



BOYS & GIRLS CLUB
OF ALTON

GREAT FUTURES START HERE.

Parent & Member Handbook

September 2026

Boys & Girls Club of Alton
2512 Amelia Street • Alton, Illinois 62002
(618) 462-6249 • info@bgcalton.org

Commitment to Quality

Boys & Girls Club of Alton (BGC of Alton) envisions a future in which success is within reach of every child in Alton, empowering young people to make a difference for themselves, their community, and the broader world. We regularly assess and improve our programming and organizational practices to strengthen the Club Experience for youth and families.

BGC of Alton is a chartered member of Boys & Girls Clubs of America (BGCA). We follow applicable BGCA standards and local policies addressing youth supervision, staff training, health and safety, and organizational accountability. Background checks and screenings are conducted for employees, volunteers, and contractors who may have contact with youth, consistent with Club policy and applicable requirements.

Staff-to-youth ratios should not exceed 1:15 for structured program groups or 1:20 for large-group games and less-structured activities, such as free play in the gym, outdoors, or on the playground.

About Boys & Girls Clubs of America

For more than 150 years, Boys & Girls Clubs of America has helped young people reach their full potential by providing safe places, caring adult mentors, and high-impact youth development programs during critical non-school hours. Club programs support academic success, good character and citizenship, and healthy lifestyles.

This handbook summarizes parent-facing expectations, policies, and procedures for school-year and summer programming. Policies, procedures, hours, and fees may change when organizational, safety, funding, or program needs require it. Families will be notified of material changes.

Questions? Please ask about the next Parent/Member Orientation or make an appointment to speak with Club staff.

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1. WELCOME & CLUB INFORMATION

Important Contact & Operational Information

Mr. Al Womack Jr. Executive Director	Ms. Sandra West, Program Director
Ms. Jaquisha Brumfield, Front Desk / Mem. Clerk	Ms. Kristen Moore, Dir. Of Teen Svc.
Address	2512 Amelia Street, Alton, IL 62002
Phone	(618) 462-6249
Email	info@bgcalton.org
After-School Program	September-May • Monday-Thursday, 9:00 a.m.-7:00 p.m. • Friday, 9:00 a.m.-5:30 p.m.
Summer Program	June-August • Monday-Friday, 9:00 a.m.-5:00 p.m.

Welcome

Thank you for selecting Boys & Girls Club of Alton. The Club is a place where youth can build character, develop leadership skills, discover new interests, receive academic support, and participate in constructive activities with caring adult role models and mentors.

Membership includes access to homework assistance, STEM activities, games room activities, life-skills programming, leadership and character-building opportunities, SMART Moves, financial literacy, and other Club programs. Your child's safety and positive development are central to our work. Please read this handbook carefully and contact Club leadership with questions or concerns.

Parent/Staff Communication

Good communication between families and Club staff is essential. Please inform us of changes that may affect your child's behavior, participation, safety, or support needs. The Club can respond more effectively when staff have timely, relevant information.

Parent Involvement

Family involvement strengthens the Club experience. Parents and guardians are encouraged to communicate regularly with staff, ask children about their program day, review Club notices and emails, and share community resources or opportunities that may benefit members. For safety, all visitors must follow the Club's visitor and facility-access procedures described in this handbook.

Mission & Youth Development Strategy

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

Our Youth Development Strategy is designed to help members experience a sense of belonging, usefulness, influence, and competence. Programs are intended to support three priority outcomes: Academic Success, Good Character & Citizenship, and Healthy Lifestyles.

Our Principles

- Provide professional youth-development leadership and positive adult role models.
- Maintain accessible membership and diversified programming.
- Provide a safe, welcoming, non-sectarian environment.
- Use guidance-oriented practices that promote positive youth development.

Non-Discrimination Policy

BGC of Alton operates on a non-discriminatory basis and provides equal treatment and access to services without regard to characteristics protected by applicable law. Children with disabilities or other special needs are welcomed into the program, and reasonable accommodations will be considered in the best interest of the child and consistent with the Club's ability to provide safe, appropriate services.

2. MEMBERSHIP & DAILY OPERATIONS

Membership

Youth participating in BGC of Alton programs must be at least 6 years old at registration and have a current, active membership. The annual membership fee is \$25 per child and is non-refundable. The Club may suspend or revoke membership for serious or repeated violations of Club policies. A \$25 processing fee may be assessed for returned checks.

- Parents/guardians of youth ages 6-12 must attend a mandatory orientation before the youth begins participating in the program.
- Members are required to use their membership identification card for daily check-in and check-out.

Program Fees

Some programs are included with annual membership; others may require an additional one-time or recurring fee. Families will be notified of applicable fees and material changes.

Enrollment Requirements

1. Complete membership enrollment through the BGC of Alton Parent Portal or with assistance at the Club, including current emergency-contact information.
2. Submit a signed Parent/Member Handbook Acknowledgment Form.
3. Provide proof of age for children age 7 and younger.
4. Provide a current Asthma Action Plan and/or Allergy Action Plan when applicable.

Parents/guardians must notify the Club during enrollment if a child uses medication, has a significant allergy, or is under a physician's care for a condition that may affect participation or emergency response.

Club Holidays & Inclement Weather

The Club is generally closed on New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, and designated Christmas holiday dates. Families will be notified of additional closures.

Weather-related closures are determined by the Executive Director based on conditions such as road and parking-lot access, sidewalks, facility conditions, and staff availability. Closure notices may be shared through Club communication channels, social media, and/or local news outlets.

Membership Cards

Each member receives one complimentary membership card at enrollment. Replacement cards are \$2. Lost or stolen cards should be reported promptly and replaced within 48 hours when possible.

Check-In & Check-Out

Members must report to the front desk upon arrival and departure and complete the Club's check-in/check-out process. Members without a card will be manually processed.

Members must be released to a parent/legal guardian or another authorized adult listed by the family or approved by the parent/legal guardian. Photo identification may be required. Families are responsible for keeping authorized-pickup information current. Members age 12 and older may walk or bicycle home only when written parent/guardian permission is on file.

Early Arrival & Late Pick-Up

Children may not be left on Club property before opening. All members must be picked up by closing time. A late fee of \$2.00 per minute may be assessed. Repeated late pick-up may result in an earlier required pick-up time or other enrollment action. Families experiencing an emergency should contact the Club as soon as possible.

Meals & Snacks

The Club provides snacks and/or meals as program funding and partnerships allow. Families may send additional appropriate snacks. Parents/guardians must inform staff of food allergies, dietary restrictions, and required emergency action plans.

Dress Code

Members should wear clothing and footwear appropriate for safe participation. Clothing with discriminatory, sexually explicit, threatening, gang-related, or otherwise inappropriate content is not permitted. Clothing that creates a safety concern or substantially disrupts programming may require a change of clothing or parent/guardian pick-up.

Restroom Safety

Youth restrooms are designed and monitored to maintain privacy while allowing staff to monitor access to the restroom area. Surveillance cameras may be positioned outside restroom areas but do not record inside restrooms or other areas where there is a reasonable expectation of privacy.

- Youth and adult restroom facilities are designated separately where available.
- Adults, including staff and volunteers, may not use youth-designated restrooms except when an emergency or accommodation requires an authorized response consistent with Club safety procedures.
- Cell phones, cameras, and other audio/video recording devices are prohibited in restrooms.
- Staff supervise restroom access using observable and interruptible practices while preserving individual privacy.

Club Telephone & Mobile Devices

Club telephones are primarily for emergencies and authorized Club business. Personal mobile devices may be used only during designated times and in approved locations. Devices may not be used during programs, activities, field trips, or in privacy-sensitive areas unless staff authorize their use for a specific Club purpose.

Surveys

The Club may periodically invite members to participate in BGCA's National Youth Outcomes Initiative (NYOI) or other surveys concerning the Club experience, behaviors, skills, and attitudes. Participation is voluntary. Survey information is handled in accordance with applicable privacy practices. Parents/guardians may contact the Program Director with questions or to decline participation when permitted.

3. MEMBER CONDUCT & FAMILY CONCERNS

Positive Discipline

Members are expected to help maintain a safe, respectful, and positive environment. Staff use developmentally appropriate redirection, problem-solving, restorative conversations, supervised breaks from activity, loss of specific privileges, parent/guardian conferences, and other proportionate interventions. Physical punishment, humiliation, threats, and verbally or mentally abusive discipline are prohibited.

Serious or repeated misconduct may result in removal from an activity, parent/guardian pick-up, suspension, loss of field-trip privileges, or termination of membership. Physical fighting or conduct that presents an immediate safety risk may result in immediate removal or suspension at the discretion of Club leadership. Significant incidents are documented.

Anti-Bullying Policy

BGC of Alton does not tolerate bullying during Club activities, on Club property, during transportation, on field trips, or through electronic communications connected to Club participation. Bullying includes repeated or severe conduct intended to harm, intimidate, humiliate, exclude, or threaten another person, including conduct based on a protected characteristic.

- Physical: hitting, kicking, pushing, stealing, or threatening gestures.
- Verbal: name-calling, taunting, intimidation, humiliation, slurs, or harassment.
- Written/electronic: harmful texts, social-media messages, emails, posts, or images.
- Social: deliberate exclusion, rumor-spreading, or hostile gestures.

Staff and volunteers who observe bullying are expected to intervene promptly when safe to do so and report the concern. Reports from members, parents/guardians, staff, or volunteers will be reviewed and addressed under Club discipline and safety procedures.

Grievance Policy for Program Participants

A participant or parent/guardian who believes discrimination, harassment, retaliation, or another serious program concern has occurred should report the matter promptly to Sandra West, Program Director, or Al Womack Jr., Executive Director, at (618) 462-6249. The Club will review complaints promptly and as confidentially as circumstances permit, take appropriate corrective action, and prohibit retaliation for good-faith reporting.

Property, Personal Belongings & Theft

Intentional damage to Club property may result in suspension and, when appropriate, a parent/guardian may be responsible for reasonable repair or replacement costs. The Club is not responsible for personal items that are lost, damaged, or stolen. Personal toys, electronic games, and sporting equipment should not be brought to the Club unless specifically authorized. Theft is prohibited and may result in parent/guardian notification, restitution expectations, suspension, termination of membership, and/or referral to law enforcement when warranted by the circumstances.

4. CHILD SAFETY & PROTECTION

Child Safety & Protection Standards

BGC of Alton maintains youth-protection practices designed to create safe, observable, and accountable interactions. Staff, volunteers, contractors, and visitors are expected to follow Club boundaries and reporting requirements.

- Two-adult and/or observable-and-interruptible supervision practices.
- Prohibition of isolated one-on-one contact except when specifically authorized by policy and conducted in an observable, interruptible manner.
- Appropriate physical contact and verbal communication with youth.
- Boundaries for electronic/social-media communication, transportation, and off-site contact.
- Photography/video safeguards and privacy expectations.
- Immediate reporting of suspected abuse, neglect, exploitation, grooming, or inappropriate conduct.
- Protection from retaliation for good-faith safety reports.
- Prompt protective action, including removal or reassignment of an employee or volunteer when appropriate during an investigation.

Child Abuse & Neglect / Mandated Reporting

All mandated reporters are individually responsible for making a report to the Illinois Department of Children and Family Services (DCFS) when they have reasonable cause to suspect child abuse or neglect. Staff must not rely solely on reporting the concern to a supervisor or Club administrator. Staff should also notify Club leadership in accordance with internal procedures, but internal notification does not replace the individual's legal reporting obligation.

Parents/guardians may report child-safety concerns to Club leadership. When a concern involves suspected abuse or neglect, families may also contact the appropriate public child-protection or law-enforcement authority directly.

One-on-One Contact Prohibition

BGC of Alton prohibits isolated one-on-one interaction between Club participants and staff, volunteers, and board members. This applies at the Club, in vehicles, during Club activities, and through phone, text, social media, or other electronic communication. Staff and volunteers may not arrange private meetings with Club participants outside Club-sponsored activities. Family relationships, such as a staff member's own child or sibling, are handled consistent with Club conflict-of-interest and supervision procedures.

Missing Child / Elopement

A missing-child response is initiated when a child cannot be located, leaves an assigned area or the building without authorization, does not arrive at an expected location, becomes separated from a group, or is discovered missing during check-in/check-out or a field trip.

5. Immediately notify the Program Director/Executive Director or designee and activate the Club's missing-child procedure.
6. Maintain supervision of all other children while assigned staff check the building, grounds, last-known location, sign-in/out records, and available surveillance information.
7. Notify the parent/guardian promptly and contact law enforcement/911 when circumstances warrant or when the child cannot be located without delay.
8. Document the incident and complete required internal or external reports.

9. Review the incident afterward and implement corrective actions when needed.

Visitor & Facility Access

All visitors—including parents/guardians, vendors, contractors, volunteers, community partners, delivery personnel, guest speakers, former employees, and former members—must follow Club access procedures. Depending on the visit, requirements may include sign-in, identification, a visitor badge, staff escort, and restricted access to youth areas. Unauthorized interaction with youth and unauthorized photography or recording are prohibited.

Weapons & Prohibited Items

Weapons of any kind are prohibited on Boys & Girls Club property and during Club-sponsored activities, except as specifically permitted by applicable law for authorized law-enforcement personnel. Members, parents/guardians, employees, volunteers, visitors, and contractors may not possess, display, threaten to use, or introduce a weapon onto Club property or into Club-sponsored activities. Suspected weapons will be handled as an immediate safety matter and may result in law-enforcement notification.

Surveillance Cameras

The Club uses video surveillance in designated common and exterior areas to support safety and security. Recording equipment and stored video are secured, and access is limited to authorized personnel. Cameras are not placed inside restrooms, changing areas, or other locations where there is a reasonable expectation of privacy. Footage may be reviewed for safety, disciplinary, legal, or investigative purposes and may be disclosed when required by law, subpoena, court order, or authorized law-enforcement request. Parent/guardian access to footage is restricted to protect the privacy and safety of all youth shown.

5. TECHNOLOGY & PRIVACY

Technology Acceptable Use

Club technology and personally owned devices may be used only for approved purposes, at approved times, and in approved locations. Members are expected to use technology responsibly and ask staff when they are unsure whether a use is permitted.

Members may not use technology to harass, threaten, demean, humiliate, intimidate, embarrass, exploit, or harm others; access inappropriate content; bypass Club safety controls; or record others without authorization. Violations may result in loss of device privileges, confiscation for parent/guardian retrieval, discipline, suspension, termination of membership, or referral to law enforcement when appropriate.

Personally Owned Devices

Members are responsible for the security and condition of personal devices. The Club is not responsible for loss, damage, misuse, or theft. When a device is reasonably believed to contain evidence of a serious Club-policy or safety violation, Club leadership may secure the device and contact the parent/guardian. Any review of a personally owned device will be limited to what is reasonably necessary for the safety concern and handled consistent with parent/guardian consent and applicable law.

Photography, Video & Online Safety

Photography, video, livestreaming, and audio recording by members or visitors require staff authorization and must respect the privacy of youth and families. Recording is prohibited in restrooms and other privacy-sensitive areas. The Club may use authorized photos or video consistent with parent/guardian permissions maintained in Club records. Staff and volunteers may not use personal social-media accounts or private electronic communication to establish inappropriate or unauthorized relationships with Club members.

6. FIELD TRIPS & TRANSPORTATION

Field Trips

Field trips may include area attractions, recreation venues, educational sites, and other approved destinations. Fees and eligibility requirements may vary by trip. Unless otherwise communicated, members must be actively enrolled, have attended the Club for at least 48 hours, and meet participation and behavior expectations. A signed parent/guardian permission form is required before departure; verbal or phone permission is not accepted.

Before and during trips, staff use rosters, headcounts, assigned supervision, emergency-contact information, and destination-specific safety procedures. Members who engage in unsafe or seriously disruptive conduct may lose future trip privileges.

Transportation Safety

Parents/guardians are responsible for arranging transportation to and from the Club unless transportation is specifically provided through an approved school district, contracted provider, or Club arrangement. Summer transportation to and from the Club is the responsibility of the parent/guardian unless the Club communicates otherwise.

- Use authorized and appropriately qualified drivers and approved transportation providers.
- Follow applicable seat-belt and passenger-safety requirements.
- Use maintained/inspected vehicles appropriate for the trip.
- Maintain passenger rosters and conduct headcounts before departure, after loading, at destination transitions, and upon return.
- Use supervised loading and unloading procedures.
- Never leave a child unattended in a vehicle.
- Maintain emergency-contact information and procedures for delays, emergencies, and late pickup.
- Provide staff supervision throughout transportation and field-trip transitions.

7. HEALTH, MEDICAL & EMERGENCY SAFETY

Parental Notification

Parents/guardians must keep phone numbers, email addresses, home addresses, emergency contacts, authorized pickup persons, and relevant medical information current. The Club relies on this information during illness, injury, emergency closure, evacuation, reunification, or other urgent situations.

Illness & Communicable Disease

A child who becomes ill may be separated from group activities in a supervised area while the parent/guardian or authorized emergency contact is called for prompt pickup. Children with symptoms of a communicable illness may be excluded from programming to protect others. Return-to-program requirements will be based on the nature of the illness, current public-health guidance, and any documentation reasonably required by the Club.

Medication & Emergency Medication

The Club does not routinely administer prescription or over-the-counter medication. Families must inform the Club of emergency medication needs and provide required authorization and action-plan documentation. Emergency medication such as an inhaler or epinephrine auto-injector must be in the original labeled container, unexpired, and accompanied by instructions and a current Asthma Action Plan and/or Allergy Action Plan when applicable.

Storage, access, self-administration, and any emergency assistance by trained staff will be handled according to the child's written plan, parent/guardian authorization, staff training, Club procedures, and applicable law. Parents/guardians are responsible for retrieving medication when participation ends or when medication expires; unclaimed medication may be disposed of under Club procedures after reasonable notice.

Food Allergy & Anaphylaxis

Parents/guardians must disclose known food allergies and provide a current Allergy Action Plan and required emergency medication. Staff will communicate relevant allergy information to appropriate personnel, use reasonable food-label and cross-contact precautions, and follow the child's emergency plan. Suspected anaphylaxis is treated as a medical emergency; staff will activate emergency procedures, including 911/EMS when indicated, notify the parent/guardian, and document the event.

Head Injury & Concussion

A member with a suspected concussion or significant head injury will be removed from strenuous activity and monitored. Parents/guardians will be notified. Emergency symptoms—such as loss of consciousness, repeated vomiting, seizure, worsening confusion, severe or rapidly worsening headache, difficulty breathing, or other signs of a life-threatening condition—will result in activation of 911/EMS. Return to strenuous activity may require medical evaluation or written clearance depending on the circumstances.

CPR / AED Preparedness

The Club maintains emergency-response procedures for cardiac events and works to ensure appropriate staff are trained in CPR and use of an automated external defibrillator (AED). In a suspected cardiac emergency, staff will call 911, begin appropriate first aid/CPR, use an AED when available and indicated, and notify the parent/guardian as soon as practicable.

Accident, Injury & Incident Reporting

The Club documents significant safety events and notifies parents/guardians when appropriate. Examples include significant injury, head injury or suspected concussion, emergency medical treatment, serious behavioral incidents, physical altercations, missing-child incidents, suspected abuse or neglect, exposure to bodily fluids, and other significant safety events. Documentation is maintained according to Club recordkeeping procedures.

Health, Sanitation & Hygiene

The Club uses routine health and sanitation practices to reduce illness and maintain safe program spaces. These practices include handwashing, restroom sanitation, scheduled cleaning and disinfection, safe cleanup of bodily fluids, appropriate disposal of contaminated materials, food-service sanitation, access to drinking water, cleaning of shared equipment, and procedures following known illness exposure. Families are expected to keep children home when they are too ill to participate safely or when exclusion is required by Club policy or public-health guidance.

Playground & Outdoor Safety

Outdoor activities are supervised using staff positioning, attendance checks/headcounts, equipment and area inspections, hydration breaks, and weather monitoring. Staff may modify or cancel outdoor activity because of lightning, severe weather, extreme heat or cold, unsafe air conditions, damaged equipment, or other hazards. Members must follow playground rules and wear activity-appropriate footwear. Sunscreen procedures will follow Club policy and parent/guardian authorization.

Emergency Preparedness & Response

BGC of Alton maintains an internal Emergency Operations Plan with procedures for foreseeable emergencies. Parent-facing procedures are summarized here; detailed tactical procedures are maintained internally for safety and staff training.

- Fire and building evacuation
- Tornado and severe weather
- Shelter-in-place
- Lockdown and active threat
- Hazardous materials or gas leak
- Power or utility outage
- Medical emergency or serious injury
- Missing child
- Extreme heat or cold
- Flooding or other community emergency

The Club conducts emergency drills and staff training according to its safety plan and applicable requirements. During an emergency, staff priorities are life safety, accountability of youth and staff, communication with emergency responders, and reunification with authorized adults.

Emergency Reunification

Following an evacuation or emergency relocation, children will be released only to a parent/guardian or authorized emergency contact after identity and release authorization are verified. Families should not enter restricted emergency areas or remove a child without completing the Club's reunification process. The Club will communicate the reunification location and instructions through available channels as soon as it is safe to do so.

Please keep your contact information current and follow Club instructions during emergencies. Accurate information helps us protect every child.

Parent/Guardian Acknowledgment

I acknowledge that I have received or been provided access to the Boys & Girls Club of Alton Parent & Member Handbook. I understand that the handbook summarizes Club expectations, policies, and parent-facing safety procedures and that policies may be updated as needed. I agree to review the handbook with my child and to contact Club leadership with questions.

Member Name: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

Thank you for partnering with Boys & Girls Club of Alton to provide a safe, positive Club experience for youth.

**Al Womack Jr.
Executive Director**