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NIAGARA FALLS
BOYS & GIRLS CLUB

PARENT HANDBOOK

BEFORE SCHOOL, AFTERSCHOOL, & SUMMER CAMP

UPDATED 2026

NIAGARA FALLS BOYS & GIRLS CLUB
725 17th St Niagara Falls, NY 14301

Contents

WELCOME	2
MISSION STATEMENT	2
NONDISCRIMINATION STATEMENT	2
REGISTRATION PAPERWORK	2
MYCLUBHUB PARENT PORTAL	3
PAYMENTS	3
PROGRAM FEES.....	4
NY STATE CHILDCARE ASSISTANCE.....	4
ARRIVAL AND DEPARTURE.....	4
LATE PICK-UP FEE.....	5
CHILD CUSTODY	5
VISITORS	5
SCHOOL CAMERAS.....	5
HEALTH & SAFETY	6
ACCIDENT / INCIDENT REPORTS.....	7
ACCIDENTS—ON OR OFF SITE:	7
EXCLUSION OF SICK CHILDREN:	7
SENDING A CHILD HOME DUE TO ILLNESS OR INJURY	8
MANDATED REPORTERS / STAFF.....	8
DRESS CODE FOR CHILDREN	8
BEHAVIOR GUIDANCE	8
SNACKS & OBSEITY PREVENTION.....	9
CHANGES IN SCHEDULE.....	9
DAYS OFF/HALF DAYS.....	9
EMERGENCY CLOSURE/WEATHER RELATED CLOSURE	9
PERSONAL PROPERTY	10
PROGRAM	10
HOMEWORK POLICY	10
MEDICATION	10
TRANSPORTATION OF CHILDREN	11
FAMILY INVOLVEMENT	11
CONFIDENTIALITY	11
COMPLAINTS	11
SITE LOCATIONS & CONTACT INFO	12
SIGNATURE PAGE.....	13

WELCOME

We are pleased that you have chosen the Niagara Falls Boys & Girls Club for your child's before and after school programming. This handbook is given to all parents and is designed to acquaint you with our policies and procedures. We are registered by the State of New York as a School Age Child Care (SACC) Program. A copy of the SACC regulations is available on-site for review or they can be accessed at www.ocfs.ny.gov/main/childcare/daycare-regulations.

MISSION STATEMENT

Our mission is to provide appropriate & diversified programs & activities that serve to attract & hold area youth to the Clubhouse. We provide an environment that teaches children the skills needed to build positive lives, attitudes & behaviors. Participants in our program are involved in age-appropriate activities which are planned and supervised by experienced staff. All programs stress character development, values of caring, honesty, respect, and responsibility.

NONDISCRIMINATION STATEMENT

It is the policy of the Club to comply with all existing statutes, regarding Equal Opportunity, as they relate to all program participants: Ensuring that program participation decisions are made without regard to race, color religion, gender, age, national origin, marital status, veteran status, sexual orientation, mental or physical disability, or any other basis prohibited by statute. We promise to work hard with every parent to provide a positive Club environment for all children. If for whatever reason the Club is not a good fit for a child, we will partner with the parents to try to find alternative programming.

REGISTRATION PAPERWORK

Children will not be admitted to the before or after school program until their enrollment is complete and their membership fee has been paid.

All enrollment is done online through MyClubHub. There are no paper registration forms. To enroll your child:

1. Go to <https://bgcniagarafalls.my.site.com/portal/s/login>
2. Log in to your account (see the MyClubHub Parent Portal section below)
3. Follow the steps to enroll your child in a program
4. Pay your membership fee to complete enrollment

Children who require lifesaving medication must also submit the proper medication forms before they can start the program. Please contact the clubhouse for those forms.

After enrollment is complete, new children will be scheduled to start only on Mondays. This allows the site to have the right number of staff members on hand. Children who arrive before their assigned start date will be returned to the main office, and parents will be contacted for immediate pick-up.

MYCLUBHUB PARENT PORTAL

The Niagara Falls Boys & Girls Club uses an online system called **MyClubHub** to manage memberships, enrollments, and payments. All families must have a MyClubHub account.

You can access your account at any time from your phone or computer:

<https://bgcniagarafalls.my.site.com/portal/s/login>

With your MyClubHub account, you can:

- Sign your child up for programs
- Pay your bill online
- View your child's enrollment
- Update your family's contact information

Setting up your account: Before your child's first day, you will receive an email from the Niagara Falls Boys & Girls Club with a link to set up your password. Use that link to log in for the first time. If you did not receive the email, check your spam folder or ask any staff member for help.

Need help? Staff at every Club location can help you log in or use your account. You can also call the main office at (716) 282-7181.

PAYMENTS

To keep payments reasonable, all payments need to be made in a timely manner. We strongly encourage all payments be made online through the MyClubHub parent portal but can also be made monthly at the main office, located at 725—17th Street. School sites can accept payments as well. Checks and money orders must be made payable to: Niagara Falls Boys & Girls Club. Cash payments can also be made at the Club site between the hours of 8:00 a.m. and 6:00 p.m.

To pay your bill:

1. Go to <https://bgcniagarafalls.my.site.com/portal/s/login>
2. Log in to your account
3. Go to the Billing or Payments section
4. Follow the steps to pay with a credit or debit card

A \$25 fee is charged for any check returned by your bank unpaid. If more than 2 checks are returned, payment must be made by cash or money order. You must pay for the entire month your child is enrolled. Monthly fees are averaged across the school year. This means the fee stays the same each month, no matter how many school days are in that month. We do not charge extra fees for half days of school.

If you have trouble making a payment online, please call the main office at (716) 282-7181 for help.

PROGRAM FEES

Please call the Club or visit our website (www.nfbgc.org) or log in to your MyClubHub account at <https://bgcniagarafalls.my.site.com/portal/s/login> to see the most up-to-date fees for each program site. Fees are also shown during the enrollment process in MyClubHub. The Club may have scholarship opportunities available; please contact the Club directly for additional information.

NY STATE CHILDCARE ASSISTANCE

We encourage all families to apply for NYS childcare assistance which assists families with monthly payments. The guidelines have been generously increased allowing many families to now qualify. Please use this link for additional information. [Child Care Assistance Program | Division of Child Care Services | Office of Children and Family Services \(ny.gov\)](#).

Family Size	*Annual Income Limit
1	\$56,488.48
2	\$73,869.56
3	\$91,250.63
4	\$108,631.70
5	\$126,012.77
6	\$143,393.84

ARRIVAL AND DEPARTURE

You must walk your child into the program each morning and sign in with the program staff. When picking up your child from the program in the afternoon, you must sign your child out. For the safety and wellbeing of all our children in the program, children will no longer be dismissed to walking home.

When you arrive, your child will scan in using our MyClubHub system. When you pick up your child, they will scan out the same way. If needed, a staff member can complete the scan on your child's behalf. **Please do not leave until your child has been checked out with a staff member.**

To ensure the safety of every child in our program, photo identification may be requested by staff. Please list on the enrollment form the person(s) authorized to pick up your child(ren), their relationship and phone numbers. Persons authorized must be at least 18 years of age. We will not release your child to someone not listed. Emergency authorizations can be contacted by calling the main office at 282-7181. If the emergency authorization is to become permanent, written notice must be provided. In the case of shared custody issues, all scheduled pick-up changes must be put in writing by the custodial parent. Please call your child's site if you will be late.

LATE PICK-UP FEE

There is a late fee charge of \$5 for every 15 minutes past 6:00pm. If a child is not picked up as scheduled, and staff have made every effort to contact those listed on the pick-up list and no one is available, the local Police Department will be contacted to assist the staff at the program. If your child will not be attending the program on a certain day, please call the Club at 282-7181 to let us know so we are not looking for your child. This is especially important if your child is coming to our program from another school.

CHILD CUSTODY

The Club cannot legally restrict the non-custodial parent from visiting the child, reviewing the child's record, or picking the child up, unless the Club has been furnished with legally filed and executed documents. Copies of court documents must be submitted to the Club. In case of conflict, proper authorities will be contacted.

VISITORS

All visitors to the program are required to sign in and state the purpose of their visit. Visitors who are disruptive or display threatening, or dangerous behavior will be asked to leave immediately. Visitors will always be supervised by staff. Visitors must refrain from foul language and will not show or exhibit derogatory conduct toward any staff, member, parent/guardians. The misuse of drugs or alcohol at our locations is strictly prohibited.



SCHOOL CAMERAS

The Niagara Falls Boys & Girls Clubs recognizes that maintaining the safety and security of Club members, staff, volunteers, and Club property is best implemented with a multifaceted approach. Modern technology, including video surveillance, can provide tools to maintain safety and security. While video surveillance does not replace appropriate supervision by Club personnel, it can provide an additional layer of protection. Video surveillance, without or without audio recording capabilities, may be utilized in and around the Club facility, on Club property, and on Club transportation vehicles. Video surveillance shall be in accordance with all applicable laws pertaining to such use.

HEALTH & SAFETY

The Safety and Wellbeing of Young People is Our Number One Priority.

We work every day to create a safe, fun environment so kids can have every opportunity to be successful in life. We have ZERO tolerance for inappropriate behavior of any kind, including child sexual abuse or misconduct, and we put resources behind that stance.

Culture of Safety: Niagara Falls Boys & Girls Club continually updates robust safety policies, programs and training for our staff and volunteers that are designed to promote child safety and protect young people from threats that are present in our society. We implement layers of safety policies and guidelines to keep our kids safe.

Safety Policies: Niagara Falls Boys & Girls Club has comprehensive safety policies in place that protect youth – including, but not limited to, supervision, transportation, communication and prohibiting private one-on-one contact. More information about safety and a link to all NFBGC safety policies can be found on our website, www.nfbgc.org.

24-hour Toll-free Child Safety Hotline: We encourage all staff, members and families to report any incident or situation they feel is unsafe. Through our national partnership with Praesidium, one of the nation's leading safety experts, Niagara Falls Boys & Girls Club members and staff have access to a confidential 24-hour toll-free Child Safety Hotline, 866-607-SAFE (7233) or email SafeClub@Praesidiuminc.com.

Mandatory Annual Safety Assessments: We complete a safety assessment each year to ensure we continually make improvements to safety at our Club(s).

Safety Trainings: Ongoing training and supervision of staff is critical. We participate in a wide variety of child safety training. We also engage leading third-party safety experts to provide guidance for our policies and approaches, including Praesidium, the National Center for Missing & Exploited Children, and the National Children's Advocacy Center.

Safety Committee: Niagara Falls Boys & Girls Club has a dedicated Board led safety committee to provide input and guidance on local policies and safety strategies.

Mandatory Employee Reference: Any employee interested in moving to another Boys & Girls Club is required to have a reference from the previous Club, even if the Clubs are within the same community.

Mandatory Background Checks: Mandatory criminal background checks are required every year for every staff and board member at Niagara Falls Boys & Girls Club. In addition, criminal background checks are required for any volunteer who has direct contact with children. All potential employees and volunteers complete the following checks:

- Social Security Number Verification
- National Sex Offender Search
- National Criminal Background Search
- Statewide Criminal Background Search
- Statewide Central Register of Child Abuse & Maltreatment
- Staff Exclusion List for Abuse & Neglect

ACCIDENT / INCIDENT REPORTS

Our staff makes every effort to ensure the safety of your child. Unfortunately, accidents do occur. To keep you informed, staff are required to complete an accident/incident report for any injury or incident your child may sustain or be involved in while in our care. The reports explain any minor injury or treatment your child might have had. In case of serious injury, we will reach out to your listed emergency contact to make emergency medical decisions about your child. Please keep all these numbers updated. You must sign off on any incident and/or accident report involving your child.

ACCIDENTS—ON OR OFF SITE:

If your child has a minor injury, the certified Club staff will perform First Aid if necessary and notify you when you pick up your child. If an injury should occur, staff will perform immediate First Aid and if there are further questions about the injury, the staff will notify you to pick up your child and let you determine if you should take your child to the doctor or dentist.

In case of an emergency, the staff will:

1. Call 911, perform immediate First Aid, and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.
2. A member of staff will accompany the child to the hospital and will stay until the parent/guardian arrives if emergency medical transportation is required. If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made.

EXCLUSION OF SICK CHILDREN:

If your child is ill, please do not send him or her to the program. Please notify us if she/he will not be attending. Children are not allowed to attend the program if they exhibit any of the following symptoms or illnesses:

- Fever—if over 101 degrees under the arm, or accompanied by other symptoms such as behavioral change, diarrhea, undiagnosed rash or vomiting.
- Respiratory symptoms—wheezing that occurs suddenly and is unexplained, severe congestion, uncontrolled coughing.
- Signs/symptoms of severe illness (unusual) fatigue, irritability, persistent crying, difficulty breathing, etc.)
- Vomiting,
- Uncontrolled Diarrhea,
- Mouth sores with drooling,
- Rash—if cause of rash is unknown.
- Eye drainage. Unusual skin color.
- Bacterial infection (such as strep throat).
- Contagious illnesses (such as chicken pox, scabies, ring worm, or other reportable diseases).
- Head lice until after first treatment.

Children must be free from these symptoms for at least 24 hours before returning to the Club and any contagious illness should be cleared by a doctor.

SENDING A CHILD HOME DUE TO ILLNESS OR INJURY

If a child exhibits any of these illnesses while in the program, the child will be separated from the group, but still under the supervision of staff. We will reach out to contacts to have the child picked up from the program.

MANDATED REPORTERS / STAFF

All employees are required to be fingerprinted as part of the criminal record background check. Staff are also required to be cleared through the New York State Central Registry of Child Abuse and Maltreatment. Staff receive training in the detection and reporting of child abuse, maltreatment, and neglect. As Mandated Reporters, our staff are required by law to report any suspicion of child abuse and neglect. In addition, all staff are required to attend at least 15 hours of continuing education seminars and workshops per school year.

DRESS CODE FOR CHILDREN

Safety is our top priority; all members must wear sneakers while in the program. Footwear that is deemed unsafe, (croc's, flip flops, open toed/heel'd shoes) will exclude your child from certain activities (playing in the gym/outside). Please have your child bring sneakers if wearing this type of footwear. Children wearing clothing with inappropriate images or sayings or that does not cover the child so they are comfortable while participating in all activities will be asked to change.

BEHAVIOR GUIDANCE

The staff strives to maintain a positive approach in managing children's behavior. The staff enforces clear and consistent limits and expectations for appropriate behavior. Our staff deals with inappropriate behavior through various techniques including modeling, distraction, and redirection, adjusting the environment, cooperation problem solving and removal from the activity/area as a last resort.

Process—as mentioned above, when positive behavior is displayed, the consequences are participation and enjoyment of planned activities. In case of negative or inappropriate behavior the following process will be employed:

1. **Reasoning**—every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternative form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
2. **Redirection**—when reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program space for an appropriate amount of time will take place if necessary.
3. **Child and Supervisor Meeting**—when the YDP is not successful in correcting behavior, the Site Supervisor is consulted, and they may decide on further appropriate action and/or consequence.

4. **Conferences**—if the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlines. This is usually accomplished by using a Behavior Contract. A behavior contract is used for a child, after much effort, and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the timeline is fair and realistic.
5. **Suspension for inappropriate Behavior**—In order to provide a safe, effective program, suspension may occur for children unable to follow the Behavior Guidelines. The Site Supervisor and/or Program Director determine the length of suspension.
6. **Removal from the Program**—if the above process has not resulted in corrected behavior, the child will be removed from the program. This is the last option. We work hard to make sure that every child who needs our program can stay in the program.

SNACKS & OBSEITY PREVENTION

The Niagara Falls Boys & Girls Club participates in the Child Adult Care Food Program. We serve healthy, nutrition snacks following their guidelines.

Parents and caregivers can help prevent childhood obesity by providing healthy meals and snacks, daily physical activity, and nutrition education. Healthy meals and snacks provide nutrition for growing bodies while modeling healthy eating behavior and attitudes. For this reason, our programming includes fitness activities to ensure that each child is reaching their suggested 60 minutes of physical movement each day. We also participate in the Boys & Girls Club of America programming called Healthy Habits, which teaches our members all the different ways to have a healthy lifestyle. All Boys & Girls Club sites are peanut/tree nut free. This means products containing peanuts or tree nuts will not be permitted anywhere in our programs.

CHANGES IN SCHEDULE

If your schedule changes, and your child's attendance in the program changes, you must inform the Supervisor at your site. Please send a note to your child's classroom teacher so your child will be sent to the proper place (i.e., home, extra-curricular activity, or our program.) If your child is allowed to participate in after-school activities not affiliated with our program, we must have written permission to allow him/her to do so. A consistent schedule is beneficial to your child and the staff.

DAYS OFF/HALF DAYS

NFBGC currently follows the Niagara Falls Elementary School District schedule due to our NYS licensing. If your child attends a different school district, Niagara Charter School, one of the Prep Schools, or the High School, we are unable to accommodate their scheduled days off/half days currently unless those dates match the public elementary school schedule. To receive care on a day off, you must call the admin office (716)282-7181 and reserve your spot.

EMERGENCY CLOSURE/WEATHER RELATED CLOSURE

Extended Day does not operate on days school is closed. If the School District closes after school activities due to weather, our program will remain open. We do expect you to make every effort to pick your child up as soon as possible for the safety of our children and staff. If the school has an emergency and we must leave the building, your site supervisor will tell you the designated safe place where your child can be located. If needed, the Club will transport your child to the 17th Street Clubhouse. Please see the insert to get a full description of your child's site's plan.

PERSONAL PROPERTY

The Extended Day Program is not responsible for any personal property that is stolen, lost, or damaged. All your child's items should be clearly labeled with your child's name. Children are not allowed to bring cell phones, i-pods, expensive toys, or electronics to the program.

PROGRAM

The goal of the Extended Day Program is to offer high quality, affordable and dependable school-based care, and enrichment to children. The Program is not custodial care or an extension of the regular school day. A typical day starts with attendance, followed by a snack and homework. Planned activities such as sports and games, outdoor play, arts & crafts, and enrichment are also offered during the program. The Site Supervisor is responsible for overseeing all aspects of the daily program with help from their YDP (Youth Development Professional) staff.

- Specific needs and interests of the children
- Resources within the Club and the surrounding community
- Talents and abilities of the staff
- Creative and unique opportunities to play.
- Introducing children to diversity and other cultures including learning about and celebrating diverse holidays
- Indoor and outdoor physical wellness
- Computers are utilized for Educational Purposes only.
- Youth will receive programming in the following core program areas. Health & Life Skills, Education & Career Development, Character & Leadership Development, The Arts, and Sports, Fitness and Recreation

HOMEWORK POLICY

Children will have an opportunity to choose to start/complete homework daily. Staff cannot make the child complete assignments and cannot search book bags for incomplete work. Children will need to complete assignments at home that are not finished within this time.

MEDICATION

The Club staff does not administer medication, except for epi-pens and emergency inhalers. Medications must be in the original container with the original directions and label intact. Parents and Physician must complete a Health Care Plan [Individual Health Care Plan – Parent (for any health concerns), Medication Consent – Doctor – My Medications, Individual Allergy & Anaphylaxis Emergency Plan – Allergies – Doctor]. This plan will remain on site and must be approved by The NFBGC and the Office of Family & Child Services. Children with Epi-pens and/or inhalers cannot start programming without the proper medication on site and the proper forms completed by a Guardian and the child's Physician.

If a child requires medication other than emergency medication, it is the responsibility of the parent to send an authorized person to the program to administer medication and the site must be MAT certified. In the case of a child requiring medicine but the site does not have MAT trained personnel on staff, the child will be relocated to an MAT approved site until the original site is cleared by New York State.

TRANSPORTATION OF CHILDREN

The Club will receive authorization from the parent to transport the child to and from the program. Transportation is provided for a field trip or off-site programming. All field trip dates, times, and locations will be posted by the parent sign-in, sign-out table. Parents will be required to complete a transportation consent form prior to their child attending the field trip. Parents must sign off on the Transportation Plan.

Staff will take attendance as children board and leave the vehicle. There will also be a sweep of the vehicle to look for children who may have fallen asleep, or be laying down, before the last staff exit the vehicle. Staff are not allowed to use their personal vehicles to transport any program participant. In the event of an emergency, staff will call 911.

FAMILY INVOLVEMENT

You are encouraged to visit the Club and meet informally with the staff on a regular basis. We believe your active participation improves the quality of your child's experience here. Connection between home and the Club increases your child's sense of security. We want to establish and maintain a relationship of mutual support, trust, and respect. The program will conduct a mandatory parent conference during the school year, and you will be notified in a timely manner of the date for your child's conference. We welcome your contributions. In addition, we ask for your support during any of the various fundraising events we hold each year. You are welcome to volunteer your time and talent and we value your thoughts about what we do. Please feel free to speak with our Director of Program Quality or Site Supervisor. They want to hear your ideas and concerns. We look forward to getting to know you.

CONFIDENTIALITY

The Club shall maintain confidentiality and respect the family's right to privacy, refraining from disclosure of confidential information and intrusion into family life. However, when we have reason to believe that a child's welfare is at risk, it is permissible to share confidential information with agencies or individuals who may be able to intervene in the child's interest.

COMPLAINTS

If you feel your child is not being treated fairly in our program, you should first contact the Chief Operating Officer at (716) 282-7181.

SITE LOCATIONS & CONTACT INFO

1. **Abate Elementary** – 1625 Lockport St, Niagara Falls, NY 14305
Supervisor Cellphone: (716) 990-5193
2. **Cataract Elementary** – 6431 Girard Ave, Niagara Falls, NY 14304
Supervisor Cellphone: (716) 990-5212
3. **GJ Mann Elementary** – 1330 95th St, Niagara Falls, NY 14304
Supervisor Cellphone: (716) 990-5215
4. **Hyde Park Elementary** – 1620 Hyde Park Blvd, Niagara Falls, NY 14304
Supervisor Cellphone: (716) 990-5221
5. **Kalfas Elementary** – 1730 Beech Ave, Niagara Falls, NY 14305
Supervisor Cellphone: (716) 990-5222
6. **Maple Ave Elementary** – 952 Maple Ave, Niagara Falls, NY 14305
Supervisor Cellphone: (716) 990-5223
7. **Bloneva Bond Elementary** – 2513 Niagara St, Niagara Falls, NY 14303
Supervisor Cellphone: (716) 990-5229
8. **79th Elementary** – 551 79th St, Niagara Falls, NY 14304
Supervisor Cellphone: (716) 990-5194
9. **17th St Clubhouse** – 725 17th St, Niagara Falls, NY 14301
Supervisor Cellphone: (716) 282-7181
10. **Cub Club Early Learning Center** – 4520 Military Road, Niagara Falls, NY 14305
Supervisor Cellphone: (716) 282-7181
11. **Wilson Elementary** – 430 Young St, Wilson, NY 14172
Supervisor Cellphone: (716) 751-9341

SIGNATURE PAGE

I have received a copy of the Boys & Girls Club parent handbook. I understand that the policies in this handbook are for the health and safety of all children and staff, and that the policies maybe changed at any time at the sole discretion of the Niagara Falls Boys & Girls Club.

I understand that if the content changes in any way, Niagara Falls Boys & Girls Club may require additional acknowledgment to indicate that I am aware of the changes.

I agree to a minimum of 90 days of attendance for the school calendar year. I understand that this commitment applies to the school-year program (September through June) and that failure to meet the minimum attendance requirement may result in loss of enrollment priority or forfeiture of my child's spot.

I also understand that by completing enrollment in MyClubHub, I am confirming that I have received a copy of the parent handbook, I have had an opportunity to read it, and I am accepting the terms of these policies. My digital acknowledgment through the MyClubHub parent portal serves as my official agreement.

Parent/Guardian Name: _____

Child(ren) Name: _____

Date: _____