



**BOYS & GIRLS CLUB
OF RUTLAND COUNTY**

**Family Handbook
2026-27**

Contact Information

Rutland: **802-747-4944 or 802-772-5517**

Orwell: **802-353-4790**

Castleton: **802-772-5557**

Fair Haven: 802-772-5501

Rutland Town: 802-772-5551

Benson: **802-772-5516**

Poultney: 802-287-5212

West Rutland:802-770-0470

Proctor:802-770-0514

Middletown Springs:802-353-9485

Neshobe:802-353-7943

Lothrop:802-353-4387

Nicole Rice - Executive Director

Iris Hudson – Director of Finance

Malik Hines– Director of Operations

Emily Whitaker- Systems & Compliance

Office:

75-77 Merchants Row

PO Box 636

Rutland, VT 05702

www.rutlandbgclub.org

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Welcome

Welcome to the **Boys & Girls Club of Rutland County!**

We are excited to have your child and family join our Club community. Our goal is to provide a safe, welcoming, and enriching environment where every young person can learn, grow, build meaningful relationships, and discover their full potential.

This Family Handbook has been created to help you understand our policies, procedures, and program expectations. We encourage you to review it carefully and keep it as a reference throughout the year. By working together, we can create a positive experience for every child.

Our mission is:

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

Our Philosophy

At the Boys & Girls Club of Rutland County, we believe every child deserves the opportunity to succeed. Our programs are designed to help young people develop the skills, confidence, and character they need to build bright futures.

The Club provides:

- A safe, supportive, and inclusive environment
- Caring and positive adult mentors
- High-quality educational and recreational programs
- Opportunities to build leadership skills and character
- Experiences that foster confidence, responsibility, and healthy relationships

Our programming is centered around the **Boys & Girls Clubs of America's Five Core Program Areas:**

- **Character & Leadership Development**
- **Education & Career Development**
- **Health & Life Skills**
- **The Arts**
- **Sports, Fitness & Recreation**

Through these experiences, we strive to help every young person develop a sense of competence, confidence, belonging, and purpose.

Club Hours

Program hours vary by location and school district.

School-Year Programs

- **Rutland City and Slate Valley School District sites:** Monday through Friday, **2:30 p.m. – 6:30 p.m.**
- **(GRCSU) & (RNESU) sites:** Monday through Friday, **dismissal – 5:30 p.m.**

School Vacation Programs

- Vacation programming is offered at select locations.
- **Rutland City:** Generally operates **7:30 a.m. – 5:00 p.m.**
- Program hours may vary by location, school calendar, or special programming. Families will be notified of any schedule changes in advance.

School Closures & Inclement Weather

The safety of our members, families, and staff is our highest priority.

If a school district served by the Boys & Girls Club of Rutland County is closed due to inclement weather or another emergency, the Club site serving that district will also be closed.

The Club may also delay opening, close early, or cancel programming if weather conditions or other emergencies create unsafe conditions, even if schools remain open.

When possible, families will be notified of closures or schedule changes through our communication platforms, including ProCare, email, text messages, social media, or other approved methods.

We encourage families to have an emergency plan in place in the event of an unexpected early closure or weather-related program cancellation.

Club Locations

The Boys & Girls Club of Rutland County proudly serves youth throughout Rutland County at the following locations:

Club Site	Address
Boys & Girls Club of Rutland City	75 Merchants Row, Rutland, VT 05701
Boys & Girls Club at Castleton	263 Elementary School Road, Bomoseen, VT 05732
Boys & Girls Club at Orwell	494 Main Street, Orwell, VT 05760
Boys & Girls Club at Fair Haven	115 North Main Street, Fair Haven, VT 05743
Boys & Girls Club at Rutland Town	1612 Post Road, Rutland, VT 05701
Boys & Girls Club at Benson	32 School Street, Benson, VT 05743
Boys & Girls Club at Poultney	96 School Circle, Poultney, VT 05764
Boys & Girls Club at Wells	135 VT-30, Wells, VT 05774
Boys & Girls Club at Middletown Springs	15 School House Road, Middletown Springs, VT 05757
Boys & Girls Club at Proctor	14 School Street, Proctor, VT 05765
Boys & Girls Club at West Rutland	713 Main Street, West Rutland, VT 05777
Boys & Girls Club at Neshobe School	17 Neshobe Circle, Brandon, VT 05733
Boys & Girls Club at Lothrop Elementary School	3447 US-7, Pittsford, VT 05763

Program Staff

The Boys & Girls Club of Rutland County is committed to providing a safe, positive, and supportive environment for every child. Our team consists of qualified, experienced Youth Development Professionals who are dedicated to helping young people learn, grow, and succeed.

To ensure the safety of our members:

- All employees must successfully complete required background checks before working with youth.
- All staff must meet the qualifications and training requirements established by the **Vermont Child Development Division (CDD)** for licensed afterschool programs.
- Volunteers, Junior Staff, interns, and community members are **never permitted to supervise children or be alone with members**. They must remain within sight or hearing of a qualified staff member at all times.
- Individuals who volunteer or participate regularly in Club activities may be required to complete background checks and any additional screenings required by Club policy or Vermont licensing regulations.

The Boys & Girls Club of Rutland County reserves the right to deny or revoke access to any individual whose behavior or presence is determined to jeopardize the safety, well-being, or positive environment of our members, families, staff, or volunteers.

To learn more about our staff and programs, please visit www.rutlandbgclub.org.

Membership

To enroll a child in the Boys & Girls Club of Rutland County, a parent or legal guardian must complete all required enrollment forms prior to attendance.

Enrollment requirements include:

- A completed membership application.
- Current immunization records, as required by Vermont law.
- Emergency contact information.
- Medical information, including allergies, medications, and any health conditions.
- Any additional documentation required for enrollment or participation in specific programs.

Parents and guardians are responsible for providing accurate and up-to-date information and notifying the Club whenever contact information, medical information, or emergency contacts change.

If a child requires specialized medical care, medication administration, or accommodations, additional documentation, including a physician's order or care plan, may be required. Individual Health Care Plans will be developed as needed to ensure staff can safely meet the child's needs.

All member information is kept confidential and is only accessible to authorized Club staff and the child's parent or legal guardian, except as otherwise required by law.

Program Activities

The Boys & Girls Club of Rutland County offers licensed afterschool and vacation programs designed to provide a safe, engaging, and enriching environment for children and youth.

Our school-year programs serve children beginning at **five (5) years of age** through **12 or 15 years of age**, depending on the individual Club site and program offered.

Members may attend on the days they are registered; however, enrollment is subject to site capacity. If a program reaches its licensed capacity, additional members may be placed on a waiting list until space becomes available.

Program hours vary by location, with most sites operating Monday through Friday from **school dismissal until 5:30 p.m. or 6:30 p.m.**

Each day, members participate in a variety of age-appropriate activities, including:

- Outdoor recreation and organized games
- Gym activities
- Arts and crafts
- STEM (Science, Technology, Engineering, and Math)
- Educational enrichment
- Leadership and character development
- Health and wellness activities
- Homework support (when available)

The Club provides a nutritious snack each day, and dinner is served at participating locations.

Throughout the year, the Club also hosts family engagement events, celebrations, showcases, and parent nights that allow families to experience and celebrate their child's accomplishments.

Swimming Activities

Swimming and water activities are offered at select Club locations and field trips.

For all swimming activities:

- Members must bring a swimsuit and towel.
- Appropriate swim attire is required.
- All members must follow the rules established by Club staff and certified lifeguards.
- Lifeguards are responsible for determining swimming ability and enforcing all pool and beach safety rules.
- The decisions of the lifeguards regarding water safety are final.

Failure to follow safety expectations may result in temporary or permanent suspension from swimming activities and may also result in additional disciplinary action under the Club's Member Behavior Policy.

The safety of our members is always our highest priority.

Licensing Information

All Boys & Girls Club of Rutland County locations operate as **licensed afterschool childcare programs** through the **Vermont Child Development Division (CDD)**.

Families may review Vermont Child Care Licensing Regulations by visiting:

<https://dcf.vermont.gov/cdd>

A copy of the licensing regulations is also available for review at each Club location upon request.

If you have concerns regarding the health, safety, or welfare of children in a licensed childcare program, you may contact the **Vermont Child Care Consumer Line** at **1-800-649-2642** or submit a complaint through the **Bright Futures Information System (BFIS)**.

Tuition & Payment

The Boys & Girls Club of Rutland County is committed to providing high-quality, affordable childcare for families throughout Rutland County.

The tuition for our licensed afterschool program is **\$371 every two weeks** for each enrolled child. Tuition helps support the cost of staffing, programming, meals, supplies, transportation, and maintaining a safe, enriching environment for our members.

The actual cost of providing quality childcare is significantly higher than the tuition families pay. Thanks to the generous support of our donors, community partners, grants, and fundraising efforts, the Boys & Girls Club is able to subsidize the cost of care and make our programs accessible to more families.

No child will be denied membership due to a family's inability to pay.

If your family is experiencing financial hardship, please contact **Director of Operations**, or your **Area Director** to discuss scholarship opportunities or payment options.

Billing & Payment Schedule

Tuition is billed on a **two-week cycle**.

- Invoices for the upcoming two-week billing period will be sent on **Friday**.
- Payment is due by **Monday** for the upcoming two weeks of care.
- Families who anticipate difficulty making a payment should contact the Club as soon as possible. We are happy to work with families whenever possible to develop a payment plan or discuss available financial assistance.

Family Discounts

The Boys & Girls Club offers discounts to families with multiple children enrolled in our licensed childcare programs.

Please speak with your **Area Director** for current sibling discount information and eligibility.

Scholarships & Child Care Financial Assistance

We believe every child deserves access to a safe, supportive, and enriching afterschool program, regardless of a family's financial circumstances.

Need-based scholarships are available for qualifying families. We also proudly accept the **Vermont Child Care Financial Assistance Program (CCFAP)** for families who qualify.

Families requesting financial assistance are encouraged to:

1. Apply for the **Vermont Child Care Financial Assistance Program (CCFAP)**.
2. Contact **Director of Operations**, or their **Area Director** to discuss additional scholarship opportunities.

Scholarship funding is limited and awarded based on financial need and available funding. Families are encouraged to apply as early as possible.

Our commitment is simple: We will never turn a child away because of a family's inability to pay.

Enrollment Policy

The Boys & Girls Club of Rutland County provides licensed afterschool childcare programs and teen programming designed to meet the developmental needs of youth at every stage.

Our programs include:

- **Licensed Afterschool Programs:** Serving children **5 through 12 years of age** at all Club locations.
- **Teen Center:** Serving youth **entering 7th grade through 12th grade** through specialized programs, activities, leadership opportunities, and events.

Enrollment at each Club location is limited to the site's licensed capacity. Once capacity has been reached, additional children may be placed on a waiting list until space becomes available.

The Boys & Girls Club maintains staff-to-child ratios that meet or exceed Vermont Child Development Division (CDD) licensing requirements to ensure a safe, well-supervised environment for all members.

The Club is committed to providing equal access to its programs. Reasonable accommodations may be made for children with disabilities when necessary and appropriate, provided the accommodations do not fundamentally alter the nature of the program or create an undue hardship. Families requesting accommodations are encouraged to notify the Club as early as possible so appropriate planning and support can be arranged.

Our mission is to provide every child and teen with a safe, inclusive, and supportive environment where they can build positive relationships, develop new skills, gain confidence, and reach their full potential.

Notice of Non-Discrimination

The Boys & Girls Club of Rutland County is committed to providing an inclusive and welcoming environment for all children, teens, families, employees, volunteers, and visitors.

In accordance with applicable federal and Vermont laws, the Club does not discriminate on the basis of race, color, national origin, ancestry, religion, creed, sex, pregnancy, sexual orientation, gender identity or expression, age, disability, marital status, veteran status, or any other characteristic protected by law in admission to, access to, participation in, employment, or the administration of its programs and services.

Parent & Club Communication

Strong communication between families and Club staff is essential to providing the highest quality care and ensuring each child's success.

We encourage parents and guardians to communicate openly with staff regarding any changes that may affect their child's well-being, behavior, or participation in the program. Examples include:

- Changes in the family or home environment
- Illness or hospitalization
- Changes in custody arrangements
- A death in the family
- Significant life events
- Emotional or behavioral concerns

Sharing this information allows our staff to better understand and support your child's individual needs while they are at the Club.

Parents and guardians are also responsible for notifying the Club promptly of any changes to:

- Home address
- Phone numbers
- Emergency contacts
- Authorized pick-up individuals
- Medical information
- Allergies
- Physician-prescribed medications
- Any other information that may affect their child's safety or care

Communication with Families

The Boys & Girls Club communicates with families through several methods, including:

- **ProCare** (our primary communication platform)
- Phone calls
- Email
- Text messages (when applicable)
- Written notices

Program closures due to weather or emergencies generally follow the closure decisions of the local school district served by each Club location. Families will be notified as quickly as possible through **ProCare** and other communication methods if schedules change, programs close early, or emergency situations arise.

We encourage all families to keep their ProCare account and contact information up to date to ensure they receive important program announcements and emergency notifications in a timely manner

Family Engagement

The Boys & Girls Club of Rutland County believes that families are essential partners in a child's success. We encourage parents and caregivers to be actively involved in their child's Club experience.

Families are welcome to:

- Visit the Club (in accordance with safety and sign-in procedures)
- Volunteer with Club programs or special events
- Attend family nights, celebrations, showcases, and community events
- Participate in parent meetings and educational opportunities
- Provide feedback through surveys and conversations with staff

Throughout the year, the Club gathers feedback from families, members, school partners, and community stakeholders to continually improve our programs and services. We value your ideas and encourage open communication.

Child Safety & Mandatory Reporting

The safety and well-being of every child is our highest priority.

Under Vermont law, all Boys & Girls Club employees are **Mandated Reporters**. Staff are legally required to immediately report any reasonable suspicion of child abuse, neglect, exploitation, or other situations that place a child at risk to the appropriate authorities.

In addition to state reporting requirements, the Boys & Girls Club of Rutland County follows all Boys & Girls Clubs of America (BGCA) Critical Incident Reporting requirements. Certain incidents must also be reported to:

- Vermont Department for Children and Families (DCF)
- Vermont Child Development Division (CDD), when required
- Boys & Girls Clubs of America (BGCA)

Reporting Concerns

If a parent or guardian has concerns regarding:

- **A Club program, staff member, policy, or licensing issue**, they should first contact the **Area Director** or **Director of Operations**. If additional assistance is needed, concerns may also be directed to the **Vermont Child Development Division (CDD)**.
- **The safety or welfare of a child**, reports should be made directly to the **Vermont Department for Children and Families (DCF) Family Services Division**.

The Boys & Girls Club fully cooperates with all investigations conducted by state agencies or law enforcement.

Our Commitment to Respect

The Boys & Girls Club is committed to creating a safe, welcoming, and respectful environment where every child, family, staff member, and volunteer feels valued.

We believe that every child deserves to be treated with dignity and respect. When behavioral concerns arise, staff address them privately and respectfully whenever possible. Our goal is to

teach appropriate behavior, strengthen relationships, and help youth develop the social and emotional skills needed for lifelong success.

We expect all members to demonstrate respect by:

- Treating others with kindness and courtesy
- Using respectful language
- Following staff directions
- Respecting Club property and the belongings of others
- Helping create a safe and inclusive environment

Parents and guardians play an important role in reinforcing these expectations. By working together, we can help every child develop responsibility, empathy, and positive decision-making skills.

Repeated behaviors that compromise the safety, well-being, or rights of others may result in disciplinary action, including suspension or dismissal from the program.

Member Behavior Guidance & Corrective Action

The Boys & Girls Club believes discipline should be a learning experience—not a punishment. Our goal is to help young people develop self-control, responsibility, problem-solving skills, and respect for others.

Staff use positive youth development practices to prevent behavioral challenges by:

- Building positive relationships
- Establishing clear expectations
- Teaching appropriate behaviors
- Redirecting inappropriate behavior
- Recognizing positive choices
- Providing consistent expectations and follow-through

When inappropriate behavior occurs, staff use progressive corrective action based on the severity, frequency, and circumstances of the behavior.

Step 1: Verbal Redirection

Staff will privately speak with the member about the behavior, explain expectations, and provide an opportunity to make better choices. When appropriate, the member may briefly step away from the activity before returning.

Parents or guardians may be informed at pick-up if additional support is needed.

Step 2: Behavior Reflection

If additional support is needed, the member may spend time in a supervised, quiet space to regain self-control, reflect on their choices, and prepare to successfully rejoin the group.

Step 3: Parent Communication

When behaviors continue or become more serious, staff will document the incident and communicate with the parent or guardian. Depending on the situation, a behavior report, meeting, or behavior support plan may be developed.

Step 4: Corrective Action

If behavior continues despite previous interventions, the member may temporarily lose the privilege of participating in selected activities or special events. During this time, the member will remain supervised by staff and continue participating in alternative learning or reflection activities.

Step 5: Suspension or Dismissal

Serious misconduct or behaviors that threaten the safety of members, staff, volunteers, or others may result in immediate suspension or dismissal from the program.

Examples include, but are not limited to:

- Physical aggression or fighting
- Bullying or harassment
- Threats of violence
- Possession of prohibited items
- Intentional destruction of property
- Repeated unsafe behavior
- Any conduct that places others at risk

Parents or guardians will be contacted immediately if a suspension or early pick-up is required.

Working Together

The Boys & Girls Club recognizes that every child is unique, and behavioral expectations may require individualized approaches. Whenever appropriate, we will partner with families, schools, and outside support providers to help children be successful in our programs.

If a child's needs cannot be safely or appropriately met within the Club setting despite reasonable interventions and accommodations, the Club may recommend alternative services that better meet the child's needs.

Our shared goal is to create a positive, safe, and supportive environment where every child has the opportunity to learn, grow, and succeed.

Family Conduct Expectations

The Boys & Girls Club of Rutland County is committed to maintaining a safe, respectful, and welcoming environment for our members, families, staff, volunteers, and visitors.

We ask all parents, guardians, family members, and visitors to model the respectful behavior we expect from our youth. We value open communication and encourage families to share concerns, ask questions, and work collaboratively with Club staff to support the success of every child.

The Club reserves the right to deny access to or remove any individual whose behavior disrupts the program, threatens the safety of others, or interferes with the operation of the Club, in accordance with **Vermont Afterschool Child Care Licensing Regulation 3.12**.

Examples of unacceptable behavior include, but are not limited to:

- Using abusive, vulgar, discriminatory, or threatening language toward staff, members, volunteers, or other families.
- Yelling, intimidation, or hostile confrontations.
- Physical aggression or threatening body language, including invading personal space, pushing, or other intimidating actions.
- Harassment, stalking, or following staff, members, or families.
- Threats of violence or acts of violence.
- Possession of firearms, weapons, or other dangerous items on Club property.
- Repeated disruptive behavior that negatively affects the program or creates an unsafe environment.
- Knowingly making false, defamatory, or malicious public statements intended to damage the reputation of the Club, its staff, volunteers, or members.

Any individual whose conduct creates a safety concern, disrupts the program, intimidates others, or interferes with staff responsibilities may be prohibited from entering Club property or participating in Club activities.

Resolving Concerns

We encourage families to address concerns directly with their **Area Director** or another member of the Administrative Leadership Team. Our goal is to resolve concerns respectfully, professionally, and collaboratively.

When emotions are high or productive communication is not possible, the Club may postpone a meeting or conversation for up to **24 hours**. This pause allows everyone involved time to reflect and return prepared to have a respectful, solution-focused discussion centered on the best interests of the child.

Club Expectations

To help create a positive environment for everyone, members are expected to:

- Treat others with kindness, respect, and courtesy.
 - Follow staff directions.
 - Respect Club property and the property of others.
 - Help maintain a safe and welcoming environment.
 - Make responsible choices and demonstrate good sportsmanship.
 - Participate positively and have fun.
-

Member Behavior & Consequences

The Boys & Girls Club believes behavior should be addressed through teaching, guidance, and relationship-building whenever possible. Most behavioral concerns are resolved through positive coaching, redirection, and collaboration with families.

However, repeated or serious misconduct may result in the loss of privileges, behavior intervention plans, suspension, or termination of membership.

Parents or guardians will be notified whenever significant behavioral concerns arise and will be expected to partner with Club staff in developing solutions that support their child's success.

Immediate Suspension or Removal

Certain behaviors are considered serious enough to require immediate removal from the program, with or without prior corrective action.

Examples include, but are not limited to:

- Physical violence or fighting
- Threatening or attempting to harm another person
- Bullying, harassment, or intimidation
- Possession or use of weapons

- Possession or use of alcohol, tobacco, nicotine products, illegal drugs, or controlled substances
- Intentional destruction of property
- Theft
- Conduct that places the safety of members, staff, volunteers, or the community at risk

When immediate removal is necessary, parents or guardians will be contacted and expected to pick up their child as soon as possible.

Depending on the severity and circumstances of the incident, the Club may impose a suspension, require a re-entry meeting, develop a behavior agreement, or terminate membership.

Behavior Support & Re-Entry

The Boys & Girls Club believes every child deserves the opportunity to learn from mistakes and grow.

Following a suspension, the Club may require a meeting with the member, parent or guardian, and Club leadership before the member returns. During this meeting, a **Behavior Agreement** may be developed outlining expectations, goals, and supports to help the member successfully return to the program.

Failure to follow the Behavior Agreement or repeated serious behavioral concerns may result in extended suspension or permanent dismissal from the program.

Religious Activities

The Boys & Girls Club of Rutland County welcomes youth and families of all faiths, backgrounds, and beliefs.

The Club does not promote or endorse any particular religion and does not conduct religious instruction as part of its programs, regardless of where programs are located.

Members may occasionally participate in educational activities that explore different cultures, traditions, or holidays, including those with religious significance. These activities are intended to promote cultural awareness and understanding and are not intended as religious instruction.

No child will be required to participate in any activity that conflicts with their family's beliefs. Alternative activities will be provided upon request.

Members are welcome to respectfully express their own beliefs and traditions, provided doing so does not disrupt the program or infringe on the rights of others. Staff and volunteers are expected to remain neutral and may not promote their personal religious beliefs while acting in their official Club roles.

Member Searches

To help maintain a safe environment for all members, staff, volunteers, and visitors, the Boys & Girls Club of Rutland County reserves the right to inspect personal belongings when there is reasonable concern that prohibited, illegal, or unsafe items may be present.

Whenever possible, searches will be conducted respectfully and in the presence of another staff member.

Parents or guardians will be notified if a search is conducted involving their child. Refusal to cooperate with a reasonable search may result in a parent or guardian being contacted to immediately pick up their child and may lead to disciplinary action, including suspension or termination of membership.

Integrated Pest Management (IPM)

The Boys & Girls Club of Rutland County is committed to maintaining a clean, healthy, and safe environment for all members.

Our Integrated Pest Management (IPM) program focuses on preventing pests through:

- Routine inspections and monitoring
- Proper sanitation and food storage
- Prompt cleaning of food and beverage areas
- Reducing clutter and potential nesting areas
- Using non-chemical control methods whenever practical
- Working with licensed pest management professionals when treatment is necessary

This proactive approach minimizes the use of pesticides while maintaining a healthy environment for children and staff.

Tobacco, Nicotine & Smoke-Free Environment

The Boys & Girls Club of Rutland County is committed to providing a healthy, smoke-free environment for everyone.

The use of the following is prohibited on Club property, in Club vehicles, and during Club-sponsored activities:

- Cigarettes
- Cigars
- Pipes
- Smokeless tobacco
- Electronic cigarettes (e-cigarettes)
- Vape devices
- Any other tobacco or nicotine products

This policy applies to members, families, employees, volunteers, contractors, and visitors.

Attendance Expectations

The Boys & Girls Club's licensed childcare programs provide structured supervision throughout the program day. For the safety of all members, children may not arrive, leave, or sign themselves out without prior authorization from a parent or guardian.

Members are expected to:

- Follow their registered attendance schedule.
- Be signed in and out using the Club's attendance procedures.
- Attend consistently unless absent for illness, appointments, or other approved reasons.

Parents and guardians should notify the Club as soon as possible if their child will be absent, arriving late, or leaving early.

Consistent attendance helps children benefit from Club programming. Repeated unexcused absences or irregular attendance may affect continued enrollment if another family is waiting for placement.

Pick-Up Procedures

Children must be picked up by the designated closing time for their Club location.

If a parent or guardian anticipates arriving late, they should contact the Club as soon as possible so staff can plan accordingly.

Only individuals listed on the child's Authorized Pick-Up Form may pick up a child. Staff may request a valid photo ID before releasing a child to an authorized adult.

If someone other than the authorized individuals will be picking up a child, parents or guardians must notify the Club in advance by phone, in writing, through ProCare, or in person.

Children who have written permission from a parent or guardian to walk home may only be released according to the instructions provided by the parent or guardian.

Late Pick-Up Policy

Program staff remain on duty only during scheduled operating hours. Families who arrive after closing place an additional burden on staff and program operations.

A **Late Pick-Up Fee of \$1.00 per minute** after the scheduled closing time will be assessed.

If a child has not been picked up and the Club is unable to reach a parent, guardian, or emergency contact within a reasonable period, the Club may contact local law enforcement or other appropriate authorities for assistance.

Repeated late pick-ups may result in additional corrective action or review of continued enrollment.

Background Screening

The safety of our members is our highest priority.

All Boys & Girls Club employees are required to successfully complete all background screening requirements established by the **Vermont Child Development Division (CDD)** and Boys & Girls Clubs of America before working with children.

The Club will not employ or permit individuals whose background screening identifies them as prohibited from working in licensed childcare settings.

Emergency Procedures

The Boys & Girls Club of Rutland County maintains written emergency response plans at every Club location. Staff receive ongoing training and participate in regular emergency drills to ensure they are prepared to respond quickly and effectively.

Emergency procedures include, but are not limited to:

- Medical emergencies
- Allergic reactions and anaphylaxis
- Missing child procedures
- Fire and evacuation
- Severe weather
- Lockdowns and shelter-in-place
- Other emergency situations

Parents or guardians will be notified as soon as reasonably possible whenever an emergency affects their child.

Allergies & Medical Emergencies

Parents and guardians are responsible for informing the Club of any allergies, medical conditions, or dietary restrictions during enrollment.

When required, families must provide:

- Physician's orders
- Emergency medications (such as an EpiPen® or inhaler)
- An Individual Health Care Plan

Every effort will be made to prevent exposure to known allergens. Staff receive training on recognizing allergic reactions and responding to medical emergencies.

In the event of a severe allergic reaction or other life-threatening emergency, staff will:

1. Administer emergency medication, if authorized.
 2. Call **911** immediately.
 3. Contact the parent or guardian.
 4. Remain with the child until emergency responders or the parent/guardian assumes care.
-

Injury or Illness

If a child becomes injured or seriously ill while attending the Club, trained staff will provide appropriate first aid and assess the situation.

Depending on the circumstances, staff may:

- Contact a parent or guardian.
 - Contact emergency contacts.
 - Call **911** for emergency medical assistance.
 - Accompany the child to a medical facility until a parent or guardian arrives.
-

Missing Child Procedure

If a child cannot be immediately located, staff will immediately implement the Club's Missing Child Procedure.

This includes:

1. Conducting an immediate search of the facility and surrounding area.
2. Verifying attendance records.
3. Notifying Club leadership.
4. Contacting the parent or guardian.
5. Contacting law enforcement without delay if the child's whereabouts cannot be determined.

Program activities may be suspended until all members have been safely accounted for.

Emergency Evacuation Procedures

The safety of our members is our highest priority. Each Boys & Girls Club location maintains a written Emergency Action Plan and conducts regular evacuation drills throughout the year.

If it becomes necessary to evacuate a Club location due to fire, severe weather, a hazardous condition, or another emergency, staff will:

1. Activate emergency procedures and contact **911**, when appropriate.
2. Calmly direct all members, staff, volunteers, and visitors to the designated evacuation location.

3. Take attendance immediately to ensure every child, staff member, volunteer, and visitor is safely accounted for.
4. Keep members together under staff supervision until emergency responders determine it is safe to return or until parents or guardians arrive.
5. Notify parents and guardians as soon as it is safe to do so using ProCare, phone calls, text messages, or other available communication methods.

Designated Emergency Meeting Locations

Club Location	Emergency Meeting Location
Rutland City	Asa Bloomer Building
Rutland Town	Large soccer field beyond the playground or the large grassy area in front of the cafeteria
Fair Haven	Large field behind the school
Castleton	Baseball field across the main field
Orwell	First Congregational Church & Society of Orwell
Benson	Basketball court on the cafeteria side of the school
Poultney	Front circle of the school after exiting through the nearest safe exit from the library or lobby
Proctor	Front sidewalk near the corner house
West Rutland	Gazebo near the playground and athletic fields
Wells	Woodchip area at the front of the school
Middletown Springs	Athletic field on the opposite side of the playground
Lothrop Elementary School	Field adjacent to the playground
Neshobe School	Playground area
Teen Center	Asa Bloomer Building

Staff will remain with members until they have been safely reunited with an authorized parent or guardian or until emergency responders provide further instructions.

Emergency contact information is maintained at each Club location and is readily accessible during any emergency or evacuation.

Lockdown & Shelter-in-Place Procedures

The safety of our members is our highest priority. Every Boys & Girls Club location maintains written Lockdown and Shelter-in-Place procedures, and staff participate in regular emergency preparedness training and drills.

If a lockdown or shelter-in-place is necessary due to a safety threat or emergency, Club staff will:

1. Immediately initiate the appropriate emergency procedure.
2. Secure members, staff, volunteers, and visitors in the safest available location.
3. Lock doors whenever possible and move everyone away from doors and windows.
4. Instruct members to remain quiet, calm, and follow staff directions.
5. Contact **911** and follow the instructions of emergency responders.
6. Account for all members, staff, volunteers, and visitors.
7. Remain in place until law enforcement or emergency personnel determine it is safe to resume normal operations.

Each Club location maintains emergency supplies, including first aid materials, emergency contact information, food, water, and other essential safety items when appropriate.

Family Reunification Plan

In the event of an emergency requiring evacuation, relocation, or an extended lockdown, the Boys & Girls Club will implement its Family Reunification Plan.

Our priority is to reunite children with their parents or authorized guardians as quickly and safely as possible.

During a reunification event:

- Families will receive instructions through **ProCare**, phone calls, text messages, email, or other available communication methods.
- Parents and guardians should proceed only to the reunification location identified by the Club or emergency responders.
- A valid photo ID will be required before a child is released.
- Children will only be released to individuals listed on the Authorized Pick-Up Form unless alternative arrangements have been approved by the parent or guardian.

Please note that the reunification location may differ from the Club's normal evacuation meeting location if emergency conditions require relocation.

Suspicious or Unattended Items

If an unattended, suspicious, or unidentified package, bag, container, or other item is discovered on Club property, staff will immediately secure the area and notify emergency responders when appropriate.

Members and visitors should never touch, move, or attempt to investigate a suspicious item. Staff will follow the direction of law enforcement and emergency personnel before resuming normal operations.

Severe Weather Procedures

The Boys & Girls Club continuously monitors weather conditions through the National Weather Service and local emergency management agencies.

If a **Severe Thunderstorm Warning, Tornado Warning**, or other dangerous weather emergency is issued, staff will:

- Immediately move members to the designated shelter area within the building.
- Keep everyone away from windows, glass doors, and exterior walls whenever possible.
- Take attendance to ensure all members are accounted for.
- Supervise members until the danger has passed and the "all clear" has been given by emergency personnel or Club leadership.

Whenever possible, field trips and outdoor activities will be postponed or canceled when severe weather watches or warnings are in effect.

Earthquake Procedures

Although earthquakes are uncommon in Vermont, the Boys & Girls Club maintains procedures to prepare for this type of emergency.

If an earthquake occurs, staff will instruct members to:

- **Drop, Cover, and Hold On** until the shaking stops.
 - Stay inside the building unless remaining inside creates a greater safety risk.
 - Move away from windows, glass, and objects that could fall.
 - Be prepared for possible aftershocks.
 - Follow staff directions until emergency personnel determine it is safe.
-

Immunization Requirements

Children enrolled in the Club's licensed childcare programs must have current immunization documentation on file before attending the program.

Families must provide one of the following:

- A completed and signed Vermont Immunization Record completed by a licensed healthcare provider; or
- A valid Vermont immunization exemption, as permitted by state law.

Immunization records must comply with the requirements established by the **Vermont Department of Health** and the **Vermont Child Development Division**.

Medication Administration

The Boys & Girls Club administers medication only when all required documentation has been completed.

Before medication can be administered, parents or guardians must provide:

- Written authorization to administer the medication.
- A completed Medication Authorization Form.
- Any required physician documentation, when applicable.
- Medication in its original, properly labeled container.

All medications are securely stored, readily accessible to trained staff, and administered in accordance with Vermont licensing regulations and Club policy.

Illness & Exclusion from Care

To protect the health and safety of all members, children who are ill should remain at home.

A child may not attend the Club if they have symptoms including, but not limited to:

- Fever
- Vomiting
- Diarrhea
- A contagious illness

- Symptoms that prevent them from comfortably participating in normal activities or require more care than staff can safely provide

If a child becomes ill while attending the Club, parents or guardians will be contacted and expected to pick up their child promptly.

Children with minor symptoms, such as a mild runny nose or occasional cough, may attend if they are otherwise well enough to participate in normal program activities.

Unless prior arrangements have been approved by Club leadership, children who are absent from school due to illness may not attend the Club that same day.

Families should refer to **Appendix A – Signs and Symptoms of Illness** for additional guidance regarding illness exclusion and return-to-program criteria.

Head Lice Policy

The Boys & Girls Club of Rutland County is committed to maintaining a healthy environment for all members while minimizing disruptions to families.

Staff may periodically perform head checks when there is a concern about head lice within the program or when required to help prevent the spread of lice.

If live lice are identified:

- The parent or guardian will be contacted and asked to pick up their child as soon as reasonably possible.
- The child should be treated before returning to the program.
- Personal belongings should also be cleaned or treated according to public health recommendations.

Before returning to the program, the child must be checked by a designated Club staff member and confirmed to be free of live lice. The Club may also require that nits have been appropriately treated or removed before the child returns, depending on the circumstances and current public health guidance.

The Club works closely with families to minimize the spread of head lice while maintaining a supportive and respectful approach.

Technology & Internet Use Policy

The Boys & Girls Club of Rutland County uses technology to support learning, creativity, career exploration, educational enrichment, and positive youth development.

Club computers, tablets, internet access, and other technology resources are provided to enhance educational opportunities and must be used responsibly.

Members are expected to follow all Club rules while using technology and understand that the Club reserves the right to monitor technology use to help ensure the safety of all users.

Acceptable Use

Technology may be used for purposes such as:

- Homework and school assignments
- Educational games and activities
- Research and learning
- STEM programming
- Career exploration
- Club-approved recreational activities

Members are expected to use all technology respectfully, responsibly, and in accordance with staff direction.

Internet Safety

To help protect our members online:

- Personal information, including home addresses, phone numbers, schools, passwords, or other identifying information, may not be shared online.
- Members should never communicate with or arrange to meet individuals they have met online without parental permission.
- Members should immediately notify a staff member if they encounter inappropriate content, messages, or online behavior that makes them uncomfortable.
- Staff supervise technology use whenever possible and utilize internet filtering and monitoring systems appropriate for youth programs.

Unacceptable Use

The following activities are prohibited while using Club technology or internet access:

- Accessing inappropriate, offensive, or explicit material.
 - Attempting to bypass internet filters or security systems.
 - Accessing another person's account or files without permission.
 - Downloading unauthorized software or applications.
 - Damaging or intentionally disrupting Club technology or networks.
 - Creating or spreading computer viruses or malicious software.
 - Using technology for illegal activities.
 - Buying or selling goods or services through Club technology.
 - Political campaigning or lobbying using Club resources.
-

Respectful Digital Citizenship

Members are expected to demonstrate the same respect online that they show in person.

Members may not:

- Use threatening, abusive, discriminatory, or inappropriate language.
- Cyberbully, harass, or intimidate others.
- Share false, harmful, or defamatory information.
- Post or share content that disrupts the Club or violates another person's privacy.
- Record, photograph, or video another person without permission from Club staff and, when appropriate, the individual involved.

Respectful communication is expected whether using email, messaging platforms, online games, educational programs, or any other digital communication.

Privacy & Copyright

Members are expected to respect the privacy and intellectual property rights of others.

Members may not:

- Access another person's files, accounts, or personal information without permission.
- Share another person's private information.
- Copy or submit another person's work as their own.
- Download, copy, or distribute copyrighted materials without proper authorization.

Members are encouraged to properly cite sources and practice responsible digital citizenship when completing schoolwork or Club projects.

Movie & Media Policy

From time to time, the Boys & Girls Club may show age-appropriate movies or other educational media as part of Club programming.

- **G-rated** media may be shown during regular programming.
- **PG-rated** movies may only be shown with prior written permission from a parent or guardian.
- Movies rated **PG-13, R, or NC-17** will not be shown as part of Club programming.

All media shown at the Club will be age-appropriate and consistent with the educational, recreational, and developmental goals of the Boys & Girls Club of Rutland County.

Access to Online Content

The Boys & Girls Club of Rutland County provides internet access for educational and program-related purposes. Members are expected to use technology responsibly and only access age-appropriate content.

Members may **not** access, view, download, or share material that is:

- Obscene, sexually explicit, or pornographic
- Violent or graphic in nature
- Illegal or promotes illegal activity
- Discriminatory, hateful, or threatening
- Inconsistent with the Club's Code of Conduct or mission

If a member accidentally accesses inappropriate material, they must immediately notify a staff member. Members will not be disciplined for accidental access when it is reported promptly.

Parents or guardians are encouraged to discuss appropriate internet use with their child and may request additional restrictions on their child's use of Club technology whenever appropriate.

Member Technology Rights & Responsibilities

The Boys & Girls Club of Rutland County provides technology resources to support learning, creativity, and positive youth development.

Members have the right to use Club technology appropriately while understanding that:

- Technology resources remain the property of the Boys & Girls Club.
- The Club reserves the right to monitor technology use to ensure member safety and compliance with Club policies.
- Members should not expect complete privacy when using Club-owned devices, internet access, or networks.
- Club staff may review files, browsing history, or device activity when there is reasonable suspicion that Club policies or the law have been violated.

Parents or guardians may request that their child's access to Club technology or the internet be limited or restricted.

Confidentiality

The Boys & Girls Club of Rutland County respects the privacy of every child and family.

Member records are maintained confidentially and are only accessible to authorized Club personnel and the child's parent or legal guardian, except as otherwise permitted or required by law.

Information may be shared with schools, healthcare providers, licensing agencies, or other authorized entities when necessary to support the child's care, ensure program safety, comply with licensing requirements, or fulfill grant reporting obligations.

Whenever information is used for reporting, research, or funding purposes, personally identifiable information will be removed whenever possible.

Parents and guardians have the right to review their child's records upon request.

Technology Policy Violations

Failure to follow the Club's Technology & Internet Use Policy may result in disciplinary action.

Depending on the severity of the violation, consequences may include:

- Verbal reminder or warning
- Temporary loss of technology privileges
- Parent or guardian notification
- Suspension of technology access
- Additional disciplinary action consistent with the Club's Member Behavior Policy

Serious or repeated violations may result in the permanent loss of technology privileges or other corrective action.

Cell Phone Policy

The Boys & Girls Club encourages members to actively participate in Club activities and build positive relationships with peers and staff.

Members are permitted to bring cell phones to the Club; however:

- Cell phones should remain put away unless permission is given by staff.
- Phone use should be limited and should not interfere with participation in Club activities.
- Members may not share their phones with other members.
- Cell phones may not be used to photograph, video record, or audio record others without staff permission.
- The use of phones for bullying, harassment, inappropriate communication, or accessing prohibited content is strictly prohibited.

Parents and guardians are encouraged to communicate with their child before or after Club whenever possible.

The Club telephone is available for emergency situations and necessary communication between staff and parents or guardians.

If a member repeatedly misuses a cell phone, staff may temporarily hold the device until the member leaves for the day. Continued misuse may result in additional disciplinary action.

Visitors

To maintain a safe and secure environment, all visitors—including parents, guardians, volunteers, mentors, contractors, board members, and community partners—must check in upon arrival.

Visitors are required to:

- Sign in at the front desk or designated check-in area.
- Wear a visitor badge or identification when applicable.
- Follow all Club safety procedures while in the building.
- Remain under staff guidance when visiting program areas, unless otherwise authorized.

Parents and guardians are welcome to visit the Club and may request to review their child's records in accordance with Club policy and applicable laws.

Items Prohibited at the Club

To help maintain a safe environment, members should **not** bring the following items to the Club:

- Alcohol, tobacco, nicotine products, vape devices, or illegal drugs
- Matches, lighters, fireworks, or explosives
- Weapons of any kind, including knives, firearms, or look-alike weapons
- Valuable jewelry or expensive personal items
- Large amounts of cash
- Toys or personal items that may disrupt programming
- Outside food or beverages, unless approved due to a medical condition, allergy, or special circumstance

The Boys & Girls Club is **not responsible for lost, stolen, or damaged personal belongings**. Families are encouraged to leave valuable items at home.

Any prohibited or unsafe item brought to the Club may be confiscated, and parents or guardians may be required to retrieve the item. Possession of certain prohibited items may result in immediate suspension or dismissal from the program, consistent with the Club's Member Behavior Policy.

Field Trips

The Boys & Girls Club of Rutland County provides educational, recreational, and enrichment field trips throughout the school year and summer programs.

Parents and guardians will receive advance notice of scheduled field trips whenever possible, including:

- The date and destination
- Departure and return times
- Transportation arrangements

- Any special items children should bring
- Any additional permission requirements

Transportation for field trips is provided using Club vehicles, contracted transportation, or other approved methods that comply with applicable safety regulations.

Participation in field trips may require a signed permission form.

Civil Rights & Non-Discrimination Complaint Process

The Boys & Girls Club of Rutland County is committed to providing programs and services free from discrimination.

No individual will be discriminated against on the basis of race, color, national origin, age, disability, sex (including gender identity and sexual orientation), or any other protected characteristic as provided by applicable law.

Anyone who believes they have experienced discrimination in a Club program is encouraged to report the concern immediately.

Complaints may be submitted:

- Verbally or in writing
- By the individual involved or another person acting on their behalf
- Anonymously, if desired

Complaints involving federally funded nutrition programs may also be filed directly with the **United States Department of Agriculture (USDA) Office of the Assistant Secretary for Civil Rights** in accordance with federal civil rights requirements.

The Club will maintain confidentiality to the extent permitted by law and will cooperate fully with any required investigation.

Additional information regarding the USDA Program Discrimination Complaint Process is available upon request or at **www.usda.gov**.

Child Abuse Prevention

The safety and well-being of every child is the highest priority of the Boys & Girls Club of Rutland County.

The Club maintains a **zero-tolerance policy** for child abuse, neglect, sexual abuse, grooming, exploitation, or misconduct of any kind.

All employees, volunteers, and board members are expected to help create a safe environment by following the Club's Child Abuse Prevention Policies and the safety standards established by Boys & Girls Clubs of America (BGCA).

No One-on-One Contact

To protect both children and staff, isolated one-on-one interactions between Club members and staff or volunteers are prohibited.

This includes one-on-one interactions:

- Inside the Club
- In vehicles
- By telephone
- Through text messaging
- Email
- Social media
- Video calls
- Gaming platforms
- Any other electronic communication

Limited exceptions may be made only for licensed professionals providing approved medical or counseling services or when a staff member's own child or sibling is participating in the program.

Grooming Prevention

The Club recognizes that grooming behaviors are often used to establish inappropriate relationships with children.

Examples of grooming behaviors include:

- Giving excessive gifts or special attention to one child.
- Attempting to isolate a child from peers or adults.
- Secretive communication.
- Inappropriate physical contact.
- Attempts to build relationships outside of approved Club activities.

Any suspected grooming behavior will be addressed immediately.

Mandated Reporting

All Boys & Girls Club employees and volunteers are mandatory reporters under Vermont law.

Any staff member or volunteer who suspects that a child has been abused or neglected must immediately report their concerns to Club leadership.

Club leadership will promptly report suspected abuse or neglect to the appropriate authorities and to Boys & Girls Clubs of America, as required by law and BGCA standards.

Safe Adult Interactions

The Boys & Girls Club expects all adults to maintain professional boundaries with youth.

Appropriate Interactions

Examples include:

- Side hugs
- High-fives
- Handshakes
- Encouragement and praise
- Holding the hand of a young child when necessary for safety

Inappropriate Interactions

Examples include:

- Full-front hugs or kisses
- Lap sitting
- Tickling
- Wrestling or horseplay
- Sharing inappropriate jokes or conversations
- Discussing adult topics with children
- Using profanity, insults, or degrading language
- Asking children to keep secrets

These examples are not all-inclusive. Staff are expected to use professional judgment and always place the safety and well-being of youth first.

Safety Resources

The Boys & Girls Club of Rutland County provides multiple ways for members, families, staff, and volunteers to report safety concerns.

Information regarding the BGCA Safety Helpline, ethics reporting resources, and other child safety resources is displayed throughout Club facilities and is available upon request.

Families are encouraged to immediately report any concerns regarding child safety to Club leadership.

USDA Nondiscrimination Statement

The Boys & Girls Club of Rutland County participates in federally funded nutrition programs and complies with all applicable federal civil rights laws.

USDA Required Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at **(202) 720-2600** (voice and TTY) or contact USDA through the Federal Relay Service at **(800) 877-8339**.

To file a program discrimination complaint, a Complainant should complete Form **AD-3027, USDA Program Discrimination Complaint Form**, which can be obtained online at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling **(866) 632-9992**, or by writing a letter addressed to USDA. The completed form or letter should be submitted by:

Mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, DC 20250-9410

Fax:

(833) 256-1665 or (202) 690-7442

Email:

Program.Intake@usda.gov

This institution is an equal opportunity provider.

Club Non-Discrimination Policy

The Boys & Girls Club of Rutland County is committed to providing a welcoming, inclusive, and respectful environment for every child, family, employee, volunteer, and visitor.

The Club does not discriminate in employment, admissions, services, or participation in any program or activity on the basis of race, color, national origin, ancestry, religion, creed, sex, pregnancy, gender identity, gender expression, sexual orientation, age, disability, marital status, familial status, veteran status, genetic information, or any other characteristic protected by applicable federal, state, or local law.

The Boys & Girls Club is committed to providing equal access to programs, services, and employment opportunities and will make reasonable accommodations as required by law.

Individuals who believe they have experienced discrimination are encouraged to report their concerns to Club leadership. Concerns may also be submitted in writing to:

Boys & Girls Club of Rutland County

Attn: Human Resources

75 Merchants Row

Rutland, VT 05701

All reports will be reviewed promptly and handled as confidentially as possible, consistent with a thorough investigation and applicable law.

Sample Daily Activity Schedule

The Boys & Girls Club of Rutland County provides a balanced schedule of academic support, physical activity, enrichment, and opportunities for youth choice. While activities may vary by

location, age group, weather, and special events, a typical school-year afternoon follows the schedule below.

Time	Typical Daily Activities
2:30 – 3:30 PM	Member Arrival, Sign-In, Healthy Snack & Daily Welcome Meeting
3:30 – 4:30 PM	Daily Enrichment Activities (Examples: Games, BGCA Programs, Field Trips, Outdoor Recreation/Park, or Member Choice Activities)
4:30 – 5:30 PM	Small Group Activities, Clubs & Member Choice
5:30 – 6:00 PM	Dinner
6:00 – 6:30 PM	Open Club, Free Choice Activities & Pick-Up
6:30 PM	Program Closes

Weekly Activity Highlights

Day	Featured Activity
Monday	Games & Team Building
Tuesday	BGCA Youth Development Programs
Wednesday	Field Trips or Special Events
Thursday	Outdoor Recreation or Park Activities
Friday	Member Choice & Celebration Activities

Please Note: Activity schedules may vary by Club location, age group, staffing, weather, school calendars, and special events. Families will be notified in advance of scheduled field trips or other significant program changes.