



**BOYS & GIRLS CLUB  
OF SOUHEGAN VALLEY**

# **Family Handbook**

**GREAT FUTURES START [HERE.](#)**

# Table Of Contents

1. Welcome Letter
2. Club Mission, Membership, and Program Information
3. Hours of Operation
4. Behavior Policy
5. Pick Up and Drop Off Information, Supervision and Volunteers
6. Code of Conduct
7. Dress Code/Cell Phones/Electronic Devices
8. Health Policy/Safety/Transportation (vans & buses)/Personal Property
9. Summer Camp
10. Parent/Guardian and Member Signature Page



**BOYS & GIRLS CLUB**  
OF SOUHEGAN VALLEY

Dear Parents and Guardians,

We would like to welcome you and your child to Boys & Girls Club of Souhegan Valley (the Club).

We are very proud of our organization and believe it is the place where Great Futures Start. You are always welcome to come to the Club and tour our facility at any time or speak to one of the executive staff for more information on our programs and care while your child is here.

We also encourage your suggestions on the programs we offer if you see a need we don't address. We hope you find this handbook useful. If we have overlooked something that you would like to know, please feel free to email us at [info@svbgc.org](mailto:info@svbgc.org) call 603-672-1002 x 110.

Respectfully,  
Nicole Forsyth  
Executive Director| Boys & Girls Club of Souhegan Valley

**GREAT FUTURES START HERE.**

## 2. Our Mission & Values

Boys & Girls Club of Souhegan Valley seeks to enable all young people, especially those who need us most, to be great today and reach their full potential as productive, caring, responsible citizens tomorrow.

Values: Integrity, Leadership, Respect, Community, Teamwork, & Fun!

### Membership and Program Information

**Membership Fee = \$50.00 per year (additional fees apply for individual programs; visit “Registration” at [svbgc.org](http://svbgc.org) for pricing)**

Members: Youth entering Kindergarten through 12<sup>th</sup> grade. For teens in 10<sup>th</sup> and 11<sup>th</sup> grade, we recommend you reach out to our Program Director, Alex Craven, at [acraven@svbgc.org](mailto:acraven@svbgc.org) prior to registering to determine if the program is a good fit. Youth must be at least 4 years and 8 months old to be enrolled as a member at the Club and comply with the Milford School District vaccination policy\*. Transportation to the Club for After School Care is available on a limited basis for members from schools in Milford, Amherst, Mont Vernon and Wilton. Transportation from the Club after Before School Care to schools in Milford is also available. ONE membership will be provided to each member when all application requirements are met. Annual membership runs from September 1<sup>st</sup> - August 31<sup>st</sup>. For the safety of Club Kids, all members are required to check-in upon entering the Club and will be placed in our internal ‘chaperon’ system so that we know where each Club member is throughout the day.

The Club follows the guidelines and policies created by Boys & Girls Club of America, which holds the following as priority outcomes:

#### **Academic Success**

#### **Good Character & Community Member**

#### **Leadership Skills**

#### **Healthy Lifestyles.**

For our Club, we also believe exposure to a wide variety of activities in areas such as the arts, sports, fitness, recreation, community service and life skills are important in youth development. During the school year the Club provides healthy snacks daily and offers youth the opportunity to choose from a variety of play-based youth development programs and enrichment activities in these core areas:

**Art:** Learn a variety of art techniques, participate in Young Artists program, art club, art shows

**Athletics:** Build confidence on our rock-climbing wall, games in the gym, fitness programs, plus additional sports clinics and leagues

**Dance:** Classes offered, Competitive Dance Team opportunities

**Learning Center:** Take advantage of this quiet spot to request homework help, read, learn technology or use our computers

**\*program is not subject to licensure under RSA 170-E:4.**

**STEAM (Science, Technology, Engineering, Art and Math):** Join the Green Dream Team, build with LEGO blocks, creatively design and solve problems, learn to code and sew and so much more!

**Gardening, Outdoor Play & Other Life Skills:** Learn how to garden, enjoy the outdoor nature trail and outdoor classroom, and learn how to cook using food from our garden.

**Prevention & Behavior Support:** Develop character, conflict resolution, leadership and social skills, learn about substance abuse prevention and get involved in community service projects and mentoring programs. The Club hosts C.A.S.T, the Community Action for Safe Teens coalition, and teens throughout the Club and community may benefit from the programming offered through C.A.S.T. The Club also holds a Children's Resiliency Retreat every month for youth from a family where someone is coping with substance abuse.

**Social Recreation:** Join the Chess Club, jump into the GaGa pit, play a role-playing game, or team up with a friend to play dozens of table and board games and learn valuable skills while playing cooperatively and competitively.

**Teen Center:** Youth of the Year program, learn leadership and career development skills, and enjoy a safe place to connect with peers.

**Theater:** Member meetings, as well as dance parties, improv and performances happen in our Amato Center Theater; members can also take theater courses, like the Learn Everywhere Theater Technology course and/or audition for performances with the Riverbend Youth Company and the RYC Alumni.

**For more information about our programs and our play-based approach, visit [svbgc.org/programs](http://svbgc.org/programs)**

## **Summer Camp**

During Summer Camp, The Club also offers additional activities and partners with Keyes Field & Memorial Pool to offer recreational swim time and swim lessons and to utilize the playground and tennis courts, accessible via a bridge between the Club and Keyes Field. In addition, each week of Summer Camp has a unique theme and offers supplemental field trips and special events. We ask parents and guardians to check their email regularly for updates on what to bring to Camp.

See Summer Camp, section 9, for more information.

### **3. Hours of Operation for Club Members**

#### **School Session Hours**

Monday thru Friday – 7am – 8:10am and 2:30pm – 6:00pm

#### **Summer Hours (June – August)**

Monday thru Friday – 7:00am – 6:00pm

(Drop off begins at 7:00 am, but most structured activities begin at 9:00 am)

#### **Spring/Fall/Winter Break**

Monday thru Friday – 7:00am – 6:00pm

The exceptions to this are Club-recognized holidays (8) on which the Boys & Girls Club will be closed, including:

**Labor Day   Thanksgiving   Day After Thanksgiving   Christmas Eve**  
**Christmas Day   New Year's Day   Memorial Day   Independence Day**

The Club reserves the right to change hours and days of operation based on need and/or economic circumstances.

There may be times necessary to close the Club due to unforeseen circumstances such as emergency repairs, staff training, inclement weather, etc. The Club will be closed 3-5 days in June before Summer Camp starts and 3-5 days before school starts for staff training each year. **If Milford Schools are closed due to inclement weather, the Club will be closed. Follow WMUR for updates.**

**Boys & Girls Club of Souhegan Valley closes at 6:00pm. A Late fee of \$25.00 will be charged for pick up after 6:00pm. If late pickups become excessive, we reserve the right to dismiss a member from our program. Only individuals listed as authorized to pick up in the Parent Portal may pick up. We recommend adding at least four authorized individuals into the Parent Portal. Individuals may be required to show a legal ID for identification.**

For Summer Camp, drop off begins at 7:00 am, but most structured activities, swimming, field trips and special programming begins at 9:00 am.

## 4. Club Behavior Policy

It is very important a child's development is nurtured through caring, patience and understanding. At Boys & Girls Club of Souhegan Valley (BGCSV), we strive to teach social-emotional learning skills to all Club members; however, while caring for your child, we may have to respond to a child's inappropriate behavior. Any form of violence (hitting, kicking, spitting, or any use of physical force so as to injure, abuse, damage, or destroy) towards staff or peers, destruction of property, running away (leaving premises of building, assigned area, or site of staff), unlawful behaviors, substance misuse, bringing inappropriate things to club (weapons or illicit substances), disrespectful language, bullying, sexual activity or misconduct will not be permitted.

BGCSV defines bullying as any deliberate action that inflicts physical or psychological harm. The behavior must be unwanted and pervasive, and includes:

- Verbal: Making derogatory comments, threats, teasing, or name calling.
- Physical: Hitting, kicking, punching, spitting, or shoving.
- Sexual: Humiliating someone because of their sex, gender or sexual orientation (lesbian, gay, bisexual, transgender, questioning).
- Social: Spreading rumors, isolation, social exclusion, leaving people out, or forcing people to do things they don't want to do.
- Cyberbullying: Sending or posting hurtful or embarrassing emails, images, on the internet, via text or other electronic device or on social networks.

To ensure the safety of all the children, there may be times we have to address the issue of a child not meeting the behavior expectations of the BGCSV Club. BGCSV policy is that we will make every effort to collaborate with the family of the child (ren) to provide adequate services to the youth and family.

### **WHEN A CHILD IS HAVING A PROBLEM IN THE PROGRAM**

- The following steps will be taken by staff:
  - make every attempt to redirect the child to understand the expectations of the program, allowing for time to regain control.
  - reassess the program environment, appropriateness of activities, or supervision.
  - always use positive methods and strength-based language while communicating with children.
  - bring the issue to the direct supervisor to determine an appropriate response; request support services if necessary (main office, co-workers, crisis management support); de-escalate, isolate the incident.
- Child's behavior will be documented and maintained confidentially; Parent/guardian will be notified.
- Parent/guardian will be given the Communication Report stating the disruptive behaviors that may lead to removal from our program.
- The Program Director, behavior support staff, parent/guardian, and child will have a conference(s) to discuss how to promote positive behaviors.
- The parent/guardian will be provided with resources regarding methods of assisting the child in improving behavior.
- Discussion of evaluation by professional consultation may be provided.
- Discussion of evaluation by local school district child study team may be provided.

## **SCHEDULE OF BEHAVIOR GUIDELINES**

If the remedial actions above have not been effective, the child's parent/guardian will be advised verbally and in writing about the child's behavior warranting removal from the program. The removal action is intended to be short-term to allow the parent/guardian, child, and BGCSV staff to come to agreement on appropriate response to expectations of BGCSV Club Program. The parent/guardian and child will be informed regarding the length of the removal from the Club program.

The parent/guardian will be informed about the expectations of appropriate behavior that are required before the child may return to the program.

## 5. Pick Up and Drop Off Procedures

Members and guests are welcomed and supervised inside the Club. The staff does not grant permission for kids to leave the Club. If someone else will be picking up your child, this should be arranged in advance and the name(s) must be added to the Parent Portal. Teens that are age 13 and above may be walkers with written permission and are required to leave at 15 minutes prior to closing time. If a teen leaves the Club without adult supervision (even with permission), they are not permitted reentry. Remember it is your decision if our Club rules meet you and your child's needs!

1. **Parent Drop Off:** Parents must drop off at the main entrance and children will walk to, or into the club, to meet a staff member for attendance check in.
2. **Parent Pick Up:** Parents can come into the lobby and let reception know you are here to pick up your child/children. You can also call-in once you are parked in the club parking area and we will page your child to come out to the front: call in to 603-672-1002 x110. Children will be released from the building; we ask that parents meet their child/children on the main path of the front entrance. Parents may also walk into the lobby area and check out with our front desk staff.

*Custodial Documents* The following legal documents must be filed with the Boys & Girls Club addressing custodial issues:

- Temporary Custody Order
- Termination of Parental Right
- Statement of Guardianship
- Restraining Orders In the event custodial arrangements change, it is the responsibility of the parent to notify the Boys & Girls Club and provide current documentation.

## Supervision

Our staff are trained Youth Development Professionals. Trained volunteers often support our staff. A staff member will oversee each of our designated program areas at all times. Please take the time to remind your child of the need to follow Club rules and directions.

For more information on our Child Safety Policies, please visit [svbgc.org](http://svbgc.org).

## Volunteers

Volunteers are an integral part of the Boys & Girls Club of Souhegan Valley experience. We welcome volunteers who wish to share their time and/or talents. If you or someone you know would like to volunteer at the Club, please stop by and pick-up a volunteer application or visit the volunteer page at [svbgc.org](http://svbgc.org). Background checks, training and an orientation are required of all volunteers prior to being able to work with our youth members.

## **6. Code of Conduct**

One of the Club's core beliefs is to provide a **safe place to learn and grow**. Positive attitudes keep the Club fun. Below are some simple guidelines members are expected to follow.

**Respect yourself.**

**Play fairly and be honest.**

**Applaud the efforts of others.**

**Avoid inappropriate language.**

**Dress appropriately at all times.**

**Running is reserved for athletics.**

**Say only good things about others.**

**Bring your membership card every day.**

**Be respectful of Boys & Girls Club staff.**

**Resolve disagreements in a positive way.**

**Listen during appropriate times and assemblies.**

**Be respectful of other members and their property.**

**Tobacco, drugs, alcohol, and weapons are prohibited.**

**Participate only in program areas open to your assigned group.**

**Take care of your Boys & Girls Club facility, grounds, and equipment.**

## 7. Dress Code Guidelines

The Boys & Girls Club of Souhegan Valley strives to ensure our values are reflected in all that we do, including our dress code. Our values: fun, respect, integrity, leadership and teamwork are an important part of our mission “to enable all young people, especially those who need us most, to be great today and reach their full potential as productive, caring, responsible citizens tomorrow.” Below please find our dress code guidelines in keeping with our values and mission.

**Youth should dress comfortably and wear clothes and accessories that allow them to safely and fully participate and enjoy typical Club activities and programs.**

Loose, ill-fitting or open-toed shoes, long jewelry or chains, for example, may interfere with engaging in activities safely, and staff may be required to ask youth to refrain from participating in some activities if they are not dressed appropriately.

**The Club wishes to create an inclusive atmosphere where youth can express their individual identities while helping to create a strong sense of safety, respect and belonging.** In keeping with this, our expectation is for youth to wear clothing that does not contribute to a disrespectful, hostile, or intimidating atmosphere for any member of the Club. Youth may wear clothes that reflect their personal style and identities, but we ask they not wear clothes that depict or suggest violence, guns, offensive images or language, hate speech, sexualization, pornography, alcohol or drugs. We also ask that youth refrain from wearing clothing that reveals buttocks, and while on-site at the Club members must wear shirts that cover at least  $\frac{3}{4}$  of the chest and belly area. Members not following these guidelines will be provided three options to be dressed more to code during the day:

1. Youth will be asked to put on their own alternative clothing, if already available at the Club, to be dressed more to code for the remainder of the day
2. Youth will be provided with temporary Club clothing to be dressed more to code for the remainder of the day
3. If necessary, parent(s), guardian(s), or caregiver(s) may be called to bring alternative clothing for the youth to wear for the remainder of the day.

**Our goal in setting out these guidelines is to ensure that all students are treated equitably regardless of sex, gender identity, gender expression, sexual orientation, race, ethnicity, body type/size, religion, and personal style.**

## Phone Calls

Our phones are for Club business only. Members should use the phone or receive calls in emergencies only. Our lines need to remain open in the event of an emergency. Please make any necessary arrangements before your child comes to the Club so that you do not have to call the Club and your child does not have to call you.

## Cell Phones & Other Electronic Devices

We encourage cell phones, Apple watches or other electronics to stay at home or in a backpack while at the Club. We encourage all youth to limit screen time and maximize their time at the Club engaging off screen as much as possible, and because of this, cell phones and Apple watches are only allowed during non-program times. If cell phones or Apple watches are brought to the Club, they will be securely stored in the front office during program hours.

## 8. Health Policy

It is important that parents and guardians cooperate with the Health Policy. Our regulations are designed to protect the well-being of all members. All members are expected to follow the Milford School District vaccination policy. If your child becomes ill at the Club, all attempts will be made to notify the parent/guardians of the member. Please do not bring your child to the Club if they become ill before leaving home. This is especially important if their illness is infectious or contagious. Members who come to the Club sick WILL be sent home. The parents or guardians will be notified. Below are examples of specific illnesses where a member may be denied access to the Club:

- Fever: Keep your child home if they have a fever, and for 24 hours after a fever.
- Skin Rashes
- Any Contagious Illness
- Head Lice
- Ring Worm

If your child requires medicine to be distributed during Club hours, you **must** fill out an authorization form and liability waiver (available at the front desk or on our website under "Becoming a Member.") This is for both prescription and non-prescription medicine (i.e. Tylenol, Benadryl). We cannot administer any medicine that is not presented in its original bottle with prescription information clearly labeled. Non-prescription medicine must be supplied if needed. We do not carry any medicine on campus. While many of our staff are trained in first aid and CPR, only Band-Aids, ice packs and other basic first aid supplies are available on-site.

## Safety

The Boys & Girls Club of Souhegan Valley strives to maintain a safe and secure environment. There is an assumed risk in many of our core programs, including, but not limited to sports. Please feel safe in knowing that our trained staff members are attentive to providing the safest environment possible. The completed membership application authorizes the Club staff to seek medical treatment for a member, if necessary, and that any associated costs for such care are the responsibility of the parent or guardian. The Boys & Girls Club does NOT provide medical insurance for members. In the event of a serious injury the staff will call 911 immediately and then call the parents/guardians or alternative emergency contacts. This is why updated contact information is your responsibility and crucial to your child's well-being.

## Transportation/Vans

The Boys & Girls Club of Souhegan Valley has vans and buses that transport children for field trips, or from school to the Club, space permitting. As indicated in the membership application, The Boys & Girls Club of Souhegan Valley, and the Boys & Girls Clubs of America, their representatives, successors, insurers, assigns or any other person or entity associated with any of the above organizations such as staff, directors or volunteers, are relinquished from all liability, claims, demands or causes of action for any loss, damage, injury or death. The Boys & Girls Club also reserves the right to suspend, or permanently expel, a child from being on a van or bus for safety reasons.

## Personal Items

Staff and members are asked not to bring in any unnecessary personal items. Items left behind and not collected in a timely fashion will be donated to a local charity.

**SUMMER CAMP:** Members are required to bring their own snacks and lunch (**Nothing that requires heating up**). Please make sure to pack water in a refillable water bottle.

Members **may** bring the following items daily:

- Backpack with name clearly marked
- Refillable water bottles with name clearly marked
- Jacket with name clearly marked
- **Summer Camp:** Hat/Sunscreen/Bathing Suit/Towel/Sneakers/Change of Clothes/Flip flops (pool only)
- **Summer Camp:** Lunch Box with at least two snacks and lunch items (**no heat-up lunches**)

Members **May Not** bring\* any of the following items:

- Stuffed animals
- Any toys from home
- Blankets
- Pokémon or other trading cards
- Expensive clothing/accessories
- Cell Phones, Apple Watches, Tablets, or any other electronics

\*If these items are brought into the Club, they need to stay in the member's backpack or be stored securely in the front office during program hours.

## 9. SUMMER CAMP

### Recreation Swim Time and Swim Lessons

We are excited to have BOTH recreational swim time and lessons available at Keyes Memorial Pool for the Summer. To participate in recreational swim time at the pool parents will need to add and pay for the pool swim pass through the parent portal. The pool pass is good for the participant and can be used ONLY with the camp program. It CANNOT be used in replacement of buying a pass from the Milford Recreation Department. The Swim Form attached to the parent packet will need to be filled out before the start of camp. (For forms, visit [svbgc.org](http://svbgc.org), Becoming a Member)

Swimming lessons are optional and need to be added and paid for in the Parent Portal no later than the Wednesday before the week you want to take the lessons. These lessons fill up fast and are available on a first-come, first-serve basis.

## **Field Trips and Specialty Classes**

Field Trips are available for different age groups. Additional costs will apply to most field trips. Field Trip sign-up is done through the Parent Portal. Check your email for the latest updates on field trips.

We will also be offering weekly specialty events and classes for campers to participate in over the course of summer camp weeks. Those will include theater, dance, sports clinics, art, S.T.E.A.M., gardening, farm club and MORE! We will send out sign-up information on those activities as they become available.

## **Camp Concessions**

We will open our Concession Store on Tuesdays and Thursdays (starting in Summer Camp week #2) to purchase ice cream and other snacks, that cost between \$1 and \$5.

The Kona Ice Truck (shaved ice) comes to Summer Camp every Wednesday and the cost is between \$3 and \$7.

Members may also choose to plant and pick veggies from our garden when available, bake and prepare various dishes through our kitchen programming.