

Welcome to the Boys & Girls Club of Truckee Meadows. Thank you, and congratulations on choosing the Club for your child. By becoming a member, your child has joined over 14,000 children, ages 5-18, in the Truckee Meadows, Fernley, Ely, Winnemucca, Tonopah, and Lovelock as a valued member of our clubs.

The Club strategically offers programs to promote on-time grade progression, increase in physical activity, avoidance of risky behaviors, and civic engagement. Our Clubs are not an extension of school but a place where our members can choose to attend tutoring and enrichment programs that interest them.

After watching this orientation video, you'll need to create your online Boys & Girls Club of Truckee Meadows profile. An email address is required, and you'll create a password to access your account. Through this profile, you can securely register and pay for your child's Club programs. You'll also complete an online application for each child attending the Club or participating in a sports league. Annual memberships are \$20 per child and are required for all participants. Please note that membership does not cover program fees. Before- and after-school programs, sports leagues, and summer and school break programs are available for an additional cost.

If you do not wish to pay online for programming, you can complete registration and pay in person at the site or Clubhouse your child will attend.

1. \$20 ANNUAL MEMBERSHIP

The Boys & Girls Club of Truckee Meadows charges an annual membership fee of \$20 per child. For members ages 5-18. All Club sites have an (additional) standard program fee for before and after school care: \$200 per month, \$80 for morning care, \$120 for afternoon care. If the month coincides with a scheduled school district break, BGCTM will adjust the monthly rate accordingly. Break programs are \$50 per week- no prorating available. Sports league pricing varies.

When you enroll in our before- and after-school programs, the system will automatically charge the card on file by the 5th of each month for that month's programming. If your child stops attending, it is the parent or guardian's responsibility to notify the Membership Office so we can stop future charges and remove your child from the program.

Teen members are not required to pay monthly fees. Sibling discounts are available.

The Club does not turn any child away due to financial reasons. Please see your site coordinator, membership coordinator, or director for information on all rates.

Financial assistance is also available through our Give and Receive program. This unique program allows parents and guardians to volunteer in exchange for tuition discounts. For example, volunteering 2 hours per week can save you \$20 on your weekly or monthly program tuition, depending on the time of year. For more information about the Give and Receive program or other financial assistance options, please contact our Membership Director.

- a. If your child has BlueCross/BlueShield Medicaid, Care Source, Molina Medicaid or Silver Summit Medicaid insurance, make sure to show the membership coordinator, director or site coordinator the child's insurance card for a waived \$20 membership fee.
- b. If the parent or guardian is Active Military, please present an active military ID to the membership or site coordinator. This will waive the \$20 membership fee and provide half off the weekly fees. Please make sure to fill out the Military brochure provided by the membership or site coordinator.
- c. With membership, your child is eligible to participate in the following programs:
 - i. Before and after school programming
 - ii. Summer, Fall, Winter, and Spring break programs
 - iii. Sports leagues
 - iiii. Transportation from select schools. Please talk to your site coordinator after this orientation or visit our website at www.bgctm.org for a complete list.
- d. With your child's annual membership, they will receive their first membership card for free.
- e. Future cards can be purchased from your membership or site coordinator for \$3.
- f. The Club also sells lanyards for \$3. Lanyard and replacement card can be purchased together for \$5. These help your children keep track of their cards by placing them around their necks.
- g. Cards are available upon paid registration. We do not put pictures on membership cards, nor do we mail them out.
- h. Cards are used for tracking purposes, and each Member is assigned a unique number with a barcode.
- i. Cards are required for special activities such as field trips and certain Club areas, such as the rock wall, and computer lab, and even to check out recreation equipment.
- j. The Club is made up of several sites, including clubhouses and school sites.
- k. Boys & Girls Club of Truckee Meadows has seven Clubhouse locations throughout Reno/Sparks, Fernley, Ely, Winnemucca, Tonopah, and Lovelock: a. DWR on 9th St. (that serves youth and teens, ages 5-18) b. Pennington Facility on Foster Drive (serves youth and teens, ages 5-18) c. Lemmon Valley location (serves youth ages 5-12) d. Donald L. Carano Youth and Teen Center on Bresson Avenue (serves youth and teens, ages 5-18) e. the Neil Road location serves youth ages 5-12. F. The William N. Pennington Winnemucca Youth & Teen facility (serves youth ages 5-18) G. The Fernley Youth and Teen Clubhouse (Serves youth and teens ages 5-18)
During the summer months, the Club may also offer additional locations.

L. Visit our website www.bgctm.org, for more information about our sites, ages served, and hours of operation throughout Reno, Sparks, Fernley, Ely, Winnemucca, Tonopah, and Lovelock.

M. We also have teen centers that only serve ages 13-18. The Club at Donald W. Reynolds, The Club at William N. Pennington, The Club at Donald L. Carano, The Club at Fernley, Clayton Middle School, Cold Springs Middle School, Dilworth Middle School, Desert Skies Middle School, O'Brien Middle School, Sparks Middle School, Sparks High School, and Traner Middle School.

N. Please contact your site coordinator for more location information and site-specific questions.

2. THE BEFORE & AFTER SCHOOL PROGRAM

a. There is an additional monthly fee for the before and after school program of \$200 a month

b. The before-school program is \$80 per month for one child, \$72 each month for two children, and \$64 each month for 3 or more children. The after-school program is \$120 per month for one child, \$108/each month for two children, and \$96/per month for three or more children. Financial assistance is available. Any fees must be paid online or to your membership or site coordinator.

c. Before school program at school sites begins at 7 AM, with the exception of Fernley, which begins at 6:30 AM and goes until the school teachers come on duty.

d. DWR (9th St.), Pennington, and Neil Road are open after school until 7 PM Monday – Friday. Lemmon Valley and Donald L. Carano are open until 6:30 PM. Monday – Friday.

E. During our after-school program, we offer programs in Education/Homework Help, Sports, Fitness & Recreation, The Arts, Character & Leadership Development, Healthy Lifestyles & Life and Workforce Readiness.

g. Please keep in mind that if the school is closed for a holiday or weather condition, the Club at that school will also be closed for any of our school sites. Please speak with your Site Coordinator to see which Clubhouses will be open.

h. If there is a delayed start, there will not be a morning program at any location.

i. Five-year-olds must be registered in All-Day Kindergarten

j. For a complete list of school sites, please check our website BGCTM.org

2B. SUMMER PROGRAM

Hours Monday - Friday: 7AM - 6PM

Locations: Donald W. Reynolds, William N. Pennington, Donald L. Carano, Neil Road, Lemmon Valley and various school sites. Please see your site coordinator for more information.

Fees: \$20 Annual Club membership fee + \$50 per week /child

Looking for exciting camps focused on special interests like science, sports, or art? Check out the Club's variety of summer specialty camps. From Master Chef to Streams & Trails, there's something for everyone. Registration is first-come, first-served.

Field trips are a great way to add even more fun to the Club day. These optional trips range from \$8 to \$30 and may include visits to water parks, pools, bowling, trampoline parks, and other exciting spots around the community.

3. MEDICATION

If your child is on medication and must take it at the Club, we can hold a one-day dose of the medicine. It must be in the prescription bottle with the patient's name, medication name, dosage, and physician's name and number. No one at the Club is a licensed medical provider, so we cannot give medications to children. We encourage parents to talk to their children about the correct time to come to the site coordinator and self-medicate. The Boys & Girls Club of Truckee Meadows will not accept any bottle unless we have a proper prescription bottle or the "Administer Medication Permission Form." No one on staff is a licensed medical provider.

a. Please keep all information updated with the Club, i.e., If any of the following information changes: TPO's, Medications, Allergies, Emergency Contacts, Contact information, home address, or school changes, please contact the Club immediately.

b. Emergency contacts should be individuals who can pick up your child from the Club if a parent or guardian is running late or if we are unable to reach you in an emergency. These contacts should not be parents or guardians and should not live in the same household. Examples include aunts, uncles, or grandparents. Anyone listed as an emergency contact must bring a valid ID when picking up a child.

4. FOOD PROGRAM

Our federally funded food program is offered at several of our locations. Please refer to the Liability Waivers that you signed for a "Building For The Future" flier. Our food program is an equal opportunity provider and serves meals to anyone under the age of 18.

a. Members do not have to eat the meals we serve. Members may bring their own meal or snack, but it must meet USDA requirements. For example, no fast food. It must be a healthy, home-packed meal.

b. Food served in the cafeteria cannot leave the cafeteria area.

c. Food Pantry: The Food Pantry Program assists Club families in need. If your family is in great need of meal assistance, please contact our Director of Family Services, Anne Garlow, at 775-360-2401

5. CLUB POLICIES

a. The Club policies state that any child visiting the Club must be a registered member. There are no guest privileges.

b. The Club is exempt from lawsuits due to injury or damage to property (including laptops, cell phones, and other personal technology).

c. We may utilize a Member's image or voice for online, social media, billboard, vehicle wrap, and print media publicity. Their last Names will NEVER be mentioned if they are used. If you choose not to allow your child to be photographed, please write a letter stating your decision and give it to your Membership or Site Coordinator.

d. As part of our Emergency Authorization, we have the right to call EMS at our discretion. Please know that if someone is calling EMS, another staff member will contact you. This is another reason updated phone numbers are essential!

e. You will be placed on our mailing list for our E-Newsletter and upcoming events by providing your email address. This is an effective way to receive up-to-date communications from the Club. Also, by providing your cell phone number and opting in to receive text alerts, you will receive text notifications in the event of an emergency requiring immediate pickup.

f. We also ask that you follow us on Facebook, Instagram, YouTube, and X as we often share news (such as club closures and school delays) and club happenings on these social channels. Boys & Girls Club of Truckee Meadows @ThePositivePlace and @PositivePlace

6. SAFE PASSAGE POLICY

a. The Boys & Girls Club of Truckee Meadows is not a licensed daycare; we are a Club.

b. Members 12 and younger must be escorted from the Club by a parent, guardian, or another authorized adult.

c. Members who leave unescorted without written permission will face disciplinary actions up to and including suspension and termination of membership;

d. Staff will not respond to phone calls requesting a member to be dismissed unescorted.

e. Club Employees will not physically restrain a member who insists on leaving the Club nor block the facility's exit.

7. PICKUP PROCEDURES

a. To ensure your child's safety, children cannot wait outside or in the lobby for a parent or pickup to arrive. All sites and clubhouses will page members to the front. Please try to communicate pick-up time with your child in advance to ease the pick-up process. Please note that children are engaged in programming throughout the building, and it may take up to 15 minutes to locate them and bring them to the front for pickup.

B. When arriving at a Clubhouse or School Site, the parent or guardian must notify the staff of their child's first name, last name, and grade, and their child will be paged to the front.

c. We ask that parents/guardians not park in red zones or the roundabout located at any of our locations. These spots are for Club vehicles and emergency personnel.

d. For our school sites, parents are asked to sign out their children in addition to having them scan out. Parents/guardians are required to come into the facility to drop off and pick up their child. Children can not enter or exit the facility without an authorized parent/guardian.

e. We have the right to ask for Identification from anyone in our facilities.

f. If there is a Temporary Protective Order (TPO) or Restraining Order issued, please bring us a current copy to enforce it.

g. If you are ever running late picking up your child, please call your Site Coordinator to notify them.

h. The Boys & Girls Club of Truckee Meadows has a late pickup policy in place. There is NO Grace period after the Club closes.

i. If a parent/guardian is more than 5 minutes late, this may result in a late pickup notice. Three late pickup notices may result in a suspension from the Club with no credit for any paid activities.

j. The Club also reserves the right to call local Law Enforcement or Child Protective Services if a parent/guardian is more than 15 minutes late after closing and we cannot reach anyone by phone.

k. If you have prepaid for weekly programming, field trips, etc., and your child is sick/will not be at The Club, please contact your membership or site coordinator to inquire about a possible refund. Refunds are not given for misbehaviors resulting in suspensions or expulsions.

8. TRANSPORTATION

- a. The Boys & Girls Club of Truckee Meadows offers transportation from select schools for our traditional morning and after-school programs (Aug-May). There is no additional transportation fee at participating locations. **IMPORTANT:** Transportation is not available during school breaks or during the first and last week of the school year.
- b. Members must be registered for the month to be picked up. Visit BGCTM.org for a comprehensive list of transportation routes.
- c. It is the Member's responsibility to be at the correct pickup location at the appropriate time.
- d. Boys & Girls Club is **NOT** responsible for members who miss the shuttle.
- e. The parent will be responsible for providing transportation if your Member misses the shuttle.
- f. In inclement weather, the Parents/Guardians are responsible for verifying site availability, transportation, and/or making other arrangements if our buses are not running. BGCTM will not provide transportation on snow days, smoke days, or delayed starts (in the morning). When WCSD calls for a delayed start, there will be no morning programs at any of our Reno/Sparks locations. Afternoon programming will operate like normal.
- g. Members are expected to follow acceptable behavior on Club vehicles at all times.
- h. They should be seated at all times and talking **QUIETLY!**
- i. Members should always follow shuttle driver directions
- j. Failure to do so may result in suspension from transportation, which may be given at the driver's discretion.
- k. If a member receives a suspension, that Member will lose BGCTM transportation privileges for a period of time.
- l. The suspension will include all field trips the Member is registered for. Credit for missed field trips will **NOT** be given for misbehavior.
- m. Members may still be allowed to attend the Club; however, the Parent/Guardian will be responsible for providing transportation to the facility.
- n. Currently, BGCTM does not have a wheelchair-accessible vehicle in our fleet.

9. CLUB CLOSURES

- a. The Club has the right to close any facilities for staff training, building cleaning, repairs, special events, and weather. In the case of any closure, parents will be notified via email, text, and/or social media.
- b. All Club locations will have limited hours the first and last week of school for the before and after-school program for all-staff trainings. Please speak to your site and Clubhouse coordinator for details. In the case of any limited hours, parents will be notified via email, text, and/or social media.
- c. DWR (9th St. location) will have limited hours the week before our Annual Cioppino Feed Fundraiser. (BGCTM's largest fundraiser of the year) to clean, repair, and set up for the event. This event typically takes place on the last Saturday of February.

10. BREAK PROGRAMS

a. The Boys & Girls Club of Truckee Meadows follows the balanced calendar set forth by the school districts in which we are located. We operate during all school breaks at select locations. For these weeks, all sites operate from 7AM - 6PM. For more information on your site's break availability, please contact your Site Coordinator/Director.

b. The fee for a break period is \$50 a week per child. We do not prorate this fee for weekly school breaks. We will discuss available financial assistance later in this orientation, which may help reduce this rate. Sibling and military discounts are available.

c. Breakfast and lunch are included within the weekly fee at select locations.

d. All fees must be paid by closing on Friday, the week before your child attends. This helps ensure we have adequate staffing, meals prepared, and advance notice for our field trip vendors.

e. For example, if your child plans to attend during spring break the following week, all weekly program fees and field trip fees would be due by the end of the day on Friday before that week. Registration and payment can be completed online through your parent profile or in person at your Clubhouse once registration opens. Field trips are first-come, first-served and may have limited capacity.

f. The Club is closed in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Nevada Day, Thanksgiving (Thursday and Friday), and Christmas Day. For any other holiday closures or exact dates, please visit bgctm.org.

g. If a holiday falls on a Saturday or Sunday, the Club will observe the holiday on Friday or Monday. For example, if Christmas falls on a Saturday, all Clubs will be closed the Friday before. If it falls on a Sunday, all Clubs will be closed the following Monday.

h. Clubhouse sites will be open from 7 AM to 6 PM for any other school closure like Presidents Day, Election Day, and Professional Development Days. Breakfast and lunch will be provided, and that day is not charged. Signage regarding upcoming closures will be posted in club locations. Parents/guardians will receive an email regarding Club closures throughout the year.

i. In any inclement weather (snow, smoke, etc.) resulting in a school closure for Washoe County, select Clubhouses will operate for currently registered members, free of charge. Closure times may vary.

j. Additional Clubhouses may open during weather closures - please call 331-5437 or seek out information online for details. In the event of snow-related closures, we ask parents to pick up as soon as possible (we strongly encourage pickups no later than 5 PM) as roads begin to ice. This is for your safety and the safety of our staff.

k. Transportation to or from the Club is not available during school breaks.

l. If you are having trouble utilizing our online profile and payment system, please see your Membership Director, Membership Coordinator, or Site Coordinator. The Club is not responsible for payments left at the front counter or school office.

11. SPORTS

a. BGCTM offers a wide variety of sports programs all year long. Including but not limited to flag football, basketball, and baseball. We also offer Teeny Tots Sports, including gymnastics, basketball, soccer, and t-ball for children ages 3-5. These sports programs are affordable and fun! Information on the sports programs is available on BGCTM.org/athletics. Individual sports applications are available online; payments can be made online or in person at participating locations. Any child participating in a BGCTM Club sport MUST be a BGCTM member and pay the \$20 membership fee. Please visit BGCTM.org/athletics for up-to-date information.

12. EMPLOYEES AND VOLUNTEERS

a. Boys & Girls Club of Truckee Meadows has a strict policy when hiring our employees.

b. All Employees:

c. MUST be 17 years and older to be employed with our organization & staff who work with Teens MUST be 21 years or older.

d. MUST complete an extensive background check, which includes fingerprints.

e. MUST complete a drug test before employment, and random drug tests may be given throughout the year.

f. Training for our employees is required and ongoing throughout the year. CPR and first aid training are required for ALL of our employees.

13. CLUB NORMS

a. Member recognition programs and character education are vital parts of the Boys & Girls Club of Truckee Meadows overall guidance plan. The Boys & Girls Club staff will continually teach, review, and reinforce our Club's "Be GREAT Values" program.

b. The **Be GREAT Values Matrix** outlines our expectations for all members at each Club site.

G is for Generous — treat others the way you would like to be treated.

R is for Respectful — members should be respectful to one another, to staff, and to the Club environment. This means no bullying, name-calling, physical harm, or back-talking. Members are also expected to respect Club property, including buildings, shuttles, buses, and all program equipment.

E is for Encouraging — be a buddy, not a bully.

A is for Accountable — take care of your Club, equipment, and each other, and please avoid bringing valuable items to the Club.

T is for Trustworthy — be honest with yourself and others, and remain in supervised areas at all times.

c. These values tie into the Club's guidance and discipline policy, which states:

i. 1st Offense: The Member will be given a verbal warning.

ii. 2nd Offense: The Member will be given a written citation, and the parent/guardian will be notified.

iii. 3rd Offense: The Member will be given a second written citation, and the parent/guardian will be notified. The parent will be **warned that if behavior continues the member may need to take a break from the club.**

iv. 4th Offense: The Member will be given a written citation along with a possible suspension from the Club for a period of time determined by the Site Coordinator and Director.

v. Please note that certain behaviors could result in an automatic suspension.

v. 5th Offense: The Member will be given a written citation along with a suspension from the Club. Member may not return until the parent, member, site coordinator, and site director meet and complete a behavior contract.

v. Please note that certain behaviors could result in an automatic suspension.

i. The Club is not responsible for lost, broken, or stolen items.

ii. We encourage your child to leave anything of sentimental or monetary value at home.

iii. Each program area of the Club is supervised.

iv. Members may not be in an area without a Staff member.

v. This is for their safety.

d. The Boys & Girls Club of Truckee Meadows wants to keep the Club environment as safe and positive as possible for not only the members but also the staff. This is why we have these rules in place. We ask that you review the rules with your child at home before they attend The Club.

e. As a general rule, members may not receive phone calls. If there is an emergency, we will transfer the call to the appropriate site coordinator to pass along the message to the Member.

14. PAYMENTS

a. ALL payments must be made ONLINE OR IN PERSON to Membership Director , Membership Coordinator or a Site Coordinator at the site your child is attending.

b. In order for your child to start the program, they must be a registered member, as well as signed up for the month.

c. For Payments We Accept: a. CREDIT CARD b. Cash: Please bring exact change as the money kept on site is minimal c. Checks: MUST be pre-printed, have the Member's name on it, and be written in blue/black ink. d. There will be a fee for all returned checks. e. Money orders: MUST have the member's name on it.

d. We reserve the right NOT to accept any further checks or credit cards once one has been returned/declined.

e. Two or more will permanently place you on the "Cash Only" list.

f. When paying online, receipts will be emailed to the address on file. If paying in person and you would like a formal receipt, please see your Membership Director, Membership Coordinator or Site Coordinator 3-5 business days after your payment has been made.

g. If needed, you can request a copy of all your payments to the Boys & Girls Club for the year.

i. There is a \$5 charge for printing this report.

ii. An email with the receipt attached is free of charge.

iii. Please give one week's notice for all tax form requests.

15. FINANCIAL ASSISTANCE

a. All families are required to complete a Children's Cabinet financial assistance form, regardless of their financial situation.

b. The Boys & Girls Club of Truckee Meadows never turns away a child due to the inability to pay. Our mission is to serve more kids in the community, especially those who need us most, and help them reach their full potential as productive, caring, responsible citizens.

c. Financial Assistance is provided through the Children's Cabinet or the Boys & Girls Club of Truckee Meadows.

d. To qualify: a. A Financial Aid Packet MUST be completed COMPLETELY with ALL Required documentation attached. b. Packets will not be accepted without all documents.

e. ALL adults in the household MUST provide proof of income. a. The parent(s)/guardian(s) will be required to submit 30 consecutive days of their MOST RECENT paycheck stubs to verify income.

f. Proof of ALL "Forms of Income" that are listed under 'Income Type' on the form is required.

g. If the parent/guardian is not working, other proof of income is required. For example, unemployment, housing, child support, TANF (pronounced Tan-if), and food stamps are required documents if received.

h. Your child can only be on one financial assistance program at one time. a. If you wish to cancel our financial assistance program, you must write us a letter stating so.

i. Children who apply for financial assistance will be covered until September 30th as Children's Cabinet's fiscal year runs from October 1 to September 30.

j. All parents/guardians must apply yearly for assistance.

k. Our Family Services program is available to all Club families. The Family Services department is available to help families meet individual needs outside of the Club. These services may include resources and referrals to partner agencies in the community, including but not limited to: housing, utility assistance, food security, and healthcare. Included in the Family Services program is access to services surrounding parent leadership, holiday assistance, and helping families acquire material donations they may need, such as clothing, food, or household items. The Family Services program also offers various opportunities for parent and family engagement, including Family Nights and our Strengthening Families Program. Strengthening Families is a 10-week class aimed at helping create happier and stronger families. For more information, please contact your child's site coordinator.

16. THANK YOU

For watching this video. Now, it's time to create your online account. Please note that all required fields must be completed before submitting the membership application. "Member name" is your child's name. Emergency contacts are friends and family. A minimum of 2 emergency contacts per child is required, but multiple are preferred in case of an emergency.

Please review your application carefully for any errors before submitting it. Once your application has been submitted, you must either pay online or visit the Club location your child will be attending to pay for the Club membership and weekly or monthly program fees. You will also be asked to complete liability waiver forms online. If you are not paying online, applications, liability forms, and payments can be completed in person at your child's Clubhouse or school

site. If you have questions about your submission, please call **775-331-KIDS** to speak with our Membership Director or Membership Coordinator.