasonably believe(s) that one or more of the following wrongdoings is happening now, took place in the past or is likely to happen in the future:

- Criminal offense
- Corruption
- Fraud (including unauthorized use of BGCHR money, for example)
- Theft
- Mistreatment of parents and members, particularly children in our care
- Sexual or physical abuse of any member of staff or service recipient
- An unlawful act
- Any danger to health and safety
- Failure to comply with a legal obligation
- Miscarriage of justice
- A person abusing their position for any unauthorized activity for personal gain
- A person failing to meet appropriate professional standards
- A person being discriminated against because of their race, color, religion, ethnic or national origin, disability, age, sex, sexual orientation, gender identity, class or home life
- Damage being caused to the environment (by pollution for example)
- Misuse of BCGHR property
- Any other form of improper action or conduct
- A deliberate concealment of information tending to show any of the above

### Reporting Responsibility

It is the responsibility of all employees, volunteers, members and vendors (Affiliates) to comply with the Code of Ethics and appropriate policies and to report violations or suspected violations in accordance with this Whistleblower Policy.

### No Retaliation

An Affiliate who reports a violation of policies in good faith shall suffer not harassment, retaliation or adverse employment actions. An Affiliate who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within BGCHR prior to seeking resolution outside the organization.

Whistleblower protections are provided in two important areas – confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The Company will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Human Resources Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

## Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. BGCHR will not reveal the staff name or position without permission or unless required by law. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Where an individual chooses to report their concerns anonymously, such anonymity will be respected. However, it should be noted that concerns expressed anonymously are much more difficult to investigate. Anonymous reports will only be considered at the discretion of the BGCHR's Director. In exercising this discretion, the factors to be taken into account would include:

- the seriousness of the issues raised
- the credibility of the concern; and
- the likelihood of confirming the allegation from attributable sources

## Whistleblower Procedure

### Reporting Violations

Affiliates are encouraged to share their questions, concerns, suggestions or complaints with the immediate supervisor in their department.

However, if the issue cannot be shared with the immediate supervisor or if the response is not satisfactory to the complainant, the next step is to contact the Director of Operations, and then the CEO, and/or the Board President.

Filing an allegation anonymously is allowed. All allegations, whether anonymous or signed, should be submitted in writing with information to substantiate the allegation being made.

### Accounting and Auditing Matters

The finance committee of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Board Executive Committee shall immediately notify the finance committee of any such complaint and work with the committee until the matter is resolved.

## Compliance

The Board's Executive Committee is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Code of Ethics or other appropriate policy by members of the board of directors and, at their discretion, shall advise the CEO and/or the finance committee.

### The Investigation

All substantiated reports of violations will be investigated and appropriate corrective action will be taken if warranted through the investigation.

- 1) The Board President or CEO will notify the complainant (unless anonymous), acknowledging receipt of the report of an alleged violation within five business days.

- 2) Initial enquiries will be made to determine whether an investigation is appropriate. These include gathering information regarding time, date, names and details of suspected wrongdoing and are conducted by the Director of Operations, the CEO, and/or the Board President (Chief Volunteer Officer).
  - 3) If appropriate, an initial interview will be arranged with the complainant within 5 business days of receipt of the allegation. Notes will be taken during the interview and sent to the complainant to approve as an accurate record of what was discussed
  - 4) Investigations are expected to be completed within 7 working days after the initial complainant interview; although in serious or complicated cases, this may not be possible.
- Outcome of the investigation

The complainant (unless anonymous) will receive notification when the investigation is complete within 5 working days of the investigation's completion. The exact nature of the outcome, especially disciplinary action taken against any person, will remain confidential

## 5 Emergency Procedures

In the event of an emergency BGCHR has a well-designed response plan. The Remind App along with Facebook will have messages about early release times, change in pick-up points, and any other pertinent information. In time of crisis all calls should be directed to the Club Service Center at 540.434.6060.





**Boys & Girls Club of Harrisonburg and Rockingham Parent Handbook Signature Page**

By signing below I, as the parent or guardian acknowledge that

I/we received my parent handbook

I/we understand the rules and responsibilities of being a Boys & Girls Club Member and Club Parent.

\_\_\_\_\_  
Parent Name – Printed

\_\_\_\_\_  
Member Name – Printed

\_\_\_\_\_  
Parent Name – Signature

\_\_\_\_\_  
Member Name – Signature

\_\_\_\_\_  
Date