



BOYS & GIRLS CLUBS
OF THE NORTHWEST SUBURBS

Parent Handbook

All Club Sites

By enrolling my child in Boys & Girls Clubs of the Northwest Suburbs, I acknowledge that I have received, read, and understand this Parent Handbook. I agree to follow the policies and procedures outlined herein and understand that these policies may be updated periodically. I also acknowledge that failure to comply with these policies may result in disciplinary action, suspension, or termination of membership.

Member's Club Info

Parent Name (Printed) _____

Parent Signature _____ Date _____

Greetings parents/guardians!

Welcome to Boys & Girls Clubs of the Northwest Suburbs (BGCNWS), formerly known as Boys & Girls Club of Dundee Township. Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, and responsible community members.

BGCNWS operates programs throughout Community Unit School District 300, Barrington Community Unit School District 220, Consolidated Community School District 15, and at our state-of-the-art Impact Center serving middle and high school youth.

Many families first learn about BGCNWS through our high-quality, affordable after-school programs. We are proud to partner with local school districts as a 21st Century Community Learning Center, providing safe, engaging, and enriching opportunities for youth beyond the school day.

Our licensed-exempt programs utilize nationally recognized curricula and evidence-based practices to address today's most pressing youth issues while helping young people develop the skills they need to succeed in school, career, and life. Through purposeful programming, caring staff, and positive relationships, we create an environment where every member can learn, grow, and thrive.

As a 21st Century Community Learning Center, our programs are designed to support your child's academic achievement, character development, social-emotional growth, and overall well-being while also supporting families. When your child enrolls in BGCNWS, they become part of a dynamic community focused on helping them reach their full potential.

We are excited to welcome your child as a member of BGCNWS (also referred to as the "Club") and look forward to partnering with your family. Your child's participation is valuable, and your involvement plays an important role in their success. We encourage you to stay engaged by attending Club and school events, reading and responding to communications, and maintaining open communication with Club staff.

Together, we can create meaningful experiences that help your child build confidence, develop new skills, form positive relationships, and achieve success both inside and outside of the classroom.

Thank you for choosing BGCNWS. We look forward to serving your family throughout the year.

BGCNWS offers Club membership at the following locations:

Administrative Office 847-551-4309 info@bgcnws.org	770 Navajo Dr. Carpentersville, IL 60110
Golfview Elementary School 331-276-9153 golfview@bgcnws.org	K – 5 Grade 124 Golfview Lane Carpentersville, IL 60110
Impact Center (D300 Middle School) 847-363-6196 impactcenter@bgcnws.org	6 - 8 Grade 251 Amarillo Rd. Carpentersville, IL 60110
Jane Addams Elementary School 331-228-9932 janeaddams@bgcnws.org	1 - 5 Grade 1020 E Sayles Dr Palatine, IL 60074
Lake in the Hills Elementary School 331-235-1304 lakeinthehills@bgcnws.org	K - 5 Grade 519 Willow St. Lake in the Hills, IL 60156
Lake Louise Elementary School 331-276-9767 lincoln@bgcnws.org	K - 5 Grade 500 N Jonathan Dr Palatine, IL 60074
Lakewood Elementary School 331-235-1318 lakewood@bgcnws.org	K – 5 Grade 1651 Ravine Lane Carpentersville, IL 60110
Lincoln Elementary School 331-276-9767 lincoln@bgcnws.org	K - 5 Grade 1021 N Ridgewood Ln Palatine, IL 60067
Meadowdale Elementary School 331-276-9152 meadowdale@bgcnws.org	K – 5 Grade 14 Ash St. Carpentersville, IL 60110
Parkview Elementary School 847-687-8786 parkview@bgcnws.org	K – 5 Grade 122 Carpenter Blvd Carpentersville, IL 60110

Perry Elementary School 331-276-3055 perry@bgcnws.org	K – 5 Grade 251 Amarillo Drive Carpentersville, IL 60110
Sunny Hill Elementary School 331-228-9865 sunnyhill@bgcnws.org	K – 5 Grade 2500 Helm Road Carpentersville, IL 60110
Winston Campus Middle School 331-228-9791 winstonjrhigh@bgcnws.org	6 - 8 Grade 120 N Babcock Dr Palatine, IL 60074
Woodlands Impact Center 331-223-8570 (D220 Middle / D220 & D300 High School) woodland@bgcnws.org	6 - 12 Grade 770 Navajo Dr Carpentersville, IL 60110

Programs

At BGCNWS, members have the opportunity to participate in a variety of engaging programs designed to support their academic, social, emotional, and physical development. Programs are offered within the following core areas:

Character & Leadership - Members develop leadership skills and gain opportunities to participate in planning, decision-making, community service, and activities that promote positive character development and citizenship.

Health & Well-being - Programs help young people develop healthy habits, build resilience, set personal goals, and make positive choices that support their overall well-being.

Academic Success - Members strengthen academic skills, apply learning to real-world situations, explore technology, and develop the knowledge and confidence needed to achieve success in school and future careers.

Life and Workforce Readiness - Members gain valuable life skills, explore career pathways, develop workplace readiness skills, and build meaningful relationships with caring mentors who help prepare them for future success.

Sports, Fitness, & Recreation - Programs promote physical activity, teamwork, sportsmanship, healthy lifestyles, stress management, and positive social interactions.

The Arts - Members are encouraged to express their creativity through visual arts, crafts, performing arts, music, digital media, and creative writing.

Through participation in Club programs and experiences, members develop a strong sense of competence, usefulness, belonging, power of influence, & self confidence.

BGCNWS is committed to creating an inclusive environment where all youth have the opportunity to participate, learn, and succeed. We strive to provide reasonable accommodations and support for youth with disabilities and other unique needs whenever possible.

Updated June 2026

Disability Inclusion Statement

BGCNWS welcomes all youth and strives to create an inclusive environment where every member feels safe, valued, and supported. We are committed to providing programs and services in a non-discriminatory manner and will make reasonable accommodations, when appropriate, to ensure youth with disabilities and other unique or complex needs have the opportunity to participate fully in Club programs and activities.

Membership

Membership is open to all youth who are enrolled students at a BGCNWS program site. BGCNWS welcomes all youth and does not discriminate on the basis of race, color, religion, ancestry, national origin, sex, gender identity, sexual orientation, disability, or any other protected status.

Enrollment capacity at each site is determined by available space, staffing levels, licensing, safety requirements, and facility limitations. While BGCNWS strives to serve as many youth as possible, enrollment may be limited based on program capacity. In these situations, a waitlist may be established until space becomes available.

Confidentiality of Information

The privacy of Club members and their families is of the utmost importance to BGCNWS. All membership records, health information, academic records, incident reports, and other documentation related to Club members and their families will be maintained in a confidential manner and stored securely in accordance with applicable laws and organizational policies.

Parents/guardians may request access to records maintained on their child. Requests must be submitted to BGCNWS and, when permitted by law, access will be provided to records maintained within the previous three years.

MyClubHub Parent Portal

Parents/guardians can:

- Update contacts
- View household balances
- Make payments
- Update authorized pickups
- Complete registration

Enrolling a Member

Enrollment is completed by session and is not automatically renewed. Parents/guardians are responsible for completing a new enrollment application for each session.

Updated June 2026

To enroll a child, parents/guardians must complete all required enrollment forms, submit any required documentation, and pay all applicable fees.

Some families may also be required to complete a Child Care Assistance Program (CCAP) application and provide income verification. Once all required documents have been received, BGCNWS will review the application and determine whether space is available at the requested site.

Parents/guardians who fail to complete required enrollment paperwork, submit requested documentation, or pay applicable fees by established deadlines may experience a delay in their child's start date or may lose their enrollment opportunity.

1) Membership Application (Completed via MyClubHub)

Depending on the program, registration will consist of a two-step process:

- **Step 1** includes member information, health history, emergency contacts, and eligibility information for income-based services.
- **Step 2** includes required consents, waivers, permissions, and payment of any applicable fees.

A member is not considered fully enrolled until all required registration steps have been completed, approved, and all applicable fees have been paid. **Members may not begin attending Club until the enrollment process has been completed in full. All payments are non transferable and non refundable.**

2) Income Verification (Elementary Programs Only)

BGCNWS encourages eligible families to apply for the Child Care Assistance Program (CCAP), which may cover some or all program costs.

Families who do not qualify for CCAP, choose not to apply, or are denied assistance may still be required to provide income verification in order to determine eligibility for BGCNWS's tuition assistance or sliding fee scale. Parents/guardians who choose not to provide income verification will be responsible for paying the full program tuition rate.

Questions regarding CCAP or income verification may be directed to your Site Director or the BGCNWS Administrative Office at 847-551-4309.

3) Registration and Tuition Fees

	School Year	Summer
Elementary	\$50	\$100
Middle	\$50	\$50

Registration fees must be paid prior to a member's first day of attendance.

Updated June 2026

Registration and tuition fees are subject to change at the discretion of BGCNWS.

4) Release of Records and Permission Forms

Parents/guardians may be required to complete additional release and permission forms as part of the enrollment process. These forms may authorize BGCNWS to obtain information necessary for program operations, grant compliance, and evaluation purposes, including but not limited to:

- Grades and academic records
- Attendance records
- Individualized Education Programs (IEPs)
- 504 Plans
- Behavior support plans
- Free and Reduced Lunch eligibility
- Teacher information

Failure to complete required release and permission forms may impact a member's eligibility to participate in BGCNWS programs.

5) Requests for BGCNWS Records

Parents/guardians requesting records maintained by BGCNWS must complete a Release of Information Request Form. Requests should be submitted at least two weeks in advance to allow sufficient time for processing and document collection. Files are only kept for up to 3 years. Older files will be properly disposed of through shredding methods.

Membership Cancellation

BGCNWS reserves the right to refuse, suspend, or terminate a membership in accordance with the policies outlined in this handbook.

Parents/guardians who wish to withdraw their child from the program must notify their Site Director as soon as possible. Registration fees, tuition payments, and other fees paid prior to cancellation are non-refundable and will not be prorated unless otherwise required by law or approved by BGCNWS.

Parents/guardians wishing to re-enroll after withdrawing from the program must complete the enrollment process again, including submitting a new membership application and any required documentation. Re-enrollment is subject to program availability, eligibility requirements, and approval by BGCNWS. Placement is not guaranteed and will depend on available space at the requested site.

Monthly Fees

BGCNWS charges tuition to help support the programs and services provided. Tuition is billed monthly during both the school year and summer program.

The maximum daily tuition rate is:

- **School Year (Half Day): \$34.00 per day**
- **Summer (Full Day): \$64.00 per day**

Many families qualify for reduced tuition based on household income. Please refer to the **Income Verification** section of this handbook for eligibility requirements.

Tuition is processed by the **first business day of each month**. Families are encouraged to wait until monthly billing has been processed before making a payment, as payments made early may not automatically apply to the correct balance. Payments may be made by credit card through the Parent Portal, or by check, money order, or cash.

We encourage parents to login to their parent portal to make credit card payments. (<https://bgcnorthwestsuburbs.my.site.com/portal/s/login/>)

Cash payments are accepted only at the BGCNWS Administrative Office.

Tuition is charged as a **flat monthly rate** and will not be prorated or adjusted for absences, vacations, Club closures, or other missed attendance days.

Attendance Expectations - Check In and Out

BGCNWS programs are supported through state and federal grants that require members to attend regularly. Consistent attendance allows members to receive the greatest benefit from our programs while helping BGCNWS meet important funding requirements. Parents/guardians are expected to support regular attendance and communicate with Club staff regarding any changes to their child's schedule.

School Year:

Elementary Members

- Members are expected to attend Club a minimum of four days per week.
- Members should remain at Club until one hour prior to the site's scheduled closing time.

Middle & High School Members

- Members are expected to attend Club a minimum of three days per week.
- Members should remain at Club until at least **5:30 PM**.

Exceptions may be approved for athletics, tutoring, medical appointments, family emergencies, school-sponsored activities, or other circumstances approved by the Site Director.

Excessive absences may result in the loss of enrollment if there is a waitlist for the program.

Summer:

To maximize participation in summer programming, all members are expected to attend a minimum of three (3) days each week.

- Members attending full-day Club who are **not** enrolled in summer school must arrive no later than **9:00 AM**.
- Members attending summer school must check in immediately following dismissal from summer school.
- Members are expected to remain at Club until **3:30 PM** on non-field trip days.

Exceptions may be approved by the Site Director for approved activities, medical appointments, family emergencies, or other extenuating circumstances.

Excessive absences may result in the loss of enrollment if there is a waitlist for the program.

Attendance expectations may be more flexible for high school members, as we understand they may have employment, athletics, extracurricular activities, or other commitments. Members and parents/guardians should communicate schedule changes with the Site Director whenever possible.

Check-In & Check Out Procedures:

During the school year, members will be checked in at designated program locations immediately after school dismissal. Members participating in approved after-school activities may check in upon completion of those activities. Parents are encouraged to notify the Site Director if participation in school activities will affect their child's attendance.

Approved adults are required to sign members in and/or out as required by the program. Members will only be released to parents, guardians, or other authorized individuals listed in the MyClubHub (MCH) Parent Portal.

Photo identification may be required at the time of pick-up. It is the responsibility of parents/guardians to keep authorized pick-up information current within the MyClubHub Parent Portal. Individuals not listed as authorized for pick-up will require verbal authorization from a parent or legal guardian before a member can be released.

Field Trip Attendance:

For the safety and supervision of all participants, members attending a field trip are expected to remain with the group for the duration of the trip. Early pick-up from field trip locations is not permitted. If a member is unable to attend the entire field trip, they should not attend Club on that field trip day.

Late Pick Up

Members must be picked up by the site's scheduled closing time. A late pick-up fee of \$1.00 per minute, per member will be assessed for pickups after closing.

If a member has not been picked up and BGCNWS has been unable to reach a parent, guardian, or emergency contact within thirty (30) minutes after closing, local law enforcement may be contacted. Every reasonable effort will be made to contact the parent/guardian and all emergency contacts before law enforcement is notified. Two BGCNWS staff members will remain with the member until custody has been transferred to law enforcement or an authorized adult.

Hours of Operation

BGCNWS operates as an after-school program Monday through Friday from school dismissal until each site's scheduled closing time.

School Year Hours

Hours of operation vary by site and are based on each school's dismissal schedule. On early release days, BGCNWS may adjust program hours based on staffing, facility availability, and program needs.

BGCNWS follows each partner school district's academic calendar and is generally closed when school is not in session. This includes, but is not limited to holidays, snow days, teacher in-service, school improvement, and parent/teacher conference days (actual closing dates may vary per location).

Please note that operating schedules may vary by site. Clubs located on school property are also subject to building availability and may close at the discretion of the school district.

School Closures & Delays

BGCNWS follows the decisions of each partner school district regarding school closures, delays, and emergency cancellations. BGCNWS also reserves the right to close Club programs for staff training, professional development, emergencies, or other operational needs.

In situations where a school building must be closed unexpectedly or members must be relocated due to an emergency, facility issue, weather event, or other circumstance beyond BGCNWS's control, parents/guardians authorize BGCNWS to transport their child to the Woodlands Impact Center so programming may continue in a safe and supervised environment.

By signing this Parent Handbook, parents/guardians acknowledge and grant permission for BGCNWS to transport their child in BGCNWS-approved vehicles when emergency relocation is necessary. BGCNWS will make every reasonable effort to notify parents/guardians as soon as possible regarding the relocation and any changes to pick-up procedures.

Summer Program Hours

Summer program hours are based on site availability and may vary by location. Typical summer hours are **7:30 AM to 5:30 PM, Monday through Thursday**.

Friday programming may be available at select locations through a separate registration process.

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Staying Informed

Parents/guardians are responsible for staying informed about their child's Club schedule. Please check your email and text messages regularly, as these are BGCNWS's primary methods of communicating schedule changes, closures, special events, and other important program information.

Transportation

Transportation services vary by Club site and are based on school district partnerships and program needs. For information regarding bus routes, transportation schedules, or availability, please contact your Site Director.

Transportation routes, schedules, pick-up and drop-off locations, and availability are subject to change based on program needs, enrollment, staffing, district transportation services, and operational requirements. Parents/guardians will be notified of any significant transportation changes as soon as possible.

Communication with Parents & Guardians

BGCNWS is committed to maintaining timely and effective communication with parents/guardians. We use a variety of communication methods to share important information regarding your child's program, including schedule changes, emergency notifications, weather-related closures, special events, field trips, reminders, and other important updates.

Text Communication

BGCNWS uses **Twilio**, a secure text messaging platform, to communicate with parents/guardians. To receive text messages, parents/guardians must opt in to text messaging during the registration process. Standard message and data rates may apply based on your mobile carrier.

We encourage all parents to save our texting service number **847-851-4524**

Email Communication

Email is one of BGCNWS's primary methods of communication. Parents/guardians are expected to regularly monitor their email for important announcements, newsletters, program updates, permission slips, invoices, and other Club communications.

Contact Information

It is the responsibility of parents/guardians to maintain current phone numbers, email addresses, emergency contacts, and authorized pick-up information in the MyClubHub Parent Portal. Failure to keep contact information current may result in missed communications regarding your child's participation in Club programs.

BGCNWS is not responsible for missed notifications due to outdated or inaccurate contact information provided by a parent/guardian.

Website and Social Media

Families are encouraged to visit bgcnws.org for program information, announcements, registration details, upcoming events, and links to BGCNWS's official social media accounts.

BGCNWS may use photos and videos of members participating in Club programs, events, and activities for marketing, fundraising, grant reporting, and promotional purposes, including our website and official social media platforms.

Photo Privacy

Parents/guardians who do not wish for their child to appear in photos or videos must submit a Photo Opt-Out Request Form. <http://bgcnws.org/nophotos>

Food/Snacks

BGCNWS is committed to promoting healthy eating habits and encouraging nutritious food choices. Soda, energy drinks, fast food, and other unhealthy snacks are strongly discouraged.

Through funding from the **USDA Child and Adult Care Food Program (CACFP)**, eligible sites provide an after-school snack and dinner during the school year. Please notify your Site Director if your child has any food allergies or dietary restrictions. Monthly menus are posted at eligible sites at least one week in advance.

Members are welcome to bring their own meals or snacks. Parents/guardians may contact their Site Director with questions regarding meal service or meal times.

In accordance with federal law and USDA policy, BGCNWS does not discriminate on the basis of race, color, national origin, sex, age, or disability in the administration of its meal program.

Communicable Disease Control

Parents/guardians must notify BGCNWS if their child is diagnosed with a communicable illness after attending Club, riding in a Club vehicle, or participating in a Club-sponsored activity or field trip.

BGCNWS follows current guidance from the **Illinois Department of Public Health (IDPH)**, the **Centers for Disease Control and Prevention (CDC)**, local health departments, and partner school districts regarding communicable illnesses, exclusion requirements, and mitigation practices.

When appropriate, BGCNWS will notify parents/guardians of potential exposure while maintaining the confidentiality of the individual(s) involved. No personally identifiable health information will be shared.

If a physician's release or other documentation is required for a member to return to Club, families will be notified by BGCNWS in accordance with current public health guidance.

If your child is experiencing symptoms of illness, please keep them home and notify your Site Director of their absence. If a member becomes ill while attending Club, a parent or guardian will be contacted and expected to pick up the child as soon as possible.

Members may return to Club when they meet current IDPH, CDC, school district, and BGCNWS return-to-program guidelines, including being fever-free for at least **24 hours without the use of fever-reducing medication**, when applicable.

When a Club Member Becomes Ill

If a member becomes ill while attending Club, a parent, guardian, or authorized emergency contact will be notified and expected to pick them up as soon as possible.

Members who experience vomiting, diarrhea, or a toileting accident requiring a change of clothing must be picked up immediately.

Members may return to Club after being symptom-free for at least **24 hours without the use of fever-reducing medication** and meeting current BGCNWS, school district, and public health guidelines.

Head Lice Policy:

If a member appears to have symptoms of head lice, a BGCNWS staff member may conduct a private screening. If live lice or nits are found, the member will be separated from other members, and a parent, guardian, or authorized emergency contact will be notified to pick them up.

Members may return to Club once they are lice-free.

When a Club Member Experiences an Accident or Injury

If a member is injured while participating in a BGCNWS program or activity, staff will assess the situation and provide appropriate first aid. Depending on the severity of the injury, BGCNWS will contact a parent/guardian and/or emergency medical services (EMS). If a parent/guardian cannot be reached, BGCNWS may seek emergency medical treatment in the best interest of the child.

It is the responsibility of parents/guardians to maintain current emergency contact information in the MyClubHub Parent Portal.

All BGCNWS staff are trained in CPR, First Aid, and AED use. Minor injuries will be treated with basic first aid. Parents or guardians will be notified of injuries as appropriate, and all accidents will be documented on an Incident Report.

The same emergency procedures apply during Club-sponsored field trips and activities. Staff will carry emergency contact information, medical information, and a first aid kit on all field trips.

By completing the Membership Application, parents/guardians authorize BGCNWS to obtain emergency medical treatment for their child if necessary. Any medical expenses incurred are the responsibility of the parent or guardian. BGCNWS does not provide medical insurance for members.

If an Automated External Defibrillator (AED) is available and its use is deemed necessary during a medical emergency, trained BGCNWS staff may use the device while awaiting emergency medical services (EMS). Parents or guardians will be notified as soon as possible.

Medication

BGCNWS does not administer over-the-counter medications.

Prescription medications will only be administered when a completed **Medication Consent Form (per program session)** is on file and signed by the parent/guardian and prescribing healthcare provider, as required. Medications must be provided in their original prescription container with the member's name, medication name, dosage, and administration instructions clearly labeled. Medications that are not in their original container or are missing required information will not be accepted.

Universal Precautions and Sanitary Provisions

BGCNWS follows established health and sanitation practices to help maintain a clean, safe, and healthy environment for all members and staff. Staff are trained in proper handwashing, the use of personal protective equipment (PPE), and the safe cleaning and sanitizing of bodily fluids, equipment, and program areas.

Members who experience a toileting accident or have wet or soiled clothing will be provided privacy to change, and soiled clothing will be placed in a sealed bag to be taken home. Staff will provide assistance when necessary while following universal precautions.

Safety Procedures

The safety and well-being of our members is BGCNWS's highest priority.

If staff reasonably believe that an individual picking up a member is impaired by alcohol, drugs, or another substance and may be unable to safely transport the child, BGCNWS reserves the right to request that another authorized adult pick up the member or contact law enforcement if necessary to protect the safety of the child.

BGCNWS will cooperate with authorized law enforcement agencies and child protection agencies as required by law. When legally permitted, parents or guardians will be notified; however, there may be situations where notification is prohibited or delayed by the investigating agency.

To help maintain a safe environment, most program areas and building exteriors are monitored by security cameras. Video footage may be reviewed by authorized BGCNWS personnel when

necessary. BGCNWS also partners with local law enforcement and other community agencies to support the safety and security of our members, staff, and facilities.

Safety Drills

BGCNWS conducts regular emergency safety drills throughout the year in accordance with Boys & Girls Clubs of America, partner school districts, and local emergency response agencies. Drills may include fire, tornado, lockdown, evacuation, and intruder procedures.

Procedure to Help Prevent Missing Youth

BGCNWS takes every precaution to ensure the safety and accountability of all members while attending Club or participating in Club-sponsored activities. Members are required to check in upon arrival and check out before leaving. Attendance is recorded in the MyClubHub system to ensure accurate supervision and accountability throughout the program day.

Youth Development Staff Qualifications

Creating a safe, welcoming, and supportive environment for youth begins with our staff. BGCNWS carefully selects team members who demonstrate strong character, professionalism, and a commitment to the safety, well-being, and positive development of every member.

All staff receive ongoing training in youth development, safety, trauma-informed practices, program implementation, and organizational policies and procedures. In addition, all staff are required to successfully complete state and federal background checks, drug screening, Boys & Girls Clubs of America (BGCA) Youth Protection Training, Mandated Reporter training, and maintain current CPR and First Aid certifications.

Youth Development Staff and Volunteers

At BGCNWS, our staff and volunteers are committed to creating a safe, welcoming, and supportive environment where every member feels valued, respected, and encouraged to succeed. Guided by our mission and core values of **Kindness, Generosity, Commitment, and Service**, we strive to build positive relationships that help every young person reach their full potential.

Through meaningful interactions and engaging experiences, BGCNWS is committed to:

- Identifying and nurturing each member's unique strengths and talents.
- Building positive friendships and healthy relationships.
- Developing confidence, character, and self-esteem.
- Connecting youth with caring, supportive adult role models.

Member Supervision

BGCNWS staff are trained Youth Development Professionals who are dedicated to providing a safe, positive, and supportive environment for every member. Volunteers may assist staff in supporting Club programs and activities.

All staff and volunteers complete required onboarding, background checks, and training before working with members. BGCNWS follows strict supervision policies, including a **no one-on-one contact policy**, which means staff and volunteers are never permitted to be alone with a single member unless specifically authorized by BGCNWS policy.

For additional information regarding our supervision practices and youth protection policies, please refer to the **BGCNWS Youth Protection Guide**.

Child Abuse and Neglect

In accordance with Illinois law, all BGCNWS staff, Board members, and applicable volunteers are Mandated Reporters. If there is reasonable cause to suspect that a child has been abused or neglected, they are legally required to report their concerns to the appropriate child protection or law enforcement agency.

All reports are handled confidentially in accordance with state law, and staff receive annual training on recognizing, documenting, and reporting suspected abuse or neglect.

For more information about Illinois Mandated Reporter requirements, please visit:

<https://mr.dcfstraining.org/public/pdf/en/Mandated-Reporter-Manual.pdf>

Parent/Guardian Code of Conduct

BGCNWS values positive partnerships with families and encourages respectful communication between parents, guardians, staff, volunteers, and members. All interactions are expected to remain courteous, professional, and respectful.

Misconduct including but not limited to, yelling, threatening, harassment, intimidation, or the use of abusive or inappropriate language toward staff, volunteers, members, or other families, will **not** be tolerated.

Parents/guardians who wish to discuss a concern are encouraged to schedule a meeting with the Site Director. To support respectful and solution-focused communication, BGCNWS may delay a meeting for up to 24 hours when emotions are elevated, allowing time for reflection and emotional regulation before the conversation takes place.

BGCNWS reserves the right to restrict access to Club facilities or suspend or terminate a member's enrollment if a parent or guardian's behavior threatens the safety, well-being, or operations of the program.

Updated June 2026

Questions, Concerns, or Complaints:

BGCNWS is committed to working collaboratively with families to address questions and concerns. We ask that concerns be addressed through the following process whenever possible:

1. **Site Director**
2. **Area Director**
3. **Senior Area Director**
4. **Senior Director of Club Operations**
5. **CEO**

Following this process allows concerns to be addressed at the appropriate level and helps ensure timely communication and resolution.

Visitor Policy

All youth participating in BGCNWS programs must be registered members before participating in Club activities or specialized programming.

Parents, guardians, and other adults who wish to volunteer must complete the BGCNWS volunteer application process, including any required background checks, orientation, and volunteer paperwork, prior to volunteering. All volunteers are required to sign in at the front desk upon arrival and wear any required visitor or volunteer identification while in the building.

Building Access

To help ensure the safety and security of our members and staff, everyone entering a BGCNWS facility—including parents/guardians, visitors, volunteers, members, and non-member youth—must check in at the front desk.

All adults must obtain and wear a visitor or volunteer pass before entering any program area.

Member Expectations

Club members are expected to actively participate in programs and follow the expectations outlined in this handbook. **Membership at BGCNWS is a privilege**, and all members are expected to treat staff, volunteers, fellow members, and Club property with respect.

When behavior concerns arise, BGCNWS will make reasonable efforts to work with the member and their family to address the concern. However, BGCNWS reserves the right to refuse, suspend, or terminate a member's participation if their behavior jeopardizes the safety of others, significantly disrupts the program, or prevents them from participating appropriately in Club activities.

Bully Free Zone

BGCNWS is committed to providing a safe, inclusive, and respectful environment for all members. Bullying in any form is not tolerated and is prohibited at Club, on Club property, in BGCNWS vehicles, and during Club-sponsored activities and field trips.

Bullying can have lasting emotional, social, and physical effects on everyone involved. All reports of bullying will be addressed in accordance with the BGCNWS Behavior Support Policy. Members are expected to demonstrate our core values of **Safety, Respect, Responsibility, and Mindfulness** at all times.

Social Emotional Development & Behavioral Support

BGCNWS is committed to supporting the social and emotional well-being of every member. Through our Social-Emotional Learning (SEL) program, members participate in engaging whole-group and small-group lessons designed to build essential life skills.

BGCNWS utilizes the **Better Together Cubed** curriculum, which focuses on the five CASEL core competencies: self-awareness, self-management, social awareness, relationship skills, and responsible decision-making.

Our dedicated SEL team and Director of Social-Emotional Learning work closely with members, staff, families and school districts to provide additional support, coaching, and interventions that promote positive behavior, healthy relationships, and personal growth.

Crisis Prevention

The safety of our members and staff is a top priority. BGCNWS staff receive training in the **Crisis Prevention Institute (CPI) Nonviolent Crisis Intervention®** program, which emphasizes prevention, de-escalation, and safe crisis response techniques.

Only staff members who have successfully completed CPI certification are authorized to use approved physical interventions when necessary to protect the safety of a member or others. BGCNWS is committed to using the least restrictive intervention appropriate for each situation while maintaining the dignity and well-being of every member.

Club Code of Conduct

BGCNWS is committed to providing a safe, welcoming, and positive environment where every member has the opportunity to learn, grow, and succeed. To help create this environment, all members are expected to:

- Treat themselves, others, staff, volunteers, and Club property with respect.
- Ask for help or support when needed.
- Demonstrate honesty, integrity, and good sportsmanship.

- Respect personal space and the belongings of others.
- Resolve conflicts peacefully and respectfully.
- Listen to and follow staff directions.
- Encourage and celebrate the success of others.
- Use respectful and appropriate language.
- Walk inside the building unless participating in a designated physical activity.
- Remain with their assigned group unless given permission by staff.
- Wear appropriate clothing and closed-toe shoes for daily activities.
- Keep tobacco products, alcohol, drugs, vaping devices, weapons, and other prohibited items off Club property.
- Follow all applicable school and BGCNWS rules while participating in Club programs.

Discipline & Guidance

BGCNWS is committed to helping members develop positive character, responsibility, and decision-making skills. Our behavior support approach focuses on teaching, coaching, and helping members learn from their choices while maintaining a safe and respectful environment for everyone.

Behavior concerns will be addressed in accordance with the BGCNWS Behavior Support Policy. While staff will make every reasonable effort to support members through positive interventions and logical consequences, BGCNWS reserves the right to issue consequences, including immediate suspension or termination, when the severity of an incident warrants such action.

When behavior concerns become ongoing or significantly impact a member's success at Club, the Social-Emotional Learning (SEL) Team may schedule a **Behavior Support Meeting** with the family to develop a support plan. The plan will be reviewed regularly to monitor progress and make adjustments as needed.

If a member is required to leave Club due to behavior, every reasonable effort will be made to contact a parent or guardian for **immediate** pick-up. Parents/guardians are expected to support and comply with requests for early pick-up when necessary.

To protect the privacy of all members, disciplinary matters are confidential and will only be discussed with the parent or guardian of the member involved.

Behavior Support Levels

At BGCNWS, we use a progressive behavior support system that focuses on teaching appropriate behaviors, restoring relationships, and maintaining a safe environment for everyone. Behaviors are addressed based on their severity and frequency. When a behavior incident is documented, the Site Director or their designee will notify the parent/guardian of the incident and any actions taken. Parents/guardians may request a copy of the incident report after they have been notified by the Site Director or their designee.

Level 0 – Minor Behaviors

- Low-impact behaviors that are addressed through reminders, redirection, reteaching expectations, and positive coaching.

Level 1 – Moderate Behaviors

- Behaviors that disrupt programming or have the potential to impact others. Staff may implement restorative conversations, logical consequences, parent communication, or temporary loss of privileges.

Level 2 – Major Behaviors

- Behaviors that significantly disrupt the Club environment or create safety concerns. These behaviors require administrative involvement and may result in parent conferences, behavior support plans, suspension, or other disciplinary actions.

Level 3 – Severe Behaviors

- Behaviors that pose a serious risk to the safety of members or staff, involve illegal activity, or cause significant harm. These incidents require immediate administrative intervention and may result in immediate suspension, dismissal from the program, and/or involvement of law enforcement when appropriate.

BGCNWS believes every behavior is an opportunity to teach, support, and help youth build the social-emotional skills needed for success. Whenever possible, restorative practices and collaborative problem-solving will be used alongside appropriate consequences.

Zero Tolerance Policy

BGCNWS is committed to providing a safe, positive, inclusive, and respectful environment for all members, families, staff, and volunteers. Fighting, bullying, physical aggression, or the use of racial, ethnic, sexual, gender-based, religious, disability-related, or any other discriminatory or derogatory language, including slurs or hate-based remarks, will not be tolerated.

Any member who engages in physical aggression or fighting with the intent to harm another individual, or who uses discriminatory or derogatory language toward another person, will receive an **immediate suspension of no less than one program day**. Depending on the severity, circumstances, or repeated nature of the incident, additional disciplinary action, including a behavior contract, parent conference, extended suspension, or termination of membership, may be imposed at the discretion of BGCNWS.

BGCNWS reserves the right to determine the appropriate disciplinary action based on the facts, severity, and impact of each incident to ensure the safety, dignity, and well-being of all members and staff.

Examples of Unacceptable Behavior

- Using inappropriate or abusive language or gestures.
- Inappropriate physical contact, horseplay, play fighting, fighting, or physical aggression.
- Engaging in behavior that endangers the safety of oneself or others.
- Possessing or bringing weapons (real, imitation, or look-alike) to Club.
- Possessing or using alcohol, illegal drugs, tobacco products, vaping devices, or related paraphernalia.
- Vandalizing or intentionally damaging Club, school, or personal property.
- Entering restricted or unauthorized areas.
- Refusing to follow Club rules or the directions of staff or volunteers, including expectations during field trips and transportation.
- Leaving a supervised group or designated area without staff permission.
- Stealing or attempting to steal.
- Bullying, harassing, threatening, intimidating, or discriminating against members, staff, volunteers, or visitors.
- Photographing, recording, or posting images or videos of members, staff, or volunteers without permission.

Dress Code

BGCNWS follows the dress code guidelines established by each partner school district. Members are expected to wear clothing and footwear that are appropriate for a safe, respectful, and active program environment.

If a member's attire does not meet school district or BGCNWS expectations, the following steps may be taken:

1. The member will be asked to change into available clothing or cover the item, if possible.
2. A parent or guardian may be contacted to bring appropriate clothing.
3. The member may be required to be picked up for the remainder of the day.
4. **High school members only:** Members will be required to leave for the remainder of the day.

The Site Director will communicate with the member and parent or guardian regarding the reason for the dress code concern.

Swimming Attire

During Club-sponsored swimming trips, members must follow the dress code requirements of the host facility. BGCNWS reserves the right to determine whether swimwear is appropriate for the activity. If a member's swimwear does not meet these expectations, the procedures outlined above will be followed.

Personal Belongings

Members are responsible for all personal belongings brought to Club or on Club-sponsored activities and field trips. BGCNWS is not responsible for lost, stolen, or damaged items. Members are encouraged to leave valuable items, including money, at home unless absolutely necessary.

Personal items such as backpacks, jackets, and water bottles should be clearly labeled with the member's name. Unclaimed items left in the Lost & Found for more than **two weeks** may be donated to a local charity.

Members riding bicycles to Club are responsible for providing and using a secure lock. BGCNWS is not responsible for lost or stolen bicycles.

To help maintain a safe environment, BGCNWS reserves the right to inspect a member's personal belongings when there is a reasonable safety concern.

Cell Phones and Personal Electronics

Members are responsible for all cell phones, tablets, Chromebooks, and other personal electronic devices brought to Club. BGCNWS is not responsible for lost, stolen, or damaged personal property.

The use of personal electronic devices during Club programming is limited and subject to staff direction. Staff may restrict the use of electronic devices during activities to promote engagement, participation, and safety. Access to Wi-Fi and approved websites or applications is at the discretion of BGCNWS staff.

Members may not photograph or record others without their knowledge and permission. The use of cameras or recording devices in bathrooms or locker rooms is strictly prohibited. Misuse of electronic devices, including inappropriate photography, video recording, or social media activity, may result in disciplinary action.

Impact Center (Middle & High School) Cell Phone Procedure

To support a focused, engaging, and safe environment, all members attending the Impact Center are required to use secure cell phone lockers during program hours.

Members must place their phone in an assigned locker at the beginning of each program rotation and keep the locker key with them. As members transition between rotations, they will move their phone and key to the next assigned locker.

Members who need to contact a parent or guardian during program hours may request access to their phone from a staff member. Parents/guardians who need to reach their child should contact the Impact Center directly.

Failure to follow the cell phone procedure may result in disciplinary action in accordance with the BGCNWS Behavior Support Policy.

Staff & Member Communication

To help maintain professional boundaries and ensure member safety, personal communication between staff or volunteers and members outside of approved BGCNWS communication systems is prohibited. This includes texting, phone calls, social media messaging, and other forms of personal electronic communication.

If BGCNWS becomes aware of online activity or electronic communications that create a safety concern for a member, parents or guardians may be notified, and law enforcement may be contacted when appropriate.

eSports Game & Safety Policy

The BGCNWS Esports Program provides a safe, inclusive, and developmentally appropriate environment where members develop teamwork, communication, problem-solving, digital citizenship, and good sportsmanship through structured gaming experiences.

parents/guardians have the option to opt their child out of participating in **T-rated (Teen)** games by completing the online Esports Opt-Out Form:

<https://tinyurl.com/bgcesport>.

All games, activities, and online interactions are supervised by BGCNWS staff and must follow the Club's Esports Safety Policy and Member Code of Conduct.

Meals

Meals and snacks served at BGCNWS are provided by our partner school districts or approved food service providers. Menus are determined by the district or service provider and cannot be modified by BGCNWS staff.

parents/guardians are responsible for notifying both the school district and BGCNWS of any food allergies or dietary restrictions and providing any required medical documentation. Meal accommodations are determined by the school district and/or food service provider.

Meal times vary by site. Parents/guardians should contact their Site Director for their site's meal schedule. BGCNWS strives to provide at least one meal during half-day programs and two meals during full-day programs when available.

Some Club programs, such as **Healthy Habits**, **Culinary**, and other enrichment activities may include additional food as part of the program experience. These activities are intended to enhance learning and are not intended to replace a regularly scheduled meal.

Telephone Calls

Club telephones are reserved for program business and emergencies. Members may use a Club phone to contact a parent or guardian with staff permission. Parents/guardians who need to reach their child during program hours should contact the Club directly.

Calls will generally be limited to parents or guardians. Messages from other callers will be taken and delivered as appropriate.

Field Trips

BGCNWS offers educational, recreational, and community-based field trips throughout the year. Participation requires a completed permission slip and payment of any applicable fees prior to departure.

All Club rules and behavior expectations apply during field trips. Parents/ guardians must be available by phone while their child is participating. If a member is unable to follow Club expectations, a parent or guardian may be required to arrange and pay for their child's transportation home.

BGCNWS will make every effort to provide a summer field trip schedule in advance; however, trips are subject to change. On days when a site participates in a full-site field trip, members who do not attend the trip will not be able to attend Club that day unless otherwise communicated by BGCNWS.