

Boys & Girls Clubs of Magic Valley  
Parent/Member Handbook

**Mission Statement:**

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

Twin Falls Club  
999 Frontier Rd  
Twin Falls, ID 83301  
208-736-7011

Buhl Club  
523 Sawtooth Ave.  
Buhl, ID 83316  
208-329-7000  
[www.bgcmv.com](http://www.bgcmv.com)



**GREAT FUTURES START **HERE.****

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## Welcome

Welcome to the Boys & Girls Clubs of Magic Valley! We are excited to have your child as a member of our Clubs. We are involved in our members' lives on a daily basis and more often than not, become extended family to our members. We have formed great partnerships with our local schools, organizations, and businesses to make sure that we are successful in our mission.

Our organization is run by professional, dedicated and caring staff who work to empower, support and enrich the lives of our members by giving them a sense of community here at the Club and developing their self-confidence & self-respect. Our staff is the backbone of this organization. Their contributions keep us running and make us successful. The Clubs are overseen by our Board of Directors to ensure our organization continues to be able to provide much needed services to our community.

This handbook is intended to be a helpful, general information guide for parents and members. Inside you will find information on membership, policies, procedures, and general Club programs and guidelines. It is not possible to cover every policy, procedure, program, activity, or event in the handbook; therefore, contact your local club or visit our website ([www.bgcmv.com](http://www.bgcmv.com)) for current and specific information.

We look forward to building strong and lasting relationships with your family. We are dedicated to contributing to the well-being and success of your child by providing a safe, positive environment.

Lindsey Westburg  
Executive Director  
Boys and Girls Clubs of Magic Valley

## Welcome to the Club!

This handbook is designed to inform parents and members of the policies and practices of the Boys & Girls Clubs of Magic Valley (BGCMV). It contains rules by which the Club operates and contains helpful information which will make your child's experience more enjoyable.

The BGCMV is a youth development organization dedicated to promoting health, social, educational, vocational and character development in our members and community. Our goal is to help youth improve their lives by building self-esteem and the values & skills needed to be successful members of our community, both now as children, and in the future as adults. These principles are a proven formula that has made the Boys & Girls Club successful for over 130 years.

On behalf of the Board of Directors, the Staff and members...  
WELCOME TO BGCMV!

### Unit Locations

Twin Falls Club  
999 Frontier Rd  
Twin Falls, ID 83301  
208-736-7011

Buhl Club  
525 Sawtooth Ave  
Buhl, ID 83316  
208-329-7000

### Hours of Operation

Twin: Monday-Friday, 6:45am-6:30pm  
Buhl Club: Monday-Friday, 3:30-6:30pm, plus before school care.  
Call for detailed times

### Closures

New Year's Day  
President's Day  
The Friday before Memorial Day, Memorial Day  
July 4th  
Labor Day  
The day before, day of, and day after Thanksgiving  
Christmas Eve  
Christmas Day  
New Year's Eve

## Other Closures

BGCMV is closed for one week between the after school and summer program (June) and one week between the summer and after school program (August). Any and all Club closures will be posted on our Club Calendar.

In the event of inclement weather, the decision to remain open is determined by the ability of staff and members to arrive and leave safely. Please call the Club to confirm. If a school is released early due to weather, we may or may not be open. It is the parents' responsibility to contact the Club regarding our open/closed status.

## Membership Agreement & Information

The BGCMV is a private, non-profit, membership-based organization. All access and participation begins with a current Club membership. Non-members are uninsured, and therefore not allowed in the facility to participate. There are no guest privileges. Every child using the facility and program during Club hours MUST be a current member. BGCMV membership is open to all youth in grades K-12. All members must have the physical, mental and emotional maturity to act and interact independently and responsibly in the Club setting.

Youth should come to the Club because they want to, not because they have to. The BGCMV is not to be used for babysitting, day care, summer care or 'drop & shop'. The Club is a youth activity center that offers engaging youth development programs and should be used as such.

Prior to your child becoming a part of the BGCMV, the membership application must be filled out and completed on our Kid Trax website by a parent/guardian and the annual \$20 membership fee paid. The Club will not accept membership applications without a paid membership fee, or accept a membership fee without a completed application. A MANDATORY Parent/Member orientation must be completed prior to your child attending the Club for the first time. Call for orientation times and dates.

Youth in grades K-12 who are CURRENT members of the Club are welcome to use the facility during the after school program to participate in ongoing activities, utilize computers, get homework assistance, to relax and hang out with staff and friends. The Club is supervised by staff in terms of safety, citizenship, and respect for self, others and property. The Club reserves the right to deny, suspend, or revoke membership and/or privileges with or without notice and without refund at any time should circumstances call for it. Acceptable standards of behavior and discipline are modeled, expected and enforced.

Annual membership dues and program fees assist the Club's annual operating budget and help to cover such areas as staffing, insurance, taxes, fees, utilities, phone, internet, postage, supplies, printing and auditing.

It is the responsibility of the parent/guardian to ensure that all BGCMV member information is kept current on your Kid Trax account. You can access your account at any time from your personal computer, or contact the Club immediately regarding any changes to your membership information.

### Annual Membership Dues & Program Fees

Children and youth in grades K-12 and ages 5-18 can join the Club with an annual membership of \$20 (renewed yearly on Jan 1st). Any memberships that are expired must be renewed immediately for attendance and participation in Club activities and programs.

### Reoccurring Fees

Club Day (No School)-\$12/Day  
K-Netic -\$175/Month (includes transportation)  
After School Activities-\$45/Month

### Fee-Based Programs

Some programs require an additional program fee such as field trips, summer camps, athletic leagues etc. Parents and members will be notified in advance of additional costs required.

Club Day and Program Fees MUST be paid at least 24 hours in advance before your child may attend the program/activity.

### Scholarship Policy

The BGCMV provides a safe, secure and friendly environment for youth and teens in grades K-12, regardless of financial status. Current membership is REQUIRED to be in the facility, and/or participating in Club activities/programs. Reduced fees MAY be available to families based on specific eligibility criteria. Proof of eligibility is required. Scholarships are not given for fees already owed and/or paid. Scholarships are only available if scholarship funding is available. ICCP is accepted at the BGCMV. Please contact the Office Manager to inquire about ICCP and scholarships.

## Kid Trax

Kid Trax is our membership tracking software. This is the portal into all of our Parent/Member information, programs and fees/dues. This is accessible from our website, [www.bgcmv.com](http://www.bgcmv.com) under the 'Twin' or 'Buhl' tabs, depending on which Club your child will be attending. This is where you will fill out the membership form, pay fees, sign up for programs and update your family's information, email, emergency contacts and more. Once you create your account, keep track of your user name and password, as this is how you will log in and access your account.

<https://traxsolutions.nfocus.com>

## Membership Card/Lanyard Policy

After receiving full payment for membership, all members will receive a laminated membership card on a lanyard. Members are required to bring their cards to the Club every day, and wear them while they are here. The cards are used to scan in and out of the Club, track attendance, check-out games and more. If your child forgets their lanyard on any given day, you may:

Immediately bring their card to the Club

Purchase a new card for \$3.00.

This fee will be added to your account if not paid in cash at the time of replacement.

## Member Code of Conduct

BGCMV has adopted a set of rules to guide our members when they are at the Club.

1. Sign in and out every day
2. Always listen and follow instructions
3. Respect the Club, yourself and others at all times
4. Keep your hands and feet to yourself
5. No teasing or bullying
6. Yelling and screaming is for outdoors
7. Foul language, racial slurs and other such language will not be tolerated!
8. Food and drink in designated areas only
9. Sit in chairs, not on tables
10. Front desk, offices, storage areas and non-staffed areas are off limits to members

Most of all, enjoy yourself and have fun!

## Discipline Statement

Members of the BGCMV must demonstrate high standards of behavior. Acceptable behavior is defined by:

Respecting Club Members  
Respecting Club Staff  
Respecting Club equipment and supplies  
Respecting yourself  
Having Fun

The BGCMV is free of threats, taunts, slurs, weapons, violence, tobacco, alcohol and drugs. Acceptable and appropriate dress and language are required. Clothing or artistic impression, including music, that is judged to be inappropriate IS NOT allowed in the facility.

Should any discipline issues arise, BGCMV staff will follow the discipline policy below in order:

1. Informal direction and correction (using steps of conflict resolution)
2. One-on-one guidance and direction
3. Time-out
4. Parent contact – 1 day suspension
5. Parent contact – 3 day suspension
6. Parent/member/Program Director meeting to create a safety plan with action steps for all parties
7. Permanent suspension



## Steps of Conflict Resolution

1. **Approach calmly, stopping any hurtful actions or language**—A calm manner reassures children that things are under control and can be worked out to everyone’s satisfaction.
2. **Acknowledge feelings**—Children need to express their feelings before they can let go of them and think about possible solutions to the problem.
3. **Gather information**—Adults are careful not to make assumptions or take sides. We ask open-ended questions to help children describe what happened in their own words.
4. **Restate the problem**—Using the information provided by the children, the adult restates the problem, using clear and simple terms and, if necessary, rephrasing hurtful words.
5. **Ask for ideas for solutions and choose one together**—Adults encourage children to suggest solutions, helping to put them in practical and concrete terms. We accept their ideas, rather than impose our own, thus giving children the satisfaction of having solved the problem.
6. **Give follow-up support as needed**—Adults help children begin to carry out their solution, making sure that no one remains up-set. If necessary, we repeat one or more steps until all the children return to their play.

Upon justification, members will be sent home with parent notification. If necessary, the Club will not hesitate to contact the Police or Child Protective Services. The primary concern of the Staff is always the SAFETY AND WELFARE OF EACH CHILD. Under certain circumstances, state law requires notification of suspected abuse or neglect to Police, Child Protective Services or other authorities.

## Behavior

Acceptable behavior is a REQUIREMENT at the BGCMV. Any action that places our members, staff or property in danger, WILL NOT BE TOLERATED.  
The Club has a NO TOLERANCE POLICY on VIOLENCE.

## Restraint or Seclusion of a Club Member

It is the priority of the BGCMV to promote a safe and fun environment for all Club members, staff, and volunteers. If a Club member’s behavior poses an imminent risk of serious physical harm to self or others, it may become necessary for a staff member to physically restrain or place the Club member in seclusion. Staff members will utilize the least restrictive technique necessary to end the threat of imminent danger or serious physical harm, and they will immediately terminate the use of physical restraint or seclusion as soon as it is determined that the Club member is no longer in imminent danger of serious physical harm to self or others.

## Personal Possessions, Bicycles, etc

Valuable items should be left at home. The Club IS NOT responsible for personal possessions brought to the Club: money, bikes, backpacks, toys etc. If members ride their bike to the Club, they should bring a lock/chain to secure their bicycle at all times. Bikes/scooters are NOT to be brought into the Club. Skates and 'heelies' are prohibited. Toys, games and electronic equipment are not allowed at the Club. The Club DOES NOT assume responsibility for any lost or stolen items.

## Lost and Found

Found items may be kept in the Lost and Found. Items not claimed are given to a local charity on a monthly basis; sometimes more depending on the amount of items. BGCMV IS NOT responsible for lost or stolen items.

## Health and Safety

Smoking, alcohol use or illegal drugs are prohibited at the Club or on any outing or trip. All weapons are prohibited.

## Medications

The BGCMV does not dispense medications. If your child has a condition in which medication is self-administered, special arrangements need to be made with the Executive Director and the front desk staff and an authorization must be filled-out and signed by their physician and parent/guardian.

## Illness/Injury

If your child does not attend school due to illness, they are NOT to attend the Club. If a child displays symptoms while at the Club, a parent will be notified and asked to pick up the child.

Our staff is trained in CPR and first aid and able to handle everyday bumps and bruises.

Should an emergency arise and medical attention is required, a parent will be notified immediately. If the parent cannot be reached, we will notify the next available emergency contact on your account. It is the parent's responsibility to keep all contact information on your account up-to-date emergency names, phone numbers etc. In the event we are unable to contact anyone, we will proceed with whatever action is needed, including taking the member to the hospital, doctor, dentist, etc. In the event of a head injury, all necessary precautions will be taken to ensure the member's health. A 'Head Injury Form' will be filled out and sent home with parents. Staff may apply emergency first aid; engage physicians of any kind, ambulance service, paramedics or any other service deemed necessary or reasonable. The BGCMV WILL NOT be held liable or be responsible for any fees that are incurred including but not limited to the ambulance, hospital, doctor fee, etc.

## Infectious Rashes & Infections

Members with infectious rashes such as scabies, ringworm, and impetigo must be under effective care and treatment/medication for 48 hours before returning to the Club.

Members contagious with streptococcus or other bacterial infections must be under effective treatment/medication for 48 hours before returning to the Club.

## Head Lice Policy

Parents will be asked to pick up any child found to have head lice (nits or live lice) immediately. The member may return 48 hours after being treated. Upon return, the member must be nit-free and the parent will be asked to show proof of treatment.

## Youth Development Strategy

Our Youth Development Strategy is the way in which our staff interact with young people and build within them a sense of:

**Belonging:** A positive place where members come and are welcome as a part of the BGCMV family.

**Usefulness:** Belonging to an extended family of BGCMV whereby the youth we serve have the opportunity to assume responsibility for each other as part of a team, can perform community service within our community and assist others while feeling proud of their contributions.

**Influence:** Members have the opportunity to become leaders and to play an active role in the decision-making process while preparing for their future.

**Competence:** Through their accomplishments whether in the Club, at school, at home or in the community, members will gain the self-confidence and self-esteem to believe in themselves.



## Our 5 Core Program Areas

1. Health & Life Skills
2. The Arts
3. Education, Technology and Career
4. Character & Leadership
5. Sports, Fitness and Recreation

## Programs

Large group activities are offered at the Club during Open Club House times, as well as the opportunity to get help with homework. We specialize in structured programming in the areas of Art, Athletics, Education, Music, Technology, Life Skills and Character Development. We also offer mentoring and leadership programs for our teenagers such as: Jr. Staff, Activ8 and Teens. Check with the Club to find out what is currently being offered.

## Program Descriptions

BGCMV provides quality programs which focus on the following:

**The Arts:** Core programs enable young people to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts, music, digital arts and creative writing. Programs Offered: Art, Music Theatre, Flash Mob, Photography and more

**Career/Education/Technology:** Core programs assist and offer young people the opportunity for academic success, availability for computer-aided learning and career exploration. Programs Offered: Club Tech, Power Hour, Elev8, Activ8, Jr. Staff, Basic Training

**Character & Leadership:** We empower young people to support and influence their Club and community, to sustain meaningful relationships with others, participate in the democratic process and respect their own and others' cultural identity. Programs Offered: Jr. Staff, Elev8, Activ8, Smartgirls

**Health & Life Skills:** Core programs in this area develop young people's capacity to engage in positive behaviors that nurture their own well-being, set personal goals and live successfully as self-sufficient adults. Programs Offered: Basic Training, Fitness, Elev8, Activ8, Jr. Staff, Smartgirls

**Sports, Fitness & Recreation:** Core programs develop fitness, positive use of leisure time, skills for stress management, social skills and appreciation for the environment. We focus on a minimum of one hour of physical activity per day. Programs Offered: Triple Play, Wanna Play, Fitness

The programs listed are just a few that our organization offers on a daily basis.

## Open & Closed Door Policy

The BGCMV has an Open & Closed Door Policy for youth members under the age of 13. For youth over the age of 13, the Club has an Open Door Policy.

Open Door Policy allows members to come and go at any time during Club hours. Members are still required to sign in and out while at the Club. Staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. It is the responsibility of youth 13-18 AND the parent/guardian to determine, understand, and enforce arrival and departure methods as they see fit. Please note that members are not allowed on Club property during operational hours unless they are signed-in and participating in Club activities.

## Drop-Off & Pick-Up

Members will NOT be dropped-off prior to the Club opening or closing. The Club will not be held responsible for the supervision of members prior to opening or after closing times. If an emergency arises and a member cannot be picked-up by closing time, the parent/guardian MUST contact the Club to inform the Staff. It is the responsibility of the parent/guardian to have emergency contacts available to pick up their child in their absence. Members who are not picked-up on time will be charged a late fee to cover staff time. (See Late Pick-Up Policy) If a parent/guardian is continually late to pick up a member, their Club membership may be suspended or revoked. At no time will a Staff member transport a child in their personal vehicle.

## Late Pick-Up Policy

We understand that circumstances may arise that may cause you to be late picking up your child. If you are going to be late, please call the Club and let the staff know that you will be late. If you are unavailable, your emergency contact will be notified to pick up your child.

Late charges are as follows:

10-15 minutes after closing--\$25

15-30 minutes after closing--\$50

30 minutes or more--\$100 fee and we call the police (Child Abandonment)

## Returned Check Policy

A \$25 charge will be assessed on all returned checks as well as any service fees charged to the BGCMV due to check return. Once a check has been returned, check-writing privileges will be suspended until further notice.

## Refund Policy

Refunds will only be permissible if you call at least 1 week prior to the camp or Club Day you have paid for. Your payment and sign-up holds a spot for your child in our activity, so by letting us know at least a week in advance, you are allowing another child the opportunity to fill that spot. We must pay for staffing, food and supplies for all children on the sign-up list, whether they end up attending or not. Annual membership fees are non-refundable.

## Newsletters, Activity Flyers and Website

Information is prepared regularly to inform parents and members of sign-up dates, programs, field trips and special events. We regularly email our database to keep parents informed. It is the responsibility of the parent/guardian to keep their email address current on their Kid Trax account, as well as to regularly read their emails, in order to stay informed of Club business. Information is also available at the front desk and in the front lobby of the BGC MV, as well as on our website at [www.bgcmv.com](http://www.bgcmv.com)

## Permission Slips

We offer special field trips and activities periodically. These activities require a permission slip which gives parents the date, time and location of the activity. A permission slip **MUST** be signed by a parent/guardian, and the field trip activity fee paid **BEFORE** your child will be added to the field trip sign-up sheet.

## Lunch & Snack Program

All snacks and lunches are offered through programs with the USDA and must be consumed on site.

## Electronics Policy

Cell phones are allowed in order for parents to communicate with their children, until they become a distraction to the program, staff or other children. At that point, a staff member will collect and hold the cell phone until the child is picked up for the day. If the distractions continue over a period of time, the child will be asked not to bring their phone to the Club again. We ask that all other electronic devices-iPads, iPods, mp3players etc., be left at home. The Boys & Girls Clubs of Magic Valley are not responsible for lost or stolen items.

## Computer Policy

Our internet does have a child safe filter. Club computers are available for use during Club programs only, and only under staff supervision. Any child caught using a computer without permission and supervision will be subject to suspension from the Club.

## BGCMV Bullying Policy

The Boys & Girls Club of Magic Valley is committed to providing all members with a safe and civil environment, and will not tolerate any form of bullying at any Club activity on or off Club property. Bullying shall mean any written, electronic, verbal, physical or social act that willfully harms another. Aggravated bullying shall mean willful harm motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, appearance or socioeconomic status. Staff and volunteers who observe an act of bullying are expected to take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, they shall report it to his/her supervisor and document the incident in writing. The Club Director or appropriate staff member will inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying if the issue has not been appropriately resolved. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior.

## Staff & Volunteers

There is a core group of youth development professionals who work with our members and who are assisted by volunteers. If you are interested in volunteering, please speak to our Program Director. Volunteers make it possible for us to offer a variety of programs. The Club does not sanction Club volunteers participating with members outside of the Club or away from Club Staff. All volunteers must fill out an application and are required to undergo a background check before being approved for volunteer hours.

## Visitors

Parents, business professionals, service members, officials or other interested persons may visit the Club anytime during office hours. However, they MUST check in with Staff upon arrival and make arrangements for a tour.

We do not honor other Boys & Girls Clubs' cards here. For participation in our Club activities and programs, fill out a membership form online, pay the membership fee, and become a member of the BGCMV!

## Tax ID & Non-Profit Status

The BGCMV is a non-profit, 501(c3) organization as classified by the IRS.  
Our tax ID number is: 94-3176622



## Why We Are Important, Special and Unique!

In every community, youth are left to find their own recreation and companionship. An increasing number of children are at home with no adult care or supervision. Young people need to know that someone cares about them.

We offer that and more! Club programs and services promote and enhance the development of youth by instilling a sense of competence, usefulness, belonging and influence. Boys & Girls Clubs are a safe, positive and fun place to learn and grow!

### Our goal is for our members to achieve:

- A Positive Self-Identity
- Educational, Emotional, Social and Cultural Competencies
- Community Involvement
- Health and Well-Being
- A Moral Compass
- Many of the Club's policies and programs make us special and unique:
- Dedicated Youth Facility-The BGCMV is an actual place, a neighborhood-based building
- Open Daily-The BGCMV is open after school and during the summer when kids have free time and need positive and productive outlets.
- Professional Staff-Every Club has trained, professional Staff, serving as role models and mentors. Volunteers provide key support.
- Available & Affordable to All Youth-Clubs reach out to kids who cannot afford or may lack access to other community programs. Membership and program fees are affordable.

### BGCMV Funding

The majority of our budget comes from individuals and business donors, special events and grants. We can also receive what we call 'pass through' funding from The Boys & Girls Clubs of America (BGCA), which is done through a grant process. Most of these are relatively small if received.



## Fundraisers/Events

To supplement donations, we hold various fundraising events throughout the year. We encourage our parents and members to take part to ensure that the BGCMV is able to continue to provide 'A Positive Place' for our youth to go-not only today, but for future generations.

For more information on these events, or if you would like to make a contribution to the BGCMV, please contact us at 208-736-7011 or visit our website to give online at [www.bgcmv.com](http://www.bgcmv.com)

If you have questions, please don't hesitate to call and set up an appointment to discuss your questions or concerns. We'd be happy to help you!  
208-736-7011

Thank you for the honor and privilege of serving your family.

**GREAT FUTURES START HERE.**