



BOYS & GIRLS CLUBS
OF SOUTH CENTRAL TENNESSEE



PARENT HANDBOOK

Table of Contents

Introduction	2
Membership Application	3
Locations	3-4
Hours	5
Fees	5
Financial Assistance	6
Drop In/Partial Weeks/Pro-Rating	6
Withdrawal From Program	6
Break Periods/Single Days	6
Payments	6
Open & Closed Dates	7-8
School Closures	8
Parent Orientations	8
Rules of Participation	8-9
Disciplinary Procedures	9-10
Arrival & Departure Procedures	10-11
Release Procedures/Pick-Up Policy	11-12
Group Mentoring	12
Health & Safety/Contagious Diseases	12
Food Programs	12
Cell Phones	13
Lost & Found/Damaged Items	13
Accident/Medical Policy	13
Medicine Policy	14
Parent/Guardian Behavior	14
Grievance Procedures	14

INTRODUCTION

Boys & Girls Clubs of South Central Tennessee was chartered in 1999 by Boys & Girls Clubs of America, the largest and oldest youth development organization in the world. Boys & Girls Clubs of America serves more than 4 million youth per year. Our mission is:

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

Our goals are for all children in our care:

- To learn respect for themselves and others
- To help them navigate life in a complex, dangerous world
- To encourage them to become actively involved within their community
- To give them a safe, positive environment with a fun, family atmosphere
- To make long term friends and enjoy supportive relationships
- To give them a place where their talents are recognized
- To give them a special place to be themselves

With this commitment to our youth and community, we share a common bond:

- Providing a safe and caring environment
- Providing positive and professional staff to mentor our youth
- Providing educational – recreational – life-enhancing programs
- Providing opportunities for a bright future

Boys & Girls Clubs of South Central Tennessee (BGCSTN) is a non-profit organization. Our membership and program fees are kept as low and affordable as possible. In addition to our membership fees, funding for BGCSTN comes primarily from individual donations, fundraising activities, local government appropriations, state assistance, grant programs, and special events.

As you begin your enrollment process, please feel free to ask the staff to assist you in any way possible. Take a tour of the facility and meet our program staff. We can also provide you with information on other services within our community that may be helpful to you and your family.

Please complete the online application and become familiar with the policies and procedures of our daily activities and programs. Please provide as much detail on your application as possible. Your information remains confidential at all times. The data collected on the application helps BGCSTN obtain foundation allocations, grants, and other government funding. Member information is only shared in aggregate - individual personal information is never shared with funders. We appreciate your attention to detail in completing the application, and we look forward to a POSITIVE relationship with you and your child(ren).

MEMBERSHIP APPLICATION

ENROLLMENT INSTRUCTIONS: To complete the 2022-2023 membership application, click *Enroll* to navigate to the *Before and After School* page on our website www.bgcsctn.org. Here you will find a link to our **NEW** parent portal where you will complete the membership application(s). **Please complete one application per child that you wish to enroll, ensuring that you are purchasing a membership under your CHILD'S name and not your own.**

Once your completed application is received, Club staff will then email you an electronic invoice for the first week's payment and the annual enrollment fee via Square. In order to secure your slot, you must complete both the membership application AND pay the Square invoice.

Your slot is not secured until you have 1) purchased a new enrollment for your child via the parent portal, 2) received and paid your Square invoice, and 3) received an official "Notification of Acceptance" email from Club staff.

Enrollment is open to all school age children in grades K-12. BGCSTN does not discriminate on the basis of race, creed, religion, national origin, sexual orientation, or handicap. Every effort will be made to accommodate children with disabilities. However, BGCSTN maintains a 1:20 staff/child ratio and cannot provide one-on-one care. Children must be able to follow directions in a group setting in order to participate in the activities of the Club. Please discuss any specific concerns or questions you have about your child's ability to participate in Club activities with the site's Unit/Area Director during your parent orientation meeting.

LOCATIONS

Battle Creek Elementary: After School Program will be offered on site for Battle Creek Elem Club members from school dismissal until 6pm.

Battle Creek Middle: After School Program will be offered on site for Battle Creek Middle Club members from the time of school dismissal until 6pm.

Brown Elementary: For the After School Program, Club members that attend Brown will be bused to 209 Wayne Street upon school dismissal. The program will run until 6pm.

Culleoka Unit School: After School Program will be offered on site at the school for Culleoka Club members from the time of school dismissal until 6pm.

E.A. Cox Middle: For the After School Program, Cox 5th graders will be bused to 209 Wayne Street, and Cox 6-8th graders will be bused to the Teen Center at 210 W. 8th Street from the time of dismissal until 6pm.

Hampshire Unit School: After School Program will be offered on site for Hampshire Club members from the time of school dismissal until 6pm.

Highland Park Elementary: For the After School Program, Highland students will be bused to 209 Wayne Street following school dismissal until 6pm.

JE Woodard Elementary: Before & After School Programs will be offered on site for Woodard Club members from 6am until the school bell rings, and school dismissal until 6pm.

JR Baker Elementary: Before & After School Programs will be offered on site for Baker Club members from 6am until the school bell rings, and school dismissal until 6pm.

Marvin Wright Elementary: Before & After School Programs will be offered on site for Marvin Wright Club members from 6am until the school bell rings, and school dismissal until 6pm.

Mt. Pleasant Elementary: After School Program will be offered on site for Mt. Pleasant Elementary Club members from the time of school dismissal until 6pm.

Mt. Pleasant Middle/High School: After School Program is not currently being offered for Mt. Pleasant Middle/High students. We are exploring other options to serve more youth in Mt. Pleasant.

Pulaski Club, 540 Massey Drive, Pulaski, TN: After School Program Only (school dismissal until 6pm) for grades K-12th. Members will be dropped off by the Giles County Public Schools' buses at the corner of Victoria Place and Massey Drive and escorted by BGC staff to the Club entrance.

Randolph Howell Elementary: Before & After School Programs will be offered on site for Randolph Howell Club members from 6am until the school bell rings, and school dismissal until 6pm.

Riverside Elementary: For the After School Program, Riverside students will be bused to 209 Wayne Street from the time of dismissal until 6pm.

Santa Fe Unit School: After School Program will be offered on site for Santa Fe Club members from the time of school dismissal until 6pm.

Spring Hill Elementary: After School Program will be offered on site for Spring Hill Elementary Club members from school dismissal until 6pm.

Spring Hill Middle: After School Program is **not** currently offered at Spring Hill Middle School. If you are interested in after school programs being offered at SHMS, please notify school administration and the Club's Area Director. During teacher in-service days or school breaks, SHMS students may attend all-day programs at our consolidated Spring Hill site.

Whitthorne Middle: For the After School Program, Whitthorne 5th graders will be bused to 209 Wayne Street, and Whitthorne 6-8th graders will be bused to the Teen Center at 210 W. 8th Street from the time of dismissal until 6pm.

BGC Teen Center, 210 W. 8th St., Columbia: After School Program Only (school dismissal until 6pm) for grades 6-12th who attend Central High School, Spring Hill High School, E.A. Cox Middle, or Whitthorne Middle. Students will be bused from school to the Teen Center each afternoon after school, or ride the trolley (Spring Hill High).

BGC Wayne Street Unit, 209 Wayne St., Columbia: After School Program Only (school dismissal until 6pm) for grades K-5th who attend Brown, Highland Park, Riverside, E.A. Cox, or Whitthorne. Students will be bused from their schools to this location.

HOURS

Before school care will be offered from 6am until the school bell rings. After-school care will be offered from dismissal until 6pm. All youth must be picked up by 6pm. During break periods, standard hours will be 7am-6pm.

FEES

In order to reserve your child's slot for the school year, we require payment of the Registration Fee and the first Membership Fee installment. Membership Fees for the 2021-2022 School Year are as follows:

Registration fee is a one-time fee of **\$40** which covers the Aug. 2022 through July 2023 period.

- a. Before School Program ONLY-- **\$1,665** (can be paid in 37 weekly installments of \$45 each)
- b. Before & After School Program -- **\$2,405** (can be paid in 37 weekly installments of \$65 each)
- c. After School Program ONLY -- **\$2,035** (can be paid in 37 weekly installments of \$55 each)

d. Break Periods:

- Fall Break -- \$75 for standard hours (7am-6pm).
- Thanksgiving Break (3 days) -- \$45 for standard hours (7am-6pm).
- Winter Break (5 days) -- \$75 for standard hours (7am-6pm).
- Spring Break -- \$75 for standard hours (7:30am-6pm).

e. DROP-INS:

Drop-ins of non-registered members are only allowed during Teacher In-Service Days and Break periods. The fee for this service is \$20 per day (7am-6pm). Teacher In-Service Days for registered Club members are already included in the annual totals listed above. See below for more details.

f. **Teen Center parents**—contact Director Haley Johnson for pricing, (931) 490-9401 x2607 or hjohnson@bgcscn.org.

g. **Pulaski Club parents**—contact Director Devon Yurko for pricing, (931) 424-5815 or dyurko@bgcscn.org.

FINANCIAL ASSISTANCE

Boys & Girls Clubs of South Central Tennessee offers financial assistance for families who cannot afford the above fees. To request financial assistance, please complete the **Financial Assistance Application**. You will submit the completed application via HelloSign and then email all required documentation (past year's tax return, two recent check stubs, and documentation for all other forms of income received) to the Unit/Area Director for your child's site. A staff member will review your application and then notify you what your fee will be for the 2022-2023 program year. Financial aid is distributed on a first-come, first-served basis.

PLEASE NOTE: All families receiving financial aid will be required to sign up for ACH auto debit for weekly payments of their reduced fee amount.

Children may attend the program before a financial assistance agreement is reached, but parents/guardians are responsible for paying the full rate until a reduced Fee Agreement is approved and signed by BGCSTN staff.

DROP-IN/PARTIAL WEEKS/PRO-RATING

Payment by the week and drop-ins are only permitted for break periods. For Before/After School Care, the full annual membership fee listed above is required, regardless of how many days you utilize per week. Families who enroll part-way through the school year may pay a pro-rated amount based on the number of weekly payments remaining in that school year.

WITHDRAWAL FROM PROGRAM

Two weeks' advance notice is required if you intend to withdraw your child from before/after school care. You will be responsible for payment for those two weeks. If your child stops attending and you have failed to provide notification to the Club, your account balance will continue to accrue for two more weeks. Failure to pay outstanding balances may result in further collection action by an outside collection agency or attorney. If you wish to re-enroll your child in the future, any outstanding balance must be paid in full before re-enrollment.

BREAK PERIODS/SINGLE DAYS

Parents/guardians can register their children for single full days of operation (such as teacher in-service days) and/or break periods (Fall Break, Spring Break) without their child being a regular after-school member. In order to register your child for any single day or break period, please visit the site for your child's school at least one week in advance of the day/days needed and notify the Club Registrar of the days you would like your child to attend. Payment for the days requested is due in advance, and you will be required to fill out a membership application so that we have the proper contact information, medical information, and waivers on file for your child. Please see the Fee section above for single day and break period drop-in rates.

PAYMENTS

Membership fees need to be paid as agreed upon in order for Boys & Girls Clubs of South Central Tennessee to properly staff each location and provide high-quality youth development opportunities to your family. Your timely payments of fees are documented and can be used as a credit reference. You are required to pay the standard fees or as specified in your signed Fee Agreement with Boys & Girls Clubs of South Central Tennessee.

Payment is due whether your child is present or not. Your annual payment obligations are based on your agreement to use the program, and the subsequent staffing put in place by BGCSCTN, not on actual attendance. This includes sick time and vacation time. Remember, you are paying for a spot for your child, and each spot must be secured by your on-time payment.

You must pay the Registration Fee and the first Membership Fee installment when you enroll your child. Payment of both is required to reserve your child's slot.

No fee deduction is provided for emergency closings or the holidays listed below.

A \$5 late fee will be assessed for any payments not made by 6pm on Friday. All payments will be processed via weekly Square invoicing. For your convenience, we can also set up auto-debit payments to your credit or debit card. Ask Club staff at your site for more information about signing up for ACH payments.

Failure to comply with the payment policies of Boys & Girls Clubs of South Central Tennessee may result in further collection activity by an outside collection agency or attorney.

OPEN & CLOSED DATES

The Club will be open on Fall Break, Spring Break, some teacher in-service days, and some days surrounding the Thanksgiving and Winter Break periods, following the local school district calendar. Our Open & Closed Dates for the 2022-2023 school year are as follows:

Maury County Open & Closed Dates: Program begins on Monday, August 1st, 2022 and runs through Friday, May 19th, 2023.

- Aug. 4th & 5th (Teacher in Service Days) Open, Full Days
- CLOSED Labor Day (Sep 5th)
- CLOSED Sept 6th (Teacher In Service Day) – CLOSED for BGC Staff Training
- Fall Break, Oct. 3rd – 7th - Open, Full Days
- Nov. 8th (Teacher in Service Day) – Open, Full Day
- Thanksgiving Break, November 21st – 23rd - Open, Full Days
- CLOSED Nov. 24th – 25th (Thanksgiving & Day After)
- Winter Break: Dec. 16th, 19th-22nd - Open, Full Days
- CLOSED Dec. 23rd, 26th-30th, Jan. 2nd
- CLOSED Jan. 3rd (Teacher In Service Day) – CLOSED for BGC Staff Training
- CLOSED Jan. 16th (MLK Jr. Day)
- February 20th (President's Day) - Open, Full Day
- Spring Break, March 31st - April 6th Open, Full Days
- CLOSED April 7th (Good Friday)
- May 19th, Last Day of BGC After School Program
- CLOSED May 22nd – 26th for All Staff Training & Summer Preparation
- CLOSED Monday, May 29th for Memorial Day Holiday
- First Day of Summer Program—Tuesday, May 30th, 2023
- June 19th (Juneteenth) – CLOSED (**Pending Board vote to approve changes to employee handbook)
- July 4th (Independence Day) - CLOSED

Giles County Open & Closed Dates: Program begins on Monday, August 1st, 2022 and runs through Friday, May 19th, 2023.

- Aug. 4th (Teacher in Service Day) Open, Full Day
- CLOSED Labor Day (Sep 5th)
- Parent/Teacher Conferences Sept 9th – Open, Full Day
- Fall Break, Oct. 3rd – 7th Open, Full Days

- Nov. 8th (Teacher In Service Day) – Open, Full Day
- Nov. 11th (Veterans Day) Open, Full Day
- Thanksgiving Break, November 21st – 23rd - Open, Full Days
- CLOSED Nov. 24th – 25th (Thanksgiving & Day After)
- Winter Break: Dec. 16th, 19th-22nd - Open, Full Days
- CLOSED Dec. 23rd, 26th-30th, Jan. 2nd
- CLOSED Jan. 3rd (Teacher In Service Day) – CLOSED for BGC Staff Training
- CLOSED Jan. 16th (MLK Jr. Day)
- Parent/Teacher Conferences Feb. 10th Open, Full Day
- February 20th (President’s Day) Open, Full Day
- March 3rd (Teacher In Service Day) – Open, Full Day
- Spring Break, March 13th – 17th , Open, Full Days
- April 6th (Teacher In Service Day) – Open, Full Day
- CLOSED April 7th (Good Friday)
- May 12th (Teacher in Service Day) Open, Full Day
- May 19th, Last Day of BGC After School Program
- CLOSED May 22nd – 26th for All Staff Training & Summer Preparation
- CLOSED Monday, May 29th for Memorial Day Holiday
- First Day of Summer Program—Tuesday, May 30th, 2023
- June 19th (Juneteenth) – CLOSED (**Pending Board vote to approve changes to employee handbook)
- July 4th (Independence Day) - CLOSED

SCHOOL CLOSURES

In the event of hazardous weather conditions, please check to see if your local school is closed. If Maury County or Giles County Schools close due to inclement weather, Boys & Girls Clubs of South Central Tennessee will be closed on the first day that MCPS & GCSS are closed. If MCPS & GCSS remains closed for additional days, BGC SCTN will assess those days on a case-by-case basis and make the decision as to whether it is safe to open the Club location that day. The safety of our Club members and staff is our number one priority. The Club’s open/closed status will be announced via our Facebook pages, www.facebook.com/bgcsctn/ and www.facebook.com/bgcofpulaski/ .

If Maury County Public Schools & Giles County School System dismiss early due to impending weather conditions, Boys & Girls Clubs of South Central Tennessee will also be closed in that district. The safety of our Club members and staff is our number one priority. Again, you may check the Club’s Facebook page for updates in the event of inclement weather.

PARENT ORIENTATIONS

Unit/Area Directors will hold group Parent Orientations at each location to introduce you to Club staff; discuss Club policies, discipline procedures, payment options, programs, and other information in more detail; and answer any questions you may have. Attendance at a Parent Orientation by at least one parent/guardian is required under Tennessee Department of Education regulations. If you cannot make any of the group orientations, we will work with you to schedule a one-on-one meeting that works with your schedule.

RULES OF PARTICIPATION

All children that attend Boys & Girls Clubs of South Central Tennessee must follow the rules of participation at all times.

1. The following conduct is encouraged and expected (The 8 Bs):
 - a. Be Responsible
 - b. Be Respectful
 - c. Be Ready to Listen
 - d. Be Ready to Follow Directions
 - e. Be Ready to Bring A Good Attitude
 - f. Be Ready to Achieve
 - g. Be Ready to Have FUN
 - h. Be Great!

2. The following behavior is not permitted and may result in disciplinary action, up to and including termination from the program:
 - a. Hitting, shoving, pushing, fighting, wrestling, or any other inappropriate physical contact towards another child or staff member
 - b. Bullying
 - c. Failure to follow staff directions
 - d. Disrespectful language or behavior towards staff
 - e. Profanity
 - f. Cell phone/personal device usage, unless expressly approved during designated times by Club staff
 - g. Non-prescription drugs
 - h. Alcoholic beverages
 - i. Firearms or other weapons
 - j. Running in unassigned areas
 - k. Eating in unassigned areas
 - l. Any other behavior that endangers oneself, other children, or staff members, or interferes with Club staff's ability to perform their duties as youth development professionals

Boys & Girls Clubs of South Central Tennessee is not responsible for any lost or stolen personal items. Club members are advised not to bring valuable personal items (ex. Phones, tablets) to the Club.

DISCIPLINARY PROCEDURES

Should your child not adhere to the aforementioned rules, the following corrective action will be taken:

Step 1: A verbal warning when a minor incident has occurred. Staff member(s) will use informal guidance with the child. This is a minor intervention between the staff member and the child(ren) to diffuse the problem. In addition, the staff member will make sure the member(s) understand

the rules and that the type of behavior displayed is not acceptable. Depending on the severity of the incident, parents may be notified.

Step 2: After the first warning regarding their actions, if the child continues to display an inability to comprehend the rules, the staff at that point will place child(ren) into “In Club Suspension” or time out. This removes the child from the activity and gives them time to calm down and reflect on their behavior. Depending on age level, children may be asked to do write-offs or write a brief essay explaining how they will act differently in the future before returning to Club activities. If the infraction involved rude or disrespectful behavior towards a staff member, the child may also be asked to apologize to the staff member. These incidents will be written up by Club staff and documentation of the actions taken will need to be signed by a parent/legal guardian and the Unit/Area Director. A copy will be given to the parent/guardian and the other copy will be placed in the child’s file.

Step 3: If the child still refuses to abide by Club rules, a parent/guardian will be asked to come in for a meeting to discuss the child(ren)’s behavior. Parents/guardians will be notified at this meeting that, if the behavior continues, the child will be placed on a minimum of a three-day suspension, or longer depending on the severity of the behavior. This incident will be written up and will need to be signed by the parent and Unit/Area Director. A copy will be given to the parent and the other copy will be placed in the child’s file.

Step 4: Upon a fourth infraction, the child will be suspended for a minimum of three days. A written account of the incident and the suspension will be prepared and will need to be signed by the parent and Unit/Area Director. A copy will be given to the parent/guardian and the other copy will be placed in the child’s file.*

The staff at BGCSTN is committed to ensuring the best possible Club experience for all children in their care. The rules of the Club exist to ensure the safety of all children present and an optimal Club experience for all members. We will do everything in our power to ensure that each child is treated the way we would want someone to treat our own children. Every effort will be made to work with families to ensure that each child understands the rules and the difference between right and wrong before we discuss removing a child from our program. However, the safety of all children in our care is our number one priority. Therefore, repeated disregard for Club rules will not be tolerated.

Please help us keep the Club a safe, fun, and positive environment for all children by reviewing the rules and disciplinary actions and ensuring that your child understands the expectations as well.

**Please note: The steps listed above are guidelines only. Club leadership reserves the right at any time to skip steps or move directly to suspension in any case if they feel the severity of the incident warrants it. This is at the sole discretion of the Club’s Unit/Area Director. Physical violence towards other children or staff or other extreme behavior that jeopardizes the safety of anyone at the site may result in immediate and permanent expulsion from the Club.*

ARRIVAL & DEPARTURE PROCEDURES

DROP OFF: Please accompany your child into the Club and drop them off directly at our registration desk, where you will be required to sign them in. Please contact the Club if your child is going to be absent.

DEPARTURE: When picking up your child from the Club, please proceed to the Club's front desk and notify the registrar that the child is leaving. You will be required to sign them out at the front desk. *Note: We will only release your child to the authorized transportation contacts you provide in the membership application. Proper identification will be required. Please provide written notification to Club staff of any changes to your transportation contacts throughout the year.*

CLOSING TIME: All programs end at 6pm. We ask that you cooperate in picking up your child(ren) no later than 6pm at your respective site. If in the case of an emergency you should be delayed past closing, you **must** call the Club to notify staff or else send one of your transportation contacts to pick up your child.

LATE FEE POLICY: We will make every effort to accommodate your work schedule to ensure that every child can attend the Club. However, if you cannot pick up your child by closing time then we ask that you call with an estimated pick up time.

In the event that your child is left at the Club after closing (6pm) and we do not receive a phone call, the following fees apply each time the incident happens:

1. Forgiveness is Best
2. \$5.00 Late Fee
3. \$10.00 Late Fee*
4. Club Privileges will be SUSPENDED**

**Must be paid before your child returns to the Club.*

***Suspended until we resolve the issue.*

If your child has not been picked up by closing time, we will attempt to contact you and each of your transportation contacts. If we are not able to reach anyone, we will have no choice but to contact the authorities. This is a scary situation for children and one we would all like to avoid. Therefore, please be sure you keep up to date contact information for yourself and all of your transportation contacts on file with the Club. In particular, please notify us immediately of any changes to your cell phone number.

RELEASE PROCEDURES/PICK-UP POLICY

If someone other than the parent/guardian or an authorized person listed on your child's application is picking up your child, you are required to notify us in writing. We ask that you inform this person that, for security purposes, we will ask them to provide photo identification before allowing them to sign your child out. We will not release your child to someone who does not provide identification, who does not have permission to pick up your child, or any individuals you may have listed in the "Transportation Alert" section of your child's membership application.

Members are not allowed to leave the property without written permission by the parent or guardian. Children may not leave with an adult who has not been cleared with the Registrar or

Unit/Area Director, nor can they check themselves out and walk home, regardless of the age of the member.

If an authorized adult arrives at the Club to pick up a member and, in the opinion of the staff, appears to be under the influence of alcohol or other drugs (either prescription or nonprescription) or appears impaired in any way that could pose a danger to the child, Club staff will not release the child. The following steps will be taken in this case:

1. An alternate contact from the approved list will be called.
2. If the impaired adult refuses to cooperate and takes the Club member against the wishes of the staff, the police will be called and given the license number of the vehicle being driven by the impaired adult.

GROUP MENTORING

At BGC SCTN, we consider all of our programs to contain a “group mentoring” component. The group mentoring element of our daily programs is based on the positive relationships that Club staff build with the youth they are serving. Mentoring increases our youth’s self-esteem and sense of self-efficacy while also providing them with assistance in navigating problems specific to their lives. This, coupled with the knowledge and skills gained from our high-yield programs, will empower our youth to reach their full potential.

By signing off on this parent handbook, I hereby give my permission for my child to participate in the Mentoring Program at BGC SCTN.

I fully understand that the program involves mentors, who shall be selected from Boys & Girls Clubs staff and will be screened (including a criminal background check) and trained before beginning in the program. Group mentoring is a component of all Boys & Girls Club programs, and will take place on a daily basis.

I understand that during the course of the mentoring program there may be special group events (incorporating all mentors and youth) and family events planned. I understand that the staff of the Club will provide ongoing monitoring of the mentoring activities.

I give the Boys & Girls Club permission to obtain my child's academic and attendance records from my child's school.

I permit Boys & Girls Club to utilize photographs of my child taken during his/her involvement in the mentoring program and waive all rights of compensation.

HEALTH & SAFETY/CONTAGIOUS DISEASES

- State regulations require us to maintain a medical record on each child.
- All children must have a complete and current immunization record on file with their schools.
- Use your best judgment in bringing your child to the Club. If your child unhealthy or has symptoms of being sick, please consider the health of other children, our staff, and parents before you drop your child off at the Club.
- **CONTAGIOUS DISEASES:** If the child has a confirmed case of a contagious disease, they must be kept at home and the facts regarding the condition must be reported to the

Club so that notice can be posted within the Club site. Strep throat, pinworms, pink eye, viral infections, lice, infected ears, eyes, and/or sinuses, measles, mumps, chicken pox, scarlet fever, diarrhea, and impetigo are among those conditions categorized as highly contagious. Please notify the Club if your child has become ill with a highly contagious disease.

- **HEAD LICE:** Head Lice (Pediculosis) can be a nuisance, but they have not been shown to spread disease. Personal hygiene or cleanliness in the home has nothing to do with getting head lice. Check your child's hair periodically for lice. Treat head lice with either an over-the-counter product or prescription product. Please notify Club staff if your child has head lice. Nits may persist, but successful treatment should kill crawling lice. Please bring proof of treatment such as a box top or bottle from the special lice shampoo when your child returns to the Club. The parent/guardian **MUST** bring the child to the Club site to be checked by a Club staff member. The child must return home with the parent/guardian if he or she still has live lice or nits less than ¼ of an inch from the scalp. Contact your doctor or school nurse for questions about head lice.

FOOD PROGRAMS

Food programs vary by location and program cycle (i.e. school year vs. summer).

Communications regarding food offerings at the site will be sent home by the Unit/Area Director. Please contact your Unit/Area Director if you have any questions about food.

CELL PHONES

Cell phone use by Club members during Club time is prohibited, except during scheduled special times/activities for which staff will provide advance notice. Staff will immediately confiscate any cell phone being used without staff permission and return it at the end of the day. This policy is designed to help all participants remain engaged, stay safe, and have a better and more meaningful experience while at the Club. Parents/Guardians are advised to call the site if there is an emergency. Please assist us in this area by refraining from calling or texting your child's cell phone during program hours.

LOST & FOUND/DAMAGED ITEMS

Lost and found items will be kept on site. Found items will be held for two weeks at the front desk. Boys & Girls Clubs of South Central Tennessee and/or its employees are not responsible for lost, stolen or damaged items. We strongly encourage participants to have their name written on all of their property and to leave all valuables at home.

ACCIDENT/MEDICAL POLICY

The health and safety of your child is our top priority, yet young people may occasionally suffer a minor injury during the day. If this should occur, an accident report will be completed by a Club

staff member and given to you at the end of the day. A copy of the accident report will also be placed in the child's file at the club.

In the event of a medical emergency or an accident requiring medical treatment, we will:

1. Contact you immediately
2. Contact the emergency person(s) listed, if we cannot reach you.
3. If you are unavailable and the emergency contacts cannot be reached, the child will be transported to the hospital.

MEDICINE POLICY

State law requires that any medicine be in its original container with the child's name on it. Please complete the medicine release form included in your membership application. A parent or guardian must complete this form with the following information:

- Child's name
- Type of medication
- Amount to be administered
- Time of administration
- Number of days the medication is to be given
- Whether medication is to be refrigerated
- Parent/guardian signature

As stated on the membership application, you must also demonstrate to Club staff how to administer the medication to your child.

PARENT/GUARDIAN BEHAVIOR

Use of profanity, threats, or disrespectful behavior by a parent/guardian displayed towards any staff member or participant is not permitted and may result in suspension or cancellation of care. Parents/guardians are not permitted to discipline or question children who are not their own at the program site. In order to maintain a safe and secure program environment for all participants, under no circumstances are parents/guardians permitted to enter a program space during program time when children are present to speak with a BGC staff member about a concern or issue, unless invited to do so by Site Leadership and escorted by Site leadership. If a concern arises, please follow the Grievance Procedure listed in the following section.

GRIEVANCE PROCEDURES

We hope that the program exceeds your expectations and provides an enriching and positive experience for your child! However, we understand there may be times when you have questions, concerns, or complaints about an aspect of the program. **Please address such matters by contacting the Unit/Area Director for your site to discuss any concerns or complaints.** They will respond to you promptly. Please note that the Unit/Area Director may be meeting with another parent/guardian, staff member, or child when you call. Please leave a message and they will respond to you as soon as possible.

If you have had a meeting with the Unit/Area Director and were not able to reach a mutually satisfactory solution to the grievance, please email Chief Operations Officer Josh Campbell at jcampbell@bgcsctn.org.

Please note: social media is not an appropriate vehicle for voicing concerns or grievances. BGCSTN will not engage in dispute resolution via social media. Please direct all such matters to the Unit/Area Director for them to be handled appropriately.

Parents are encouraged to voice their concerns at any time, and any concerns will be investigated promptly and thoroughly. Parents will be treated respectfully and professionally throughout this process. Likewise, BGCSTN expects the voicing of concerns by parents to be done in a professional and respectful manner. The use of profanity or other disrespectful or threatening behavior towards Club staff will not be tolerated. The Club reserves the right to terminate child care services at any time if it feels the behavior of a parent/guardian endangers other children or staff at the site or prevents Club staff from performing their duties as youth development professionals.

Some BGCSTN locations may provide food service through the Tennessee Department of Human Services (TDHS) Child and Adult Care Food Program (CACFP) and/or the Summer Food Service Program (SFSP). In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. In accordance with the U.S. Department of Agriculture, Food and Nutrition Service Instruction 113.4, the Tennessee Department of Human Services provides a grievance procedure in the event a person believes he/she or their children have been discriminated against and/or denied benefits on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program or protected genetic information in employment or in any program or activity conducted for funded by the Department (in the Child and Adult Care Food Program or Summer Food Service Program).

FOR YOUR INFORMATION

This section contains information from the state of TN that child care providers are required to provide to all parents. If you have any questions about this section, please do not hesitate to contact us.

CHILD ABUSE

Dear Parent,

This newsletter will provide you with information on prevention, detection, and reporting of child abuse. Tennessee legislature passed a law in 1986 requiring that all child care agencies provide

parents with this information. We hope this will be helpful and informative for you. We encourage each of you to share your concerns, feelings, and questions about this issue with us at any time. We will also assist you in locating resources or more information regarding abuse and neglect. The following information was obtained on Department of Children's Services website at www.tennessee.gov

WHAT IS CHILD ABUSE AND NEGLECT?

Child abuse or neglect occurs when a child is mistreated, resulting in injury or risk of harm. Abuse can be physical, verbal, emotional, or sexual.

Physical Abuse is defined as non-accidental physical trauma or injury inflicted by a parent or caretaker on a child. It also includes a parents or a care takers failure to protect a child from another person who perpetrated physical abuse on a child. In its most sever form; physical abuse is likely to cause great bodily harm or death.

Physical Neglect is defined as the failure to provide for a child's physical survival needs to the extent that there is harm or risk of harm to the child's health or safety. This may include, but is not limited to, abandonment, lack of supervision, life endangering physical hygiene, lack of adequate nutrition that places the child below the normal growth curve, lack of shelter, lack of medical or dental care that results in health threatening conditions, and the inability to meet basic clothing needs of a child. In its most severe form, physical neglect may result in great bodily harm or death.

Sexual Abuse includes penetration or external touching of a child's intimate parts, oral sex with a child, indecent exposure or any other sexual act performed in a child's presence for sexual gratification, sexual use of a child for prostitution, and the manufacturing of child pornography. Child sexual abuse is also the willful failure of the parent or the child's caretaker to make a reasonable effort to stop child sexual abuse by another person.

Emotional Abuse includes verbal assaults, ignoring and indifference or constant family conflict. If a child is degraded enough, the child will begin to live up to the image communicated by the abusing parent or caretaker.

INDICATORS OF ABUSE AND NEGLECT

Somewhere in your community there is a family who has a serious problem. The children in that family are being abused and neglected by their parents. According to Tennessee law, all persons (including doctors, mental health professionals, child care providers, dentists, family members, and friends) must report suspected cases of child abuse or neglect. Failure to report child is violation of the law. If you believe a child has been abused or neglected call the county Children's Services office, the juvenile court, or the chief law enforcement officer in your area. Tennessee has 24-hour availability for reporting child abuse or neglect.

Possible Indicators of Abuse and Neglect:

- The child has repeated injuries that are not properly treated or adequately explained
- The child begins acting in unusual ways ranging from disruptive and aggressive to passive and withdrawn.
- The child acts in the role of parent towards their brothers and sisters, or even toward their own parents

- The child may have disturbed sleep (nightmares, bedwetting, fear of sleeping alone, needing a nightlight).
- The child loses his/her appetite, overeats, or may report being hungry.
- There is a sudden drop in school grades or participation in activities.
- The child may act in stylized ways, such as sexual behavior that is not normal for his/her age group.
- The child may report abusive or neglectful acts.

The above signs indicate that something is wrong but do not necessarily point to abuse. However, if you notice these signs early, you may be able to prevent abuse or neglect. Parents who abuse or neglect their children may show some common characteristics:

- Possible drug/alcohol history
- Disorganized home life
- May seem to be isolated from the community and have no friends
- When asked about a child's injury, may offer conflicting reasons or no explanation at all
- May seem unwilling or unable to provide for a child's basic needs
- May not have age-appropriate expectations of their children.
- May use harsh discipline that is not appropriate for child's age
- Were themselves abused or neglected as a child

Parents who abuse their children need help, but few are able to admit the problem and seek assistance. More than 85% of the perpetrators of child abuse and neglect in Tennessee were the parents or relatives of the victims. Staff of school, child care settings, or institutions were reported to be the perpetrators in only two percent of the investigations. Adolescents as well as adults can be perpetrators of abuse.

REPORTING ABUSE AND NEGLECT

- Child Abuse Prevention Center (931) 388-3840
- Juvenile Court (931) 375-1210
- Sheriff's Department (931) 388-5151
- Police Department (931) 388-2727

The Investigative Process by Department of Children's Services

A child abuse and neglect investigation is defined as a fact-finding process in which information is collected, analyzed and weighed in order to determine if child abuse or neglect has occurred. The process of investigation can include talking with alleged child victim (or observing a young, nonverbal child), parents and/or alleged perpetrator, gathering medical and psychological information, and talking with other professionals or persons (neighbors, friends, etc.) who have knowledge of the child's situation. Emphasis is placed on constantly evaluating the risk to the alleged child victim during the entire investigative process.

In reports involving severe child abuse, the Department of Children's Services will notify the local District Attorney and law enforcement offices. These include reports which involve a child's death or serious injury or situations involving torture, malnutrition, and child sexual abuse. In addition, Tennessee law requires that certain investigations be conducted by a Child Protective

Investigation Team that is composed of representatives from the Department of Children's Services, District Attorney's office, Juvenile Court, law enforcement and mental health professionals

When a person notifies the Department of Children's Services regarding possible abuse or neglect of a child, Children's Services case managers determine how quickly to proceed with an investigation by assessing the referral information and focusing on the present and future risks to a child. Considering the condition of the child and the risk of future maltreatment helps a case manager know how to quickly respond to a CPS referral and what priority to assign that referral. This process involves accepting oral or written allegations of child abuse or neglect for further investigation, gathering the information to determine the need for CPS and the urgency of the situation and initiation the appropriate response and an investigative plan.

Children's Services accepts reports of child maltreatment provided it meets the following criteria:

- The report pertains to a child under the age of 18 years.
- The report alleges harm or imminent risk of harm to the child.
- The alleged perpetrator is:
 - A parent or caretaker
 - A relative or other person living in the home
 - An educator, volunteer, or employee of a recreational/organizational setting who is responsible for the child; or any individual providing treatment, care or supervision for the child.

The Department of Children's Services accepts all referrals involving sexual abuse of children under the age of 13 years regardless of the previous relationship between the alleged victim and the alleged perpetrator. Children's Services does not investigate sexual abuse allegations of a child 13 to 18 years old by an alleged perpetrator who does not have a relationship with the child, as defined above unless the child is in the Department's custody. Children's Services may assist law enforcement or the district attorney's office in such cases.

Information needed when reporting:

- Nature of harm or specific incident(s) that precipitate the report
- Specific allegation(s), date(s) and descriptions(s) of the injuries or the dangers
- Identities of alleged perpetrator(s) and their relationships to the victim
- Witnesses to the incident(s) and how to reach those witnesses
- Details of any physical evidence available
- Perpetrator's current access to the child
- Present condition of the child (alone, in need of medical attention, etc.)
- The location of the child and directions to get there
- Any statements from the child
- Parent's or perpetrator's explanation of the alleged child victim's condition or the incident
- Parent's current emotional, physical or mental state, especially feelings about the child(ren) and reactions to the report

These are just several examples of the questions that may be asked when reporting abuse or neglect. The reporter's identity is confidential, but a name should be given so the Department

should follow-up contact with the reporter be necessary. The reporter is free from civil or criminal liability for reports of suspected child abuse or neglect made in good faith.

Boys & Girls Clubs of South Central Tennessee is required by law to report to the Department of Children's Services any suspected child abuse of our members. All suspected child abuse will be reported immediately.

CHILD CARE REQUIREMENTS

TENNESSEE DEPARTMENT OF EDUCATION

SUMMARY OF CHILD CARE APPROVAL REQUIREMENTS

This is a section by section summary of the State Board of Education School Administered Child Care Rules, Chapter 0520-12-01. Child care centers inspected by the Department of Education must meet the requirements as defined by the rules in Chapter 0520-12-01 to receive a Certificate of Approval. The unabridged School administered Child Care rules are available on the Tennessee Secretary of State website, www.tn.gov/sos, or by writing the Office of School-based Support Services, Tennessee Department of Education, 9th floor Andrew Johnson Tower, 710 James Robertson Pkwy, Nashville, Tennessee 37243-0375.

Chapter 0520-12-01 was revised to parallel Chapter 1240-4-03 except for sections of the rules specifically addressed in Title 49 of state law: school bus transportation, criminal history background reports/ fingerprinting process, and restraint of children with special needs. Chapter 0520-12-01 was revised in accordance with T.C.A. §§ 49-6-2101-2107, (Transportation), T.C.A. § 49-5-413 (Criminal History Background Reports), and T.C.A. §§ 49-10-1301-1305 (Restraint of Children). A new section was added to adequately address the adolescents participating in the Lottery Afterschool Education Programs (LEAPS), T.C.A. § 49-6-707.

1. Ownership, Organization and Administration, Chapter Section 0520-12-01-.05

- A Child Care Center must have an adequate budget. Records, including health, must be kept on all children.
- There must be a transportation plan for each child, including the names of persons to whom the child may be released.
- Staff records must be kept on each employee that includes educational background, reference checks, TBI check, in-service training, physical exams and performance reviews.
- The center must have their Certificate of Approval posted, provide parents with a copy of the policies and procedures along with a copy this summary and offer a pre-placement visit.
- Parents must have access to all areas of the center when their child is present.
- The parents must receive an educational program regarding child abuse detection, reporting and prevention.
- If the center provides transportation, the driver should be appropriately licensed, there must be liability insurance and the children must have adequate space and supervision. Transportation provided by the center or under center authorization

shall comply with state law.

2. Supervision , Chapter Section 0520-12-01-.06

- Each group must have adult supervision at all times and adult/child ratios should be followed.
- There must be a second adult available when more than 12 children are present.
- Swimming and field trips require ratios to be doubled.
- Each group must have their own space.
- Infants and toddlers must have their own space and cannot be grouped with older children.
- At naptime ratios may be relaxed for groups except infants and toddlers.

- Minimum staffing requirements per groups of children (adult:child ratio) must be maintained.
- ***Please refer to ratio charts for specific adult:child ratios for each age group***

1. Chart 1 - Single Age Grouping and Adult:Child Ratio Chart

Maximum Group Size and Adult Child Ratios							
Single-Age Grouping	8	12	14	16	18	20	No Max
Infants: 6 wks. – 15 mos.	1:4						
Toddlers (12 mos. – 30 mos.)		1:6					
2 years (24 mos. – 35 mos.)			1:7				
3 years					1:9		
4 years						1:13	
5 years						1:16	
School-Age (K and 12 years)							1:20
13 to 18 years							1:30

2. Chart 2 - Multi-Age Grouping and Adult:Child Ratio Chart

Maximum Group Size and Adult:Child Ratio							
Multi-Age Grouping	8	16	18	20	22	24	No Max
Infants/Toddlers: 6 wks. – 30 mos.	1:5						
2-4 years		1:8					
2.5 - 3 years (30 – 47 mos.)			1:9				
2.5 - 5 years				1:11			
2.5 – 12 years	1:10						
3 – 5 years (includes 3 – 4years)					1:13		

4 - 5 years						1:16	
5 - 12 years							1:20
13 to 18 years							1:30

3. Staff, Chapter Section 0520-12-01-.07

A. Responsibility for Staff and General Staff Qualifications:

- The director shall be responsible for the day to day operations, including staff and program.
- An assistant director or other staff member shall be designated to be in charge in the absence of the director and all staff shall be notified of this designation.
- No individual with a prohibited criminal history may work, substitute or volunteer in a program
- Staff must have knowledge of child behavior and development.
- Staff must be physically, mentally and emotionally stable.
- All new employees must have orientation and child abuse prevention training before working with the children.
- The director must have High School Diploma (or Department recognized equivalent), and Tennessee Early Childhood Training Alliance (TECTA) certificate for completing thirty (30) clock hours of orientation training, or the equivalent as recognized by the Department and 4 years experience working with children.
- All caregivers must be 18 years of age and one caregiver in each group must have a high school diploma.
- Directors must have 18 clock hours in-service training each year and caregivers 12 clock hours.

4. Equipment for Children, Chapter Section 0520-12-01-.08

- All indoor and outdoor equipment shall be well made, safe and kept clean.
- There must be developmentally appropriate equipment for all age groups with variety.
- Children must have a place for their belongings.
- Large pieces of equipment must be secured.
- Infants are to have space to climb, crawl and pull up without the restraint of playpens or cribs.
- There must be enough equipment so children have choices.
- There shall be an outdoor play area when children are in care for 3 or more daylight hours.
- Children up to 5 years of age must be offered a naptime if in care for 6 or more hours.
- There shall be equipment for napping or sleeping for each preschool child who is in care for six (6) hours or more.
- For napping children, cots or 2 inch mats must be provided and each child must have a cover to place under them and another available to place over them.
- Infants must have individual cribs with open tops.

5. Program, Chapter Section 0520-12-01-.09

A. Schedule and Routines.

- Routines such as snacks, meals, and rest shall occur at approximately the same time each day.
- There shall be a balance between child’s choice and adult-directed activities.
- Other activity choices shall be available to children during television/movie viewing or computer use.
- Parents shall be informed of movie showings and video/computer games and their ratings.
- Computers, if used, shall be located in view of a caregiver for monitoring purposes.

- An opportunity for outdoor play shall be extended to children of all ages who are in care more than three (3) daylight hours; when the temperature range, after adjustment for wind chill and heat index, is between thirty-two (32) degrees and ninety-five (95) degrees Fahrenheit and not raining.
- A reclining rest period of at least one (1) hour shall be provided for all preschool children in care for six (6) hours or more.
- Each child shall be allowed to form his own patterns of sleep.

B. Behavior Management and Guidance.

- Spanking or any other type of corporal punishment is prohibited. (“Corporal punishment” is the infliction of bodily pain as a penalty for behavior of which the punisher disapproves.)
- Praise and encouragement of good behavior shall be used.
- When a child is engaging in unacceptable behavior the caregiver shall, prior to disciplining the child, first distract the child’s attention and substitute a desirable activity.
- Attention spans and skills of children shall be considered so that caregivers do not require children to engage in developmentally inappropriate behavior.
- Toilet training shall never be started until a child has been in the program long enough to feel comfortable and is able to communicate a need to use the bathroom.

C. Educational Activities

- A daily program shall provide opportunities for learning, self-expression, and participation in a variety of creative activities such as art, music, literature, dramatic play, science, and health.
 - Indoor physical activities, requiring children to use both large and small muscles, shall be provided for children of each age group.
- For ages three (3) through school-age, the curriculum shall include instruction in personal safety as needed but at least once a year.

D. Nighttime Care

- If children receive night care, caretakers must provide a calm, nurturing environment and a routine hygiene plan must be in place.

6. Health and Safety, Chapter Section 0520-12-01-.10

A. Children’s Health

- Children’s health records shall be maintained as directed under subchapter 0520-12-01-.05.
- Each child shall be immunized according to the current Department of Health guidelines unless exempted pursuant to subchapter 0520-12-01-.05(8). Programs serving non-school-age children shall maintain written policies for dis-enrollment of children who fail to comply with Department of Health immunization guidelines in a timely manner.
- Parents of every child enrolled shall be notified immediately if any communicable disease has been introduced into the program:
- Parents must be notified if their child is hurt and becomes ill.
- Medications must be labeled with instructions and must be kept under lock.
- Documentation of administration and side effects of any medication given must be kept.
- Smoking is not permitted in the presence of children.

- The diapering area must be appropriate, near hand washing lavatory and cleaned after each diaper change.

B. Staff Health

- Staff must have documentation that the staff person is capable of safely and appropriately providing care for children in a group setting. The documentation shall be on file within ten (10) calendar days of employment or starting to work.
- A statement of mental or emotional health shall be obtained from a psychiatrist or clinical psychologist when deemed necessary by the Department.
- Physicals are required every 3 years.

C. Safety

- There shall be a staff member present at all times who has current certification in CPR and first aid training.
- A first aid kit must be on the premises as well as a first aid chart.
- There shall be no firearms on the premises.
- Emergency telephone numbers shall be posted next to all telephones and be readily available to any staff member.
- Kitchen knives and other potentially dangerous utensils or tools shall be secured so that they are not accessible to children.

7. Food, Chapter Section 0520-12-01-.11

A. Nutritional Needs

- Children will receive meals and snacks based on the amount of time spent in the program.
- Menus must be posted.
- Consideration must be given to daily food requirements when planning menu.
- Special diets and instructions must be provided in writing.
- New foods shall be introduced to infants and toddlers one at a time over a five (5) to seven (7) day period with parent's approval.
- Parents and caregivers shall work together when weaning an infant to insure consistency in the weaning process. Weaning shall be delayed until after an infant adjusts to group care.

B. Meal Service

- At mealtime, children shall be seated at appropriately sized tables and chairs, and adults shall supervise them in accordance with subsection 0520-12-01-.06(1)(d).
- Milk shall be placed immediately in the refrigerator.
- All formulas remaining in bottles after feeding shall be discarded.
- Previously opened baby food jars shall not be accepted in the center. If food is fed directly from the jar by the caregiver, the jar shall be used for only one feeding.
- Infants shall be held while being fed as long as they are unable to sit in a high chair, an infant seat, or at the table.

8. Physical Facilities, Chapter Section 0520-12-1-.12

- All facilities shall annually pass an inspection verifying compliance with all applicable state and local fire and environmental requirements.
- There shall be a working telephone in the center.
- A minimum of thirty (30) square feet of usable indoor play space shall be provided for each child.
- Outdoor play areas shall contain a minimum of fifty (50) square feet of usable play space for each child using the area at one time.

9. Care of Children with Special Needs, Chapter Section 0520-12-01-.14

- When children with special needs are enrolled, all reasonable and appropriate efforts shall be made to provide those children equal opportunity to participate in the same program activities as their peers.

- Adaptations to the environment shall be directed toward normalizing the lifestyle of the child with a disability by helping him/her become independent and develop self-help skills.
- The program shall inform parents of any specialized services available from the program, and if the program is aware of any specialized services available through third parties, shall additionally inform the parent of such services.
- Governing agency shall develop policies and procedures, in accordance with 0520-01-09-.23, governing personnel authorized to use isolation and restraint, training requirements and incident reporting procedures.

10. After School Programs serving Adolescents Chapter Section 0520-12-01-.15

- Rules are modified to meet the appropriate developmental stages of the adolescent regarding staff ratios and supervision as well as activities appropriate for this age group.

COMPLAINT HOTLINE: (LONG DISTANCE) 1-800-462-8261

(NASHVILLE AREA) 615-313-4820



Department of Education July 21, 2010; Publication Authorization No. 331046; 2000 copies. This public document was promulgated at a cost of \$0.34 per copy.

Both the membership application and payment of the first membership fee installment and registration fee are required to complete your enrollment and reserve your child's slot.

Still have questions? We're here to help! Please don't hesitate to contact us at jcampbell@bgcsctn.org or (931)490-9401 ext.2624. If you don't reach us right away, please leave your question in a voicemail. We will respond to you as soon as possible. Thank you!