



# **Boys & Girls Clubs of Bay Mills**

## **Bay Mills Club ▪ Brimley Club**

### **Parent/Member Handbook**

### **2025-2026**

# **Aanii, Biindigen!**

This manual is designed to help you and your child get acquainted with our Club. It is important that you read through this information carefully with your child and keep for your records. This is a guideline for all policies and procedures regarding the Bay Mills and Brimley sites and its operations. Further information regarding specific programming and special events will be made available as necessary. If you have any questions or concerns, please do not hesitate to contact any of our staff at the Club, over the phone, or by email. Staff contact information is listed below.

## **Leadership**

**Sandra Walden, Director**

906-248-8575, sawalden@baymills.org

**Jennalee Somes, Director of Operations**

906-248-8577, jsomes@baymills.org

**Jade LeBlanc, Bay Mills Unit Director**

906-248-8573, jlleblanc@baymills.org

**Kurt Robbins, Brimley Unit Director**

906-248-3217 x 625, krobbins@baymills.org

**Jamie Perron, Child Nutrition Program Director**

906-248-8574, japerron@baymills.org

**Princess Harris, Unit Director**

906-248-8578, pdjharris@baymills.org

## **Program Staff**

Darryl Cameron III: Power Hour Coordinator - dhcameron@baymills.org

Brenda Rosa: Academic Support Coordinator - brosa@baymills.org

Bailey Johnson-Anargyros: Academic Support Coordinator – branargyros@baymills.org

Jalyn LeBlanc: Cultural Coordinator - jrlleblanc@baymills.org

Autumn Aikens: Program Coordinator - aaikens@baymills.org

Rebecca Parish: Program Coordinator - remparish@baymills.org

Daanis Teeple: Program Coordinator – dhteeple@baymills.org

Landon Cameron: Program Coordinator – lrcameron@baymills.org

Ryan Gravelle: Program Coordinator – rjgravelle@baymills.org

Calvin Parish: Program Coordinator – crparish@baymills.org

Gabe Lyons: Program Coordinator – galyons@baymills.org

## **Program Specialists**

Maddox Ranta

## **Junior Staff**

Tommy Passmore

## **Mission Statement and Affiliation**

**The Boys & Girls Clubs of Bay Mills is a local, affiliate of the Boys & Girls Clubs of America and department of the Bay Mills Indian Community, whose mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.**

## **Locations and Hours of Operation**

Please reach out to our Unit Directors if you have any questions or concerns regarding summer programming. They manage the day-to-day operations of our Club sites.

### **Bay Mills Unit and Club Administrative Offices**

**Office Hours: Monday through Friday 8am – 4pm**

**Club Hours: Monday through Friday, 2:30PM-6:30PM**

12435 West Industrial Drive, Brimley, MI 49715

906-248-8573

Unit Director: Jade LeBlanc, [jlleblanc@baymills.org](mailto:jlleblanc@baymills.org)

**\*OPEN TO AGES 5 and up**

**INCOMING 5 YEAR OLDS MUST ATTEND KINDERGARTEN FOR AT LEAST ONE MONTH PRIOR TO ENROLLING IN CLUB**

### **Brimley Unit: Brimley Middle School**

**Hours: Monday through Friday, 2:30PM-6:30PM**

7134 South M-221, Brimley, MI 49715

906-248-3217 x 625

Unit Director: Kurt Robbins, [krobbins@baymills.org](mailto:krobbins@baymills.org)

**\*OPEN TO AGES 7 and up**

\*Short notice closings may occur occasionally due to staffing and other situations beyond our control.

Announcements will be made for these closings via our Facebook page, parent text app., front desk notes, etc.

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The Boys & Girls Clubs of Bay Mills (the Club), in tradition with the Boys & Girls Clubs of America, is not licensed day care and therefore cannot be used for such purposes. Because the Club is not licensed day care or a child care facility, certain licensing guidelines do not apply. The following policies and procedures have been developed to ensure the Club is providing a safe and positive place for kids to participate in engaging activities. Please read the following closely and do not hesitate to ask if you have questions or concerns.

### **Tri-Membership**

Registration at the Club provides members with dual membership: once your youth are registered, your youth may attend any Club site as long as the Club members meet membership restrictions.

**Please see the Membership Information section for youth age restrictions.**

### **History**

As an affiliate of the Boys & Girls Clubs of America since September of 2001, the Boys & Girls Clubs of Bay Mills is a part of a 161-year-old "Movement" of over 4,300 Clubs serving over 4 million girls and boys. Our Club is a department of the Bay Mills Indian Community with the Bay Mills Executive Council acting as the body of oversight for the Club. In 2016, an Advisory Council formed from community leaders and Club parents to ensure an optimal Club experience is achieved by our Club members.

### **Youth Development Strategy**

The Youth Development Strategy seeks to develop four basic feelings or “senses” in youth:

- *A Sense of Belonging*  
An environment where young people know they are welcomed and valued
- *A Sense of Usefulness*  
The opportunity to do something of value for others
- *A Sense of Influence*  
A chance to be heard and to influence decisions
- *A Sense of Competence*  
Pride from the knowledge that they can do something and do it well

### **Program Philosophy**

We at the Club aim to give children the opportunity to participate in age specific and individually appropriate enrichment activities. These activities will provide Club members with opportunities for friendship, skill development, self-esteem values, self-discipline, and respect for others. These activities will also enforce positive habits, attitudes, behaviors, and choices.

- The Club offer a safe and positive place children can call their own
- Our programs are guidance-oriented; the Club helps young people make appropriate and satisfying choices in all aspects of their lives
- We employ staff who develop and run a variety of programs and form relationships with youth that promote positive values, enhance self-esteem, and teach life skills
- We provide staff with opportunities to train and explore their own creativity to offer quality programs
- We keep our membership and program fees low so that all youth can belong
- We require no proof of good character; all boys and girls are welcome

Because of our location on the Bay Mills Indian Community reservation and our Native American membership, the Club offers a wide variety of opportunities to learn and explore the Native American Culture.

### **Program Goals and Core Program Areas**

It is the goal of the Club to serve the needs of families, while addressing the special interests and concerns of their children. The Club provides diverse activities that meet the interest of all youth. Core Programs engage young people in activities with adults, peers, and family members that enable them to develop self-esteem and reach their full potential. Based on physical, emotional, cultural, and social needs and interests of the boys and girls, and recognizing developing principals, clubs offer program activities in five areas:

- Character and Leadership Development
- Education and Career Development
- Health and Life Skills
- The Arts/Cultural Development
- Sports, Fitness, and Recreation

## **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. Members are expected to follow the guidelines below.

Have fun!  
Respect yourself  
Sharing is caring  
Running is for the gym  
Keep bodies to yourself  
Play fairly and be honest  
Use indoor voices at all times  
Avoid inappropriate language  
Listen when someone is talking  
Say only good things about others  
**Respect all Club Staff**  
Participation is key! Get involved!  
If you have a problem, tell a Staff!  
Take care of your club and clean up after yourself  
**Treat others the way you want to be treated!**

## **Core Beliefs**

The Club provides youth with:

- A safe place to learn and grow
- Ongoing relationships with caring, adult professionals
- Life-enhancing activities
- Character development experiences
- Hope & opportunity

## **Membership Information**

It is the policy of the Club that no person be excluded from participating on the grounds of race, creed, color, sex, religion, disability, national origin, sexual orientation, gender identity or income. Membership requires no proof of good character. The Club is designed to help and guide youth who may be in danger of acquiring, or who already have acquired, unacceptable habits and attitudes, as well as those of good character.

The Club staff reserves the right to place any club member on a trial membership period. A trial membership helps determine a member's ability to function within the Club's boundaries. A Club member will be placed on a trial membership when they are not adjusting to the Club environment. Staff and parents will work together to decide the best course of action. This may include, but is not limited to adjusting hours/days spent at the Club or having a parent attend with the child. Once the plan is implemented, and a Club member shows they are acclimating to the Club, the trial membership will be lifted. If a Club member does not show improvement with the action plan, loss of membership may be considered until such time the child is ready for the Club's atmosphere.

**Due to staff and space restrictions, the Brimley Unit is open to all youth enrolled in school/homeschool ages 7 and up. The Bay Mills Unit is open to all youth enrolled in school/homeschool from ages 5 to 18. However, incoming kindergartners must attend school for one month AND be 5 years old, before they can become Club members. This is for the benefit of the child to become used to the structured environment of school. It helps to minimize the adjustment period it may take a child to get used to the environment of the Club. It also benefits the staff, as it allows them to prepare for the influx of new members. All incoming kindergartners and 5 year old members begin as trial members based on their ability to function in Club Life.**

### **Toileting Policy**

All Club members **MUST** be toilet trained. Toileting accidents can become an issue of safety to the Club member who had the accident, other Club members, and staff (especially accidents involving feces). **The Club is not licensed day care or a child care facility and therefore do not have the training, staff, or facilities to handle major toileting accidents.** The Club does however understand that accidents happen. Therefore, if a toileting accident occurs staff will place a call to parent/guardian for extra clothes or to assist child in cleaning themselves up. Due to safety concerns of staff and other members, as long as the child has been cleaned up and changed into clean clothing, they may remain at the Club. If child has concerns with toilet training, parents may choose to send a bag of extra clothing, undergarments, socks, and shoes.

**Due to safety concerns and the Club not being a licensed daycare facility, Club staff are not allowed to help clean up youth after he/she/they have had an accident.**

Sometimes chronic toileting accidents can be an indicator of abuse or neglect. At the discretion of the Club staff, these concerns may be addressed with a Child Protective Services Report.

### **Health**

It is the responsibility of the parent to assure their youth is physically and emotionally capable of properly functioning in the clubs' interactive atmosphere prior to enrolling in membership. In the event your youth's medical condition changes, you must immediately update your youth's health information. Drugs or medications are strictly prohibited and staff cannot administer/provide drugs or medication to your child. **The Club is not equipped to effectively deal with profound disciplinary or health problems.**

As the parent/guardian please determine if the Club is a good fit for your youth prior to enrolling them. If you are unfamiliar with the Club, the interactive atmosphere may not be appropriate while your youth is still in their developmental stage. Arrangements can be made for a visit with parent/guardian.

### **Medication**

The Club, by policy does not disperse any type of medication to Club members and will not allow medications to be brought on the premises by Club members. If your youth has a prescription, please make arrangements to give the medication to your youth personally at the Club. Exceptions may only be made for youth requiring medication throughout the day, such as those with diabetes, asthma requiring inhalers, allergic reactions requiring epi-pens, etc. Parents will be expected to inform staff of such cases in advance.

### **Orientation**

Club orientation is **mandatory** for all new Club members and their parent/guardian. Orientations are an introduction to the Club and therefore are very important. During orientation, staff will conduct Club tours, review parent handbook, review policies with Club members, and introduce new Club members/parents to staff and other Club members. Kindergarten orientation is on a preannounced date in September. Take advantage of hearing what the Club has to offer and how you could give back to the Club.

### **Club Dues and Membership Renewal**

Income-based, yearly dues provide access to all the Club's activities throughout the year. This fee is due upon the beginning of a youth's membership. Under special circumstances a payment agreement can be worked out. Please see the Club staff if you would like to enact a payment plan.

**A new calendar year starts in October 1<sup>st</sup> and all dues must be paid and applications updated by November 1<sup>st</sup>.** If dues and applications are not updated, members **will not be allowed** to return to the Club until dues are paid and applications are received. Membership dues are used to improve the Club and to go on field trips, as well as many other small benefits.

### **Early/Late Penalty**

It is often difficult to maintain a balance between work and family, and the staff of the Club understands these difficulties. Due to the fact that the Club is a not-for-profit program, the Club is unable to afford staffing cost beyond its hours of operation and have enacted an early/late penalty policy. Please help us maintain the quality of the Club's program by picking up and dropping off your children within our hours of operation. Please arrange for your child's transportation to and from the Club **ahead of time so that he/she/they will not need to call for rides**. The Club, in tradition with the Boys & Girls Clubs of America, **is not licensed day care** and therefore cannot be used for such purposes.

The late penalty shall apply to youth who receive disciplinary action and are sent home/suspended. Staff and parent/guardian will decide on an acceptable time when original phone call is placed home.

**There is a late penalty program that will be applied if Club members are not picked up on time. Five (5) minutes following the closing time of the Club, a \$10.00 late fee will be due. For each additional minute after that, a \$1.00/minute fee will be added. Club members will not be allowed to return to the Club until the late fees have been paid. Staff will attempt to contact parent/guardian/emergency contact info, however, the late fee will still apply until the child is picked up. In the event you are going to be late picking up your youth, please notify the staff as soon as possible. Chronic late pick-ups may affect membership. In the event of chronic late pick-ups, the Director of Operations will meet with parent/caregiver to discuss and enact a plan to address the situation.**

**\*\*In order for staff to prepare for the club day we ask that you do not drop your club member(s) off until the sites operation hours begin. An early penalty has been established to help maintain the quality of the Club's program. For every minute that your youth is early, you will be charged \$1.00. Club members that arrive before the Club day starts will have to remain with their parents until the starting Club time.**

In the case of extreme tardiness (beyond 30 minutes, without notification) this will be considered neglect and Child Protect Services and/or The Bay Mills Police Department will be contacted. In the case of the Brimley Unit, the State Child Protective Services and Michigan State Police will be contacted.

### **Open Door Policy**

The Club's Open Door Policy allows club members to arrive and depart at any time during the Club's hours of operation with expressed permission from youth's parent/guardian. **Club members are required to sign in and out each day. Parents-when picking up your Club members please be sure a staff member has signed out your child.**

Once a Club member has left the building or grounds, **they may not return that day unless prior arrangements have been made** by the parent/guardian with the Club staff. The Club is an at-will program for school aged youth from ages 5 to 18, and wishes to allow Club members the freedom to walk or drive themselves to the Club with parental/guardian permission.

Your Club member becomes the responsibility of the Club once they have signed into Club with a Club Staff. This is why it is important for your youth to sign in with the front desk staff or another Club staff with they arrive for to the Club the day. Once signed into the Club, members must stay with the Club. Club members are not allowed to wander hallways, school grounds, or leave the group without permission form the Club staff.

If a child does not go to school they may not attend the Club that day. **Arrangements can be made by parent/guardian with the Club staff in cases such as leaving school early or arriving late at school for dentist/doctor appointments, etc.** For example, if a child is suspended from school, they may not attend the club for that period of time.

### **Member Participation**

The Club strives to offer diverse programming and a variety of activities. The staff try very hard to offer several choices of activities for our Club members and opportunities to socialize with friends. Program schedules and calendars will be made available to parent/guardian and Club members. Structured programming is necessary to maintain organization and effective operations. In the event that a Club member does not wish to participate in any sort of Club activities and becomes a disruption to Club programming, they will be sent home for the day. Continuous displays of this behavior may result in being on a behavior plan set by Club staff and parents/guardians, suspension, or termination of membership.

### **Announcements and Club Schedules**

An announcement bulletin board is posted at each club. Monthly calendars, schedules, and announcement flyers will also be available at the front desk at each club site. Also, the Club has a Facebook Page. Go “like” our page (@bgcbmb) for announcements!!

**The Club strongly encourage parents/guardians to come into the building when picking up their child.** This will allow staff to relay any information regarding their Club member and the parent the chance to check the bulletin board and also check for any notices. Beyond the items listed above, it is the parent/guardian’s responsibility to check for announcements or notices.

### **ADA Policy/Special Needs**

In addition to having a policy of non-discrimination, The Club strives to include all children, including those with special needs, and will attempt all reasonable solutions before denying or terminating membership of any child with special needs. Please notify us of any information we need to serve you and your family before enrolling your child (For example, mental health disorders.)

If your child has an allergy, whether it is minor or severe, it is important that we are aware. If they have severe allergies and an epinephrine pen, they need to bring it to Club as well as any field trip or adventure camp they attend. It would be helpful to know about any medication your child has to take on a daily basis. This will allow us to help your child better by understanding their needs. If your child is on any mental health medication (ADD, ADHD, depression, anxiety, etc.) please let us know.

### **Dress Code**

Due to the variety of activities the Club engages in, it may be necessary for Club members to bring a bag with additional needed items. It is important that Club members dress comfortably and wear clothes that allow them to participate in typical Club activities, such as nature walks, gym activities, etc.

- **Footwear:** Shoes and socks are strongly encouraged when outside. Flip-flops, sandals, and cleats are discouraged for safety reasons. Club members will not be allowed to participate in certain activities while wearing this type of footwear. Unless an activity requires those types of footwear (such as swimming, baseball, etc.). In those cases, staff will notify Club members and parents in advance of the activity. Club members should have sneakers on-hand to participate in gym activities.
- **Clothing:** Inappropriate clothing of any kind is **NOT** allowed. Members wearing clothing that are deemed distasteful or inappropriate by Club staff will be asked to change or leave immediately.
- **Winter:** During the winter months, Club members **MUST** have appropriate winter clothing (winter hats, jackets, gloves, snow pants, and winter boots) to participate in outdoor programming. Youth will not be allowed to participate in any outdoor programming without proper clothing.



### **Field Trips**

To enhance programming at the Club, field trips are often taken. There are several types of field trips: local trips taken during Club hours, trips taken outside Club hours, and overnight field trips. Remember the Club's purpose is to provide a safe and positive place for kids, this is especially important when taking field trips. **Local community trips (within Bay Mills, Brimley, or Sault Ste. Marie, Michigan area), will not require a permission slip.** Field trips involving certain activities (all adventure camp trips, swimming, etc.) will require a signed permission slip and waiver. Additional fees may also be required to be paid by the parent. Additional paperwork or waivers may also be required based on the nature of the event. **Please note that some field trips may have a cap due to van space and/or funding.** Notifications and permission slips will be sent out in advance. Permission slips must be returned by the deadline; if not returned by the deadline, the Club member will not be able to attend the field trip. If a parent picks up their child from a field trip, the Club member will not be released until the parent signs them out with the staff. If a parent/guardian wishes their child to ride with another adult, a notice must be provided to the staff either prior to or at the time the child is picked up. Past behavior and actions of Club members will be considered when inviting youth on field trips in order to ensure a safe and positive field trip. **\*\*If your youth needs to be picked up before the scheduled Club closing time (e.g. for appointments) please let Club staff know, so we can inform you where their group will be at that time.** Staff may take Club members on local field trips, within the community, without a permission slip being required.

### **Discipline**

The Club provides a proactive environment for members in which Club members are made aware of expectations for behavior through verbal discussion and posted Code of Conduct.

The following are consequences for inappropriate behavior. The Club uses a three-step behavior management plan that consists of the following:

**Strike 1- Verbal Warning, address inappropriate behavior.**

**Strike 2- Removed from programming/activity for a period of time at the discretion of the staff giving the 2<sup>nd</sup> strike.**

**Strike 3- Club member is sent home.**

If a club member is sent home for the day, he/she may return the next day unless they have been given a suspension.

When a member is not picked up right away, we have to provide a staff to watch over the club member to ensure that their inappropriate and unsafe behavior does not continue and they cause no harm to themselves or others. This disrupts the Club's efficiency and organization, placing a burden on our already limited staff.

Additionally, the longer a Club member remains at the Club after they are disciplined, the more likely they are to continue their behaviors. This can result in more disciplinary action, including longer suspensions.

**Late penalties and/or a longer suspension will be enforced if your child is not picked up in a timely manner.**

It is important for us to have as much information about your child as we work to serve them at the Club. If your child has an IEP on file with their school, this information may be valuable for us to ensure your member a positive and safe experience at Club. Please consider sharing a copy with us, or reviewing the information contained in the IEP with our staff.

## **Suspension**

Immediate membership suspension may be considered without **3** Strikes. The following are examples, but not limited to just these items:

- Smoking/use of tobacco products or e-cigarettes on Club premises or field trip activities
- Use of alcohol or illegal substances on Club premises or field trip activities
- Possession of contraband (i.e., handcuffs, knives, razor blades, cigarette lighters, or any item that has an intended use as a weapon).
- Physical violence or any threats of physical violence to other Club members or staff.
- Sexual harassment/sexual misconduct
- Theft. (Club members are responsible for the safety of their own personal property and the Club cannot be held liable).
- **Extreme verbal abuse of other Club members or staff.**
- Racism or hate speech of any kind.

**The Club Staff will determine the amount of time a member is suspended based on the severity of inappropriate behavior.** If a member attends the Club while on suspension, they will be sent home. If a Club member is suspended, they are not allowed to attend or participate in special event activities or field trips. The suspension applies to all three clubs.

## **Repetitive Suspensions**

Depending on the Severity of the Incident, the second time a Club member is suspended will result in a 2-4 day suspension. The third time a Club member is suspended will result in a 5 or more day suspension. After the 3<sup>rd</sup> suspension, the Club member and their parent/guardians will be required to meet with the Club's Management Team to be able to return back to Club. This may result in limited Club hours.

After the limited hours have been attempted and the staff sees improvement with the member, a second parent meeting and a return trial period can be set up. If there has been no improvement with the club member even after the limited hours, loss of membership may be considered.

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## **Teen Program Behavior Expectations**

Expectations set by Club Staff and Teen in April 2022

The Rules Teens set for Staff:

Cell phones will be put away for Staff to allow for more engagement.

A weekly schedule will be posted every Monday at each Club site with the staff, activity and food.

Staff will be prepared and engaged.

The Rules set for Teens:

Zero tolerance for swearing and inappropriate language.

Zero tolerance for disrespectful behavior/actions towards Boys & Girls Club Staff and peers.

Zero tolerance for disrespecting Club or School property.

During programming times cell phones will be put away.

Teens must be signed in for Teen Night before 6:30 pm or they may not attend for that night.

Teens that attend Teen Night on a more regular basis will be given preference when going on trips for teen nights.

## **Anti-Bullying Policy**

The Club operates all activities, programs and services with a **zero-tolerance approach to bullying and other forms of victimizing**. It is the Club's expectation that all members adhere to a policy of respectful behavior. The Club will do everything in its lawful power to reduce the incidence of bullying and bully-type behaviors, and to proactively create an atmosphere of respect, tolerance, dignity, and human rights.

\*Staff and Club members are taught the difference between rude, mean, and bullying behavior and apply corrective action accordingly.

Rude: when someone says or does something *unintentionally* hurtful, and they do it once.

Mean: when someone says or does something that is *intentionally* hurtful and they do it once.

Bullying: When someone says or does something *intentionally* hurtful and they *keep doing it*, even when you tell them to stop or show them that you're upset.

Definition of Bullying: For purposes of the Club's environment and its expectations of its members, staff, and volunteers, bullying is defined as:

- An attack of intimidation toward another with the intention to cause fear, distress, or harm, that is either:
  - Physical (e.g., hitting, punching, tripping, pushing)
  - Verbal (e.g., name calling, teasing, hand signals or inappropriate gestures, yelling, using inappropriate language, racism, hate speech)
  - Psychological/Relational (e.g., rumors, social exclusion, mind games, etc.)
  - Digital (e.g., inappropriate comments on social media websites, posting photos without permission, etc.) "Cyber bullying" and other forms of electronic aggression are defined as bullying.
- A real or perceived imbalance of power between the "bully" and the victim
- Repeated attacks or intimidation, no matter the severity, between the same youth over time.

The Club's staff and volunteers will apply the following list when disciplining Club members:

1. Remain calm.
2. Assess behavior.
3. Let club member know that their behavior is inappropriate and correct them, assign necessary strikes.
4. At the 2<sup>nd</sup> Strike there will be a time out from activities and a discussion on behavior choices.
5. If a Club member has reached their 3<sup>rd</sup> Strike, let them know they are suspended. Depending on the severity of the inappropriate behavior, a day's suspension will suffice. Previous behavior and suspensions will be taken into account. If specific behavior is an issue with certain Club members, longer suspensions may be necessary.
6. Notify parent/guardian.
7. Discuss behavior issues with Club member, and parent. In some instances, it may be necessary to have a meeting with parent, member, and Club staff.

**\*Keep in mind suspension reports may have to be mailed as it may not be available at the time you are notified of the suspension from club.**

### **Food Policy**

The Club understands and appreciates the need for a healthy diet among all of our members. It is our goal to encourage healthy eating habits that promote the well-being of our youth. Through food nutrition programs, the Clubs provide breakfast, lunch and snack during summer hours and supper during school-year hours. A menu is posted at each site along with serving times.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. **fax:**  
(833) 256-1665 or (202) 690-7442; or
3. **email:**  
[Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

This institution is an equal opportunity provider

### **Positive Behavior/Participation/Attendance Reinforcement**

Each club will have a system in place for rewarding and recognizing club member's positive behavior, rewarding, participation, and attendance reinforcement.

### **Phone Calls and Cell Phones**

Our phones are for Club business only. We do have a phone located in the Club's Youth Center for emergency purposes and special situations (at the discretion of the staff). Members should use phones or receive calls in emergencies only. Our lines need to be open in the event of an emergency. **Please make any necessary arrangements before your child comes to the Club.**

While on Club property or Club field trips, members may be required to keep their cell phones with their personal belongings or in an area designated by staff. The Club understands the necessity for the child and parent to contact each other and make arrangements. However, constant phone use is a disruption to Club programming. Members failing to comply with the cell phone regulations will have their cell phones confiscated and given to the parent at the time of pick-up. Continued failure to comply will result in disciplinary action including, but not limited to, member suspension.

### **Personal Belongings**

All personal belongings brought into the Club by a youth are the responsibility of that youth. **The Boys & Girls Clubs of Bay Mills IS NOT RESPONSIBLE FOR LOST, DAMAGED, OR STOLEN ITEMS.** Please discourage your child from bringing anything to the Club that is not completely necessary, especially money. If personal items (including cell phones) become a distraction to Club programming, Club members will be asked to put them away in their locker or backpack. If a problem keeps occurring Club members may be asked to put their items in the Unit Directors office until the Club member is picked up for the day. Necessary items, such as backpacks, jackets, shoes, school band instruments, etc., **should be clearly marked with the member's name.** Items that are not collected from our lost-and-found after 2 weeks will be donated.

### **Accidents**

The Club strives to maintain a safe and secure environment. There is an assumed risk when youth attend a recreational facility and participate in activities, including but not limited to sports and outdoor activities. Please feel safe in knowing that our 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 Clubs of Bay Mills does **NOT** provide medical insurance for members. In the event of a serious injury, the staff will call 911 immediately and then call the parent/guardian or alternative emergency contacts. **This is one more reason why updated contact information is your responsibility and crucial to your child's well-being.** The annual renewal of dues and application update is mandatory and very important. **If information changes throughout the year, please update your club member's application information as soon as possible.**

### **Property/Equipment Damage**

The Club understands that incidents will occasionally occur where equipment and/or property may be damaged by members. As part of teaching our members personal responsibility, members (parent/guardian for minors) are held responsible for the replacing or repairing of any equipment damaged. All Club members involved will be required to pay their proportionate share of the replacement cost. The Unit Director will provide the parent/guardian with notification of the extent of the damage and the replacement/repair cost assessed by the Club.

### **Infestation or Contagious Conditions**

Any and all suspected transferable infestations or transmittable contagious conditions will be addressed fully in the following manner and without exception:

- Parents will be contacted for immediate removal of the member from Club facilities
- Proof of treatment from a health care facility AND written approval from the Unit Director is required before the child will be allowed back into the Club

In the event of a lice outbreak, all children will have their hair checked for lice and nits by a staff member. Children found to have lice or nits will be sent home with instructions for removal. **Children will not be allowed to return to the program until they are lice and nit free.** Staff will be checked also. This is an unpleasant experience for all involved, please be sensitive to the needs of everyone. It is important that we have your cooperation in this matter.

### **Grievance/Complaint Policy**

The Club understands the sensitive nature of working with children. Staff will make every effort necessary to work with parents to resolve any concerns that may arise. **If you have questions regarding the care your youth is receiving, or an incident has taken place, a formal complaint process has been established.** Members and/or parents/guardians wishing to file a complaint relating to the staff and/or policies/procedures at the Club may do so in writing. A Complaint Form is available upon request. Depending upon the nature of the complaint, the Director, Director of Operations, or Unit Director will meet with the parent/member initiating the complaint to ensure sufficient information is collected to facilitate a thorough investigation. Upon conclusion of the investigation a meeting will be scheduled to discuss the findings as well as any corrective action needed or changes that will be implemented. Parents are always within their right to remove their child from the program if they feel the Club and/or staff are not meeting their needs/or expectations.

The Club staff will remain sensitive regarding issues involving Club members. We ask that parents/guardian reciprocate. The Boys & Girls Clubs of Bay Mills is committed to providing a safe and positive place for kids at all times for all Club members. Please address issues in a calm matter. Under no circumstance will staff accept or tolerate verbal abuse or any other type of abuse. Please limit your discussions to conversation level and do not use inappropriate language, gestures, or intimidation. Remember that your child or other children may witness the conversation. If possible, the discussion can be taken to an office or more private location. This may not always be the case and will depend on membership and Club hours.

### **Custody/Court Order Agreements**

The Club would like you to be aware that if you have a custody or court order document for your child, a copy must be provided to be placed in the member's file. This will help bypass any problems for the child and staff at the time of pick-up. Please submit a copy of your documents to the Director, Director of Operations, or Unit Director.

### **Child Abuse and Neglect Reporting**

Staff at the Boys & Girls Clubs of Bay Mills are mandated reporters. This means that we are obligated to report any questions or issues that may arise regarding the state of any child. Any report is considered a request for an investigation into a suspected incident of abuse or neglect. A report can be the beginning of helping families and is to protect the child.

**For safety issues, any parent/guardian suspected of being under the influence of drugs or alcohol when picking up their child and driving a vehicle, will be reported to Child Protective Services and/or the Michigan State Police (if incident occurs at the Brimley Club); and/ or the Bay Mills Police Department (if incident occurs at the Bay Mills Club).**

**The staff of The Boys & Girls Clubs of Bay Mills would like to thank you for supporting our Club sites.  
We look forward to having your Club member and family involved in our programs.  
Welcome to the Club Fam!**