

# Membership Handbook

2024-2025



**BOYS & GIRLS CLUBS**  
OF THE VALLEY



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OF THE VALLEY

Dear Parent/Guardian:

Welcome to Boys & Girls Clubs of the Valley! We are excited that you have chosen the Club for your child's out-of-school time experience.

We believe in all youth and we're passionate about helping shape their path to a fantastic future. Here in the Clubs, your child will have the opportunity to enjoy a variety of after-school activities including homework help, field trips, arts, music, technology and so much more. We offer every Club member a safe, positive environment filled with enriching, unique and FUN programs where youth can develop, learn and succeed.

Every Club provides unique academic, social and economic opportunities for our members. Your child's active participation in Club programming, focused on their academic and social development, will help ensure they have a great time, connect with friends and continue to explore their interests for the future.

Enclosed you will find information regarding the Club, including hours of operation, safety information, membership, program fees, and more. If at any time you have questions or concerns, please contact your Club's staff. The best way to have a positive Club experience is to have open lines of communication between parents/guardians and staff. We value your feedback and suggestions are always welcome.

Thank you for choosing Boys & Girls Clubs of the Valley!

Sincerely,

Marcia Mintz  
President & Chief Executive Officer  
Boys & Girls Clubs of the Valley



## **BGCAZ Golden Rules**

Treat Others How You Wish to Be Treated

### **CLUB “DO” RULES**

- DO** Use kind and respectful words
- DO** Keep your hands and feet to yourself
- DO** Be responsible for your own items
- DO** Put backpacks in cubbies or lockers
- DO** Help keep your Club clean
- DO** Enjoy food and drinks in the designated areas at designated times
- DO** Ask questions if you are unsure about Club rules
- DO** Stay inside the Club at all times
- DO** Ask permission to leave your area
- DO** Keep your personal toys and belongings at home
- DO HAVE FUN!!**

# IMPORTANT INFORMATION FOR PARENTS/GUARDIANS

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## SAFETY

BGCAZ is committed to providing a safe positive environment for all members attending BGCAZ facilities.

## EMERGENCY RESPONSE DRILLS

This commitment to safety requires an established plan to minimize risk should an emergency occur. To ensure members understand emergency response procedures and expectations, BGCAZ conducts monthly evacuation and emergency response drills. Parents arriving during certain drills may find the building locked. During these drills, no one will be granted access to the building or to members. Parents are asked to be patient. Entry will be permitted at the conclusion of the drill.

## SAFE PASSAGE

Boys & Girls Clubs of the Valley is a Youth Development Agency and our Branches operate under a **Safe Passage Policy**. BGCAZ is **not** a licensed Child Care Facility under ARS Section 36-882. For the safety of our youth, a parent, guardian or other adult must come to the Front Desk to scan the member out.

**Members ages 14 and older may only leave the Club unescorted with a signed Safe Passage Consent form from a parent or guardian.** The forms are available at the Front Desk. Members age 14 and older may escort other members of their household from the Club with a signed Safe Passage Consent form.

Under this policy, members must use their membership cards to scan in and out each day. Once members scan out of the Club, they cannot return that day unless escorted back to the Club by a parent/guardian or adult.

Members that leave the Club unescorted without a signed Safe Passage Consent form will face disciplinary actions up to and

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including suspension and termination of membership.

## **PARENT ORIENTATIONS**

Parent orientations are required to start sessions, including After School Programs and Summer. A parent/guardian acknowledgment form (and any additional information) must be signed.

## **PARENT TOURS**

Tours of the Club are permitted only if accompanied by a BGCAZ full-time employee and must be scheduled in advance with branch leadership.

## **WHOLE CHILD APPROACH**

BGCAZ is committed to becoming a trauma-informed organization. The Whole Child Approach (WCA) program provides members with activities supporting social and emotional development and mental health wellness. Services are delivered in Clubs in partnership with Terros Health. This free program is delivered in Clubs in partnership with Terros Health and it will be implemented in all Clubs by late 2025. Learn more at <https://www.bgcaz.org/behavioral-health/>.

## **MANDATORY REPORTING**

BGCAZ is a mandated reporting agency. Employees will report any suspicion of child abuse or neglect to the relevant authorities.

## **GRIEVANCE PROCEDURE**

We make every effort to provide our services in a manner that is both high-quality and non-discriminatory. We recognize that in any environment in which people interact regularly, conflicts, complaints and concerns may arise. These issues may be between Boys & Girls Clubs of the Valley (“BGCAZ”) members, between members and staff/personnel, or regarding specific policies or rules. This grievance procedure is in place to ensure you have a process to share your complaint or concern, be heard, and have an opportunity for resolution.

As a parent/guardian of a BGCAZ member, you have the right to begin the Grievance Procedure if you believe that any BGCAZ policy has been unfairly applied to you or your member, or that you and/or your member have a disagreement with a BGCAZ staff or volunteer.

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*Anonymous complaints cannot be accepted, as anonymity may not allow for a full inquiry of the relevant issues. Where reasonable and permissible by law, however, we do maintain the confidentiality of investigations conducted under these procedures.*

1. All grievances should first be brought to the attention of the Branch or Program Director. Please call or stop in the office of the Club your member attends to request a meeting.
2. If the issue is not resolved, you can request follow up through the BGCAZ contact form at [www.bgcaz.org/contact-us](http://www.bgcaz.org/contact-us). The appropriate BGCAZ representative (Community & Outreach Specialist, Area Director, or other leader) will follow up within 3 business days (follow up time may be longer due to weekends, holidays, or other BGCAZ closures).
3. If after following the above steps, you feel we have not resolved your grievance, you can request a meeting with the Vice President of Programs and Branches\*.
4. The Vice President of Programs and Branches\* will make the final decision on how the grievance will be resolved on behalf of BGCAZ.

*\*In the absence of the Vice President of Programs and Branches, another member of BGCAZ's senior leadership will facilitate resolution.*

If you have any questions about these procedures, contact your Branch or Program Director, or reach out via the BGCAZ contact form found on our website.

## **CLUB TRANSPORTATION RULES & EXPECTATIONS**

On occasion, members will be transported in BGCAZ or BGCAZ contracted bus/vehicles. BGCAZ prioritizes member safety and as such, enforces the following expectations:

### **ALL YOUTH AND TEEN PASSENGERS MUST:**

- Have a signed permission slip to be transported in a BGCAZ vehicle.
- Follow staff instructions at all times.
- Remain seated, facing forward with the seatbelt securely fastened.
- Behave respectfully toward all others (horseplay, bullying, intimidation, and fighting is not tolerated).
- Keep voices down. Yelling, screaming, or other loud noises may distract the driver.
- Wait to be dismissed from vehicle.

# MEMBERSHIP AND PAYMENT POLICIES

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## MEMBERSHIP & FEES

BGAZ accepts school age children who are at least 5 years old and attending kindergarten. For summer programs, members must be 5 years old and have completed kindergarten. Members can be a maximum age of 18 and attending high school.

BGAZ's annual membership year goes from August 1st – July 31st. All members will be charged an annual membership fee of \$30, regardless of the date on which the member begins. In addition to membership, members under the age of 13 will be charged program fees to attend the Club. All payments must be current for the continuation of services.

Additional fees are required for programs such as Summer Program, Sports Programs, Field Trips, and After-School Programs. Please check with Club staff regarding program fees.

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Membership forms must be filled out completely and all fees paid before a child will be admitted as a member of our Club. It is imperative all sections of the application are properly filled out and parent/guardian contact information is kept current for emergency purposes. If/when information regarding a member changes it is the parent/guardian's responsibility to inform Club personnel. Changes may include: phone numbers, address, school, or emergency contact information. Failure to provide updated information is a matter of safety and may result in suspension from the Club. All information is confidential.

## **SCANNING IN/OUT & MEMBERSHIP CARDS**

Upon becoming a Club member, each child will receive a membership card with an individual bar code. Members are responsible for their cards and are required to use them to scan in and out of the Club each day. Membership cards may also be required to check out/use equipment, games, computers, or attend field trips. Cards are used to teach responsibility and create a sense of belonging. If a member loses or destroys their card, it is their responsibility to request a new card in a timely manner.

## **HOURS OF OPERATION**

Club hours of operation vary and include schedule changes for holidays, staff training, and school early release/closure. It is the parent/guardian's responsibility to know the Club's schedule and arrange transportation to and from the Club. Please read the late pick-up fee section for rates charged by BGCAZ for members left past closing.

For member safety, all parents must come into the Club for member pick-up (see Safe Passage Policy). Staff are not permitted to take phone calls and send children out of the Club for any reason. It is the responsibility of the parent/guardian to advise the child whom they may leave with if it is someone other than a parent or guardian. If a parent/guardian is sending someone other than themselves to pick up their child/children, the person must be 18 years or older.

## **PAYMENTS**

All fees and payments are due at the time of enrollment and must be paid prior to a child's attendance at the Club. Payments can be made via credit card, cash, check or online at BGCAZ.org. Credit card information is not kept on file. In the event a check is returned as unpaid by your financial institution, the full amount of the returned check plus a \$25 fee must be paid. Furthermore, the Club reserves the



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right to require future payments be made with cash, card or money order if personal checks are returned for insufficient funds.

After School Program fees are due on a monthly basis. Payment for the After School Program is due the 20th of the month prior (i.e. September's payment will be due in August; October's payment will be due in September, etc.). If the due date falls on a weekend or holiday, fees are due the business day prior.

Registration payments not received by the 25th of each month, are subject to a \$10 late registration fee per child that must be paid before their child can return to the program.

Summer Program fees are due on a weekly basis. Payments for Summer programming are due the Wednesday before the week they are attending.

**IMPORTANT: All payments are final. There are no refunds or pro-rates after payment is received.**

## LATE PICK-UP FEES

Parents/Guardians must arrange for their child to be picked up by the close of program hours. A late fee of \$10 per child, for every block of fifteen (15) minutes, will be charged for youth left after closing hours.

Please notify the Club if you anticipate you are going to be late. Late fees apply with or without notification from the parent/guardian. If a member is left for more than 30 minutes past closing and the Club personnel have exhausted all measures to locate the parent/guardian, local authorities will be notified. If a child is picked up late more than 3 times within a 12-month period, membership may be suspended for a minimum of 1 week.



It is important to keep the Club current with updated phone numbers and contact information. Staff members are NOT permitted to transport members home.

# CLUB POLICIES

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## MEDICATION

An Authorization to Administer Medication form can be obtained from the front desk and must be completed prior to drop off or dispensing of any medication. Medication must be in the original bottle, have the member's name and dosage information printed on it and include a maximum of 5 days' worth of medication.

Under staff supervision, BGCAZ will permit members to self-administer an approved prescription and/or over-the-counter medications with a doctor's authorization. If multiple medications are taken, each will need the authorization form. For safety, all medications are kept in a secure locked location. Members are not permitted to bring prescription or over the counter medicine to the Club, take medicine without supervision, or give to another member.

## ILLNESS

Ill and/or contagious children are prohibited from participating in daily programs (on or off-site), including if they did not attend school due to illness. A member must be symptom free for 24 hours prior to returning to the Club and a written release from a medical provider may be required before the member is permitted to return.

If a member becomes ill while at the Club parents/guardians must arrange to have the ill member picked up immediately upon notification. If a member is exposed to a contagious illness, Club staff must be notified.

If a member did not attend or was sent home early from school due to illness, they may not attend the Club.

## MEALS



With the help of the USDA Child Nutrition Programs, a nutritious meal is provided daily to participants for no additional fee. This institution is an equal opportunity provider.

Outside food is permitted if labeled with the member's name. The Club does

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not have the capacity to refrigerate or heat food brought from home. All food and drinks must be consumed in designated areas and at designated times.

## **DELIVERY POLICY**

Members may not order food or have food ordered on their behalf to be delivered to the Club.

## **DISCIPLINE POLICY**

Members are expected to follow the rules and safe practices in the Club. When rules and safe practices are not followed, BGCAZ practices positive discipline. This technique focuses on positive reinforcement while addressing undesired behaviors. BGCAZ strives for youth and teens to be caring, responsible members that have the ability to reflect, self-regulate, and communicate before conflict arises.

Positive interventions, due to behavior concerns, include reviewing expectations, a break from activities, access to calm down kits, Club service and/or mandatory parent meetings. Members with repeated behavior issues may be suspended from the program. It is our goal to help change negative behavior into positive behavior. We do our best to work through situations with our members and teach them alternative ways to handle difficult situations.

Although youth are encouraged to mediate conflict, which develops self-advocacy and conflict resolution skills, BGCAZ does not tolerate forms of victimization (including bullying, fighting or any type of aggression). Bullying is defined as intentional, unwanted, aggressive behavior that involves an observed or perceived power imbalance and is repeated multiple times or is highly likely to be repeated.

Theft, vandalism, possession of weapons or drugs (including paraphernalia), violent behavior, physical and verbal aggression, or threats of violence will result in immediate suspension or terminate membership. Staff may require a parent's immediate response to any behavioral incident. Law enforcement will be contacted in severe cases. A member may not attend the Club if they have not attended school for any reason. This includes, but is not limited to, truancy and suspension.

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## **POSITIVE INTERACTIONS**

BGCAZ is committed to providing safe and respectful environments for our members, families, volunteers, and staff. Staff support members through positive interaction such as verbal recognition, high-fives, and fist-bumps. To create appropriate boundaries staff and volunteers shall not have contact with a member outside of the Club or a Club sponsored event, this includes tutoring, babysitting, house sitting or have any in-person meetings or virtual communications such as emailing, texting, video chat, and social media. These types of one-on-one contact between members, volunteers or staff are prohibited. BGCAZ employees and volunteers never have permission to transport member(s) in a personal vehicle.

## **BATHROOM POLICY**

BGCAZ adheres to a “one member in the bathroom at a time” policy. All members must request a pass to use the bathroom. If the bathroom is already occupied, the member will need to wait. BGCAZ does not permit any adult to use the same bathroom as youth.

## **DRESS CODE**

For the safety of your child, members are expected to wear appropriate clothing and footwear for Club activities including tennis shoes for gym and outdoor activities. Members are prohibited from wearing revealing clothing that does not provide full coverage of private body parts. Clothing shall not advertise, promote or picture alcoholic beverages, tobacco, illegal drugs, nudity, discrimination or violence. Clothing may not display lewd, vulgar, obscene, or offensive language or symbols.

## **PERSONAL BELONGINGS**

The Club is **NOT RESPONSIBLE** for lost, damaged, missing or stolen items either on the premises or during field trips. Personal belongings should be kept at home. Backpacks should be placed in cubbies for safe keeping. Check lost and found often, as unclaimed items are donated regularly. Club staff are not authorized to hold personal belongings or funds.

## **PHONE CALLS & ELECTRONICS**

Members may use the Club phone for emergencies only. If a call to a parent/guardian is necessary, it will be supervised by a staff member. Cell phones may be used in designated areas. Staff may

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revoke a member's right to bring a cell phone or device if the device is disruptive to programs or activities. Devices should remain stored away at all other times.

To maintain confidentiality and ensure the safety of all members, youth are prohibited from taking photos, videos, or voice recordings at the Club.

## **FIELD TRIPS**

All field trips are optional and member participation is based on behavior. Members must wear their Boys & Girls Club T-shirt when attending a field trip. T-shirts are available for purchase at the Front Desk. Permission slips must be signed by a parent/guardian and all fees must be paid in full by the deadline in order for a member to attend. Field trips have limited space and are filled on a first come/paid basis. A parent/guardian **MUST** be available by telephone during a Club sponsored field trip.

## **SURVEYS AND QUESTIONNAIRES**

Pre and post tests, surveys, and questionnaires allow BGCAZ to gather information about members' knowledge and attitude around certain skills and behaviors, and allows us to evaluate the impact of our programs and services. Members are asked to give feedback as a part of the continuous quality improvement process. BGCAZ takes measures to ensure member confidentiality when administering tests, surveys and questionnaires. Personal identifying information is not released to third parties. BGCAZ also welcomes suggestions and asks for feedback from parents/guardians.

## **USE OF CLUB TECHNOLOGY**

Club members have access to the Internet and although precautions are taken, it is possible that youth may access inappropriate content. Parents are asked to reinforce responsible Internet use and support any consequences resulting from inappropriate actions at the Club. All parents and members are required to review and sign BGCAZ's Technology Acceptable Use Policy.



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## TECHNOLOGY ACCEPTABLE USE POLICY

Before a member will be allowed to use Club technology equipment or their personal device, both the member and their parent/guardian will need to read and sign the Technology Acceptable Use Policy and return it to the Club. Under the Technology Acceptable Use Policy, the following relevant principles shall apply:

- Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play, and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.
- Personally owned devices shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.
- Only BGCAZ consoles may be used for gaming in the Clubs.
- All video games and e-sports activities will be age appropriate and must be rated E, E10+, and T for Teens. No mature or Adult Only games will be permitted.

Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

**Authorized use:** Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy. This includes video recording, pictures, and/or audio recording of any members or BGCAZ employees in the building or during a Club sponsored event.

**Monitoring and inspection:** Boys & Girls Clubs of the Valley reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs of the Valley reserves the right to inspect and/or review personally owned devices that are brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections, but the member may be barred from bringing personally owned devices to the Club in the future and/or using Club technology.

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**Cyberbullying:** Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. Members may not attempt to gain unauthorized access to the Club’s network, or to any other computer system through the Club’s network. This includes attempting to log in through another person’s account or accessing another person’s files. Members may not use the Club’s network to engage in any illegal act.

**Parental notification and responsibility:** While Boys & Girls Clubs of the Valley’s Technology Acceptable Use Policy restricts the access of inappropriate material; supervision of internet usage might not always be possible. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

**Digital citizenship:** Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Clubs of the Valley Code of Conduct. Should a member behave online in a manner that violates the Boys & Girls Clubs of the Valley Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

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# VOLUNTEER OPPORTUNITIES

Club Volunteers make a difference every day! Opportunities include athletic league coaching, tutoring, e-gaming, and the arts. Flexible scheduling is available. Contact your Club for more information.

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# CONTACT US

We value your feedback and we are here to help. If you have questions, concerns or comments please visit us at [BGCAZ.org](http://BGCAZ.org) and find the Contact Us form.



# BOYS & GIRLS CLUBS OF THE VALLEY

## LEARN MORE ABOUT OUR PROGRAMS:

### Club Programs



Boys & Girls Clubs of the Valley empowers all young people, especially those who need us most, to reach their full potential as productive, caring, responsible members of the community.

Our Clubhouses, dental clinic and outreach youth services benefit thousands of children ages 5-18 across Arizona.

BGCAZ strives to provide facilities and programs that are accessible to individuals with disabilities. We encourage parents to communicate with BGCAZ if your child has a disability so that we can work together to make reasonable accommodation that will allow your child access to the Club and its programs. To request reasonable accommodation, please contact your Branch Director.

BGCAZ does not discriminate on the basis of race, color, religion, age, national origin, sex, genetics, veteran or disability status. Furthermore, BGCAZ does not discriminate on the basis of familial status. AZRelay.org or 7-1-1

This institution is an equal opportunity provider.



## PROGRAM SERVICES CENTER

4309 E. Bellevue St., Bldg. 14 • Phoenix, AZ 85008  
p: (602) 954-8182 • f: (602) 956-3320 • w: BGCAZ.org

Stay connected with us @BGCArizona

