

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



**BOYS & GIRLS CLUB**  
OF GREATER WATERBURY

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**Member & Parent/Guardian Handbook**

**1037 East Main Street ♦ 203-756-8104**

**2026 - 2027 School Year**

## **Introduction**

This Handbook is designed to inform members and parents/guardians of the policies and procedures of the Boys & Girls Club of Greater Waterbury. It contains rules by which the Club operates and helpful hints that will make everyone's experience more enjoyable. **Each member and parent/guardian must review this Handbook and agree to follow the policies and procedures as a condition of membership.**

The Boys & Girls Club is a non-profit youth organization that seeks to help children from all backgrounds develop the qualities needed to become responsible citizens and leaders.

The purpose of the Club is to promote character development in young people by instilling a sense of competence, usefulness, belonging and influence with each member.

*The after-school program at the Boys & Girls Club of Greater Waterbury, serving school-age children and youth, is exempt from child care licensing by the State of Connecticut Office of Early Childhood. The drop-in after-school program follows the membership requirements and safety standards set for by the Boys & Girls Clubs of America.*

## **Membership**

Membership at the Club is open to all youth who are at least five (5) years old **and** enrolled in school (Kindergarten or higher) to youth who are eighteen (18) or younger **and** are in high school. A parent or legal guardian is required to register children. Registration must be completed in person at the Club. All application forms must be completed in full or will not be accepted. The information requested is necessary for safety and for purposes of the funding that supports the Club.

Every member must have a complete and current Application on file for every school year. **All parents/guardians must attend an orientation session every school year.** Failure to attend the orientation may result in revocation of membership privileges.

Membership is open to all youth without regard to race, color, religion or national origin.

## **Fees**

The membership fee is \$150 per year. The membership year runs concurrently with the school year. Additional fees may be charged for any school holidays or vacation days or in-service school days on which school is closed but the Club is open. In addition, fees may be charged for additional programs that are scheduled during non-Club hours. Summer Camp is not included in the membership fee.

\*Membership at the Boys & Girls Club of Greater Waterbury is a privilege and should be treated as such. Membership may be revoked at any time for inappropriate behavior. **No refunds will be given in cases of revoked membership.** *See Discipline Policy*

We would like to thank all of our members and their parents for becoming a part of our family. Please remember that we are a "club" and not a "daycare." The Club has a volunteer Board of Directors that raises the funds to continue our operations; without them, the Club could not be so affordable. If we work together, we can successfully create and maintain a place where young people can learn, grow and mature.

## **Safety**

Ensuring our members' safety is fundamental to our Mission. The Boys & Girls Club staff, Board of Directors and volunteers work every day to create a safe, fun environment so that all kids can have every opportunity to be successful in life. We have zero tolerance for inappropriate behavior from any person of any kind, including child sexual abuse or misconduct, and we put resources behind that stance. In creating a culture of safety at the Club, we have a series of policies, procedures, programs and trainings designed to promote child safety. Questions and concerns should be brought to the attention of the Executive Director and/or the Director of Operations promptly. The Club's safety policies and procedures are available upon request. Those policies include:

- Behavior Management
- Incident Management
- Bullying Prevention
- Child Abuse Prevention
- Drug & Alcohol-Free Workplace
- Emergency Operations
- Emergency Drills

- Food Delivery
- Incident Management
- Food Sharing
- Kitchen Use
- Off-Site Aquatics
- Mandated Reporter
- Prohibition on One-to-One Interaction
- Ratio
- Red Flag Reporting
- Sign-out of Members
- Supervision & Facilities, including Addendum
- Technology Acceptable Use
- Teen Open Door
- Tobacco Free
- Transportation
- Video Surveillance
- When a Member Leaves

### **Parent Orientation**

**All parents/guardians MUST attend orientation, every year.** During this orientation, parents and members will have the opportunity to discuss any of our policies and how the program will operate. The subjects reviewed at the orientation are important. While the Club will post reminders, the Club expects all members and families to be aware of our policies and procedures. Policies and procedures will not change over the course of the school year and will be followed and enforced consistently throughout the year.

If during the course of the school year, any parent or guardian wishing to meet with the Executive Director &/or the Director of Operations or if the Executive Director &/or the Director of Operations request a meeting with any parent/guardian, said meeting must occur between 9 am – 2 pm. Staff are not able to meet during after-school hours.

### **Hours of Operation**

After-School Program - Monday, Tuesday, Thursday and Friday:  
2:30 to 6:00pm (8<sup>th</sup> grade and younger); 2:30 to 7:00pm (high school only)  
After-School Program – Wednesday – 12 noon – 5pm (all members)  
**EXCEPT on school half-days and other special events when all programs will end early (time TBD).**

Hours of Operation are subject to change in the event of any City, State or Federal guidance or actions.

The Club's hours vary on days when school is not in session, i.e. school holidays/breaks. Our administrative hours are from 9:00 a.m. to 5:00 p.m., Monday- Friday. Registration will be accepted between 9:00 am – 2:00 pm ONLY.

\*The Club reserves the right to change its hours and days of operation based on need and/or economic circumstances. If such changes occur, parents will be notified in advance. Additionally, there may be days when it is necessary to close the Club due to unforeseen circumstances such as emergency repairs, inclement weather, etc. We are occasionally closed in preparation for fundraising and special events and for the professional development and training of staff. We always send text notices and post notices at the front desk. The Club follows the schedule of the Waterbury Public Schools and will automatically close if Waterbury schools are closed due to weather or other emergencies.

### **Holidays**

The Club will be closed the following holidays: Labor Day, Thanksgiving Day & the day after, Christmas Day, New Year's Day, Memorial Day and Independence Day. The Club may be closed on other holidays; notices are posted at the front desk and reminders are sent via text message.

### **Pick-up Procedure**

All parents/guardians are required to enter the building to pick up their child and to sign their child out. Your child will not be sent outside to you – you must come inside. The front desk will notify the child that it is time to leave; parents/guardians may not go into the program areas to find their child and must remain at the front desk until their child appears. Club members will not be allowed to wait outside to be picked up or leave the building unaccompanied.

Everyone, even those adults authorized to pick up, are required to provide proof of identity (driver's license, etc). If someone who is not listed in your child's Membership Application as an "Adult Authorized to Pick Up Member" is coming to pick up, you **must call the Club prior to pick up with that person's name.** That person will be required to provide proof of identity.

No youth are allowed at the Club unless they are signed in and participating in Club activities. Members may **not** be dropped off prior to the opening of the Club, as the Club cannot be held responsible for the supervision of such youth.

Please utilize marked spaces within the parking lot and remember that there is NO parking in handicap spots. Please do NOT block the entrance to the club or park in a manner that prohibits others from leaving. Please be courteous of our neighbors – do not block passage on the street and do not park in their driveways. These procedures are designed for the safety of all users and to minimize potential problems that might occur with the shared use of the parking lot.

### **Pick-Up Policy and Late Pick-Up Fee**

Members must be picked up by closing time. **A late pick-up fee of \$20 will be charged per child for every half hour (or portion thereof) you are late.** This fee will apply immediately after closing. After one hour, without contact from a parent or guardian, the authorities may be notified. Staff will collect and issue a receipt for any “babysitting fees.” **Members may not return until these fees are paid in full.** If you are late more than 3 times, you must schedule a meeting with the Executive Director before your child may return to the Club. **Remember:** Only those people having the authority to pick up a child, as listed on the Member Application, will be allowed to pick up your child. Please list at least 2 additional people authorized to pick up and contacts besides yourself.

### **Illness Policy**

If a member is too ill to attend school, then he/she is too ill to attend the Club. We do not have the staff to attend to sick children nor a place for them to rest quietly. As soon as signs of illness are identified, the parent/guardian will be contacted and will be required to pick up their child within one hour. If greater than one hour passes, our standard late fee will be charged. This is not only for the comfort and safety of your child but the well-being of all of our members. *Staff are not permitted to administer medication to youth.*

All children are expected to follow Club policies surrounding behavior, hygiene, health practices, social distancing, and any other mandates or recommendations implemented by the Club.

- Common sense should always prevail – **please do not send your child to the Boys & Girls Club if he/she is sick for any reason.** If your child either did not attend school or was sent home due to illness, your child may not attend the Club that day. Children with any medical condition which within the Club setting may expose others to disease of contagious and infectious conditions may be excluded from attending the Club. Before a child may return to the Club after absence due to such condition, parents and members may be required to submit medical evidence that their child has recovered sufficiently to prevent exposing others.
- Staff, children, parents/guardians and visitors are asked to support the Club in providing a safe space for our members and staff by fully complying with our directives.
- All children are expected to follow Club policies surrounding behavior, hygiene, health practices, social distancing, and any other mandates or recommendations implemented by the Club.

Any changes to Emergency Contact Information must be provided to the Club in writing immediately.

### **Toilet Training**

The Club does not accept children into membership who are not toilet trained. It is the same policy that governs acceptance into the public schools, which is designed not only to prevent “accidents and distractions” during the course of the school day, but to ensure the well-being, health, and self-esteem of the child. From time to time, however, accidents may happen. In the event of an accident, you can expect these procedures to be followed:

- Club staff will provide clean clothes, if available, for the child to wear while waiting for their parent to arrive.
- Parents will be notified immediately through the contact numbers provided on the child’s registration. Children will be kept by the front desk until the parent arrives.
- Parents are expected to respond as quickly as possible

- Huggies®, Pampers®, or any other type of diaper or “pull up” are not acceptable undergarments and will be taken as a sign that a child is not toilet trained.
- Any child who has more than two toilet accidents will be considered not toilet trained and will not be allowed to participate in Club activities for the remainder of school year.

### Attendance

Unlike school, attendance at the Club is not required but it is encouraged. If a member does not attend school for any reason, however, he/she may not attend the Club that day.

No youth are allowed at the Club unless they are signed in and participating in Club activities. “Hanging out” is not allowed.

Members are required to participate and stay within their program/group at all times. If a member is signed up to participate in a special enrichment program, attendance is required. The member must attend every session for its duration. Parents/Guardians may not pick up their child until the special enrichment program is done for the day.

Members should **not** be dropped off prior to the opening of the Club, as the Club cannot be held responsible for the supervision of such youth.

### Membership Cards

The Club does not issue Membership Cards. All members must be fully registered and must check in at the front desk daily.

### Transportation to the Club

Bus transportation is provided directly to the Club from particular City schools – those schools may include Brass City Charter, Catholic Academy of Waterbury, Chase, Generali, Gilmartin, Maloney, Rotella, St. John’s School, Wallace, Walsh, WAMS, Wendell Cross and Wilson. Free transportation from these schools (or others) is subject to availability as determined by the bus company and the City. Parents/guardians must complete the bus form included in the Membership Application and provide an alternative transportation plan for your child in cases when the Club is closed (i.e. emergency dismissal due to weather). The Club will provide the school with your child’s name and alternative transportation plan. Children are

expected to follow rules and behave accordingly on the bus from school to the Club. Failure to follow the rules on the bus may result in a child being denied the ability to ride the bus and/or termination of the bus.

### Summer Program

The Boys & Girls Club of Greater Waterbury is open 7-8 weeks each summer. The cost of the Summer Enrichment Program is not included in the membership fee. The summer program is open to members and non-members. Registration begins in early spring. Information can be found at [www.bgcgwater.org](http://www.bgcgwater.org).

All Club rules apply during the summer program.

*The Summer Enrichment Program is a licensed day camp under the State of Connecticut Office of Early Childhood.*

### Personal Belongings

**All personal belongings brought into the Club by a child are the responsibility of that child. The Club is NOT responsible for lost, damaged, or stolen items.** Please discourage your child from bringing anything to the Club that is not completely necessary, including toys, dolls or electronics. Items that your child brings to the Club should be clearly marked with their name. Items that are not collected from our lost-and-found in a timely fashion will be donated to a local charity.

#### • **Cell Phones and Other Personal Devices**

The Club strongly discourages members from bringing cell phones, personal gaming and music devices (such as IPODS, Game Boys, Nintendo DS) to the Club or any related activities or field trips. If they are brought to the Club, **they may not be taken out of the member’s bag while at the Club.** Parents and members are to be reminded that we, as stated in this *Member & Parent Handbook*, are not responsible for any personal property brought to the Club. If such devices are brought, they are NEVER to be taken in the locker rooms or restrooms. Staff has the right to confiscate any device at any time the student abuses the regulations for its use. Confiscated devices will be returned to the parent or guardian at the time of pick up. The Club cannot guarantee the safe keeping of confiscated equipment.

Members are not allowed to take any pictures of any other members without the other child's parental or guardian permission.

Any inappropriate texting or sexting (inappropriate picture mail) is illegal and will be investigated and the incident will be turned over to the proper authorities.

### **Phone**

The phone at the Club is a business phone. **Members may, however, use the Club phone in cases of an emergency.** In such cases, members must use the phone at the front desk after first requesting permission from a staff member. Use of the phone is a privilege and any member who abuses this privilege will be subject to disciplinary action.

### **Visitors**

All visitors are required to check in at the front desk. Please note that access by visitors is limited and permission must be granted by the Director of Operations.

### **Volunteers**

Parent/family volunteers are welcome to assist us with our programs, in particular, family and holiday programs. Please see the Director of Operations.

Pursuant to the Club's Policy on the Role of Minors, members cannot volunteer or be employed at the Club.

### **Participation/Programming**

Members are required to participate and stay within their program/group at all times. Most programs are scheduled for 45-60 minutes. Members are encouraged to participate in every activity in all of the 5 core service areas which are: Character & Leadership Development, Education & Career Development, The Arts, Health & Life Skills, and Sports, Fitness & Recreation. The Club is dedicated to introducing children to a wide array of programs to help develop the whole child.

The Club offers a range of special enrichment programs for which members must sign up in advance. These programs run for a limited duration and may only be offered one time. The Club receives grant or other restricted funding for these enrichment programs and is required to report on participation and outcomes. Therefore, if a member is signed up to participate in such a special enrichment program, attendance is required. We also request that, if a child is participating in a special enrichment program, parents do not pick up the child until the program is done for the day.

### **Supervision**

Our staff are trained Youth Development Professionals and have undergone background checks. A staff member will oversee each of our designated program areas at all times. Please take the time to remind your child of the need to follow Club rules and directions at ALL TIMES.

### **Discipline Policy**

The Club strives to keep the consequences for unacceptable behavior clear, appropriate, timely and consistent. The safety of all members is of utmost importance to us. Our standards, along with the expectation that all members use good common sense, exist to ensure that your child and every other child at the Club can safely enjoy the Club's activities. Any member who disrupts programs or creates a dangerous situation will be disciplined appropriately. Members who do not follow rules can expect to lose privileges and face consequences. Offenses are never excused as such and will be handled based on their severity. Our staff makes every possible attempt to resolve discipline problems in a positive and constructive manner. At times, if necessary, discipline may include being written up, assigned club service, suspension or expulsion. If asked to come and pick up your child, you must do so within one hour or our standard "babysitting fee" will be charged. **Refunds will not be given in cases when membership is restricted or terminated for behavioral reasons.**

Violation of Club Rules and Regulations may result in a discipline ranging from a warning or time-out to a written warning and/or meeting with the parent/guardian to suspension or even expulsion from the Club, depending on the severity of the offense. It is up to the discretion of the Director of Operations and Executive Director, if they determine the circumstances have compromised the safety of the members or staff.

### **Zero Tolerance**

The Club has zero tolerance for violence (fighting, etc.), discrimination, harassment and bullying. Members will be subject to discipline, up to and including expulsion from the Club.

### **Rules and Regulations of the Club**

1. Members must check in and out of the Club.
2. Members must choose and participate in the scheduled activities – NO HANGING AROUND.
3. Members must do homework during Power Hour. Those not having homework must do quiet activities or read.
4. Staff are in charge and should be treated as such. Disrespect for staff and other members will not be tolerated.
5. Profanity, arguing, fighting, and rudeness are not acceptable.
6. Bullying will not be tolerated.
7. Possession/use of alcohol, tobacco, drugs or weapons on Club property will not be tolerated.
8. Horseplay or any unsafe behavior is not permitted.
9. Destruction of the Club's, staff or another member's property will not be tolerated.
10. Members are not allowed in any area where there is no staff supervision.
11. The Club is not responsible for any personal property that members bring to the Club.
12. No cell phones or any other electronic device or toys (iPod, laptop, etc.). Such devices must be left in the member's backpack or school bag. Any confiscated items may be picked up at the front desk as the member is being signed out. The Club is not responsible for any lost or stolen equipment.
13. No eating or drinking in the gym – except water - or in any other program area where food and drink may be prohibited.
14. No smoking or drinking alcohol inside the Club or anywhere on Club property – this applies to everyone, including parents/guardians and visitors.
15. Members are not allowed to wait outside for their parents.
16. Members must stay with their groups on all field trips and club activities.
17. Club phone is for emergency use.

### **Bullying Prevention**

The Boys & Girls Club of Greater Waterbury is committed to providing all members with a safe and civil environment and will not tolerate any form of bullying at any Club activity on or off Club property.

Bullying shall mean any written, electronic, verbal, physical or social act that willfully harms another. Aggravated bullying shall mean willful harm motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, appearance or socioeconomic status.

Staff and volunteers who observe an act of bullying will take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, he/she shall report it to his/her supervisor and document the incident in writing and the parent or guardian of any member who was observed as a victim or perpetrator of bullying will be informed. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior.

### **Youth Safety**

#### **Interactions between Employees or Volunteers and Members (Youth)**

Research shows many cases of organizational abuse occur off-site and outside of regularly scheduled activities. Therefore, the Boys & Girls Club prohibits interaction between employees and volunteers and the Club's After-School members, summer program participants and other youth it serves outside of the Club or the Club's regularly scheduled activities, except in cases of a preexisting familial or social relationship (i.e., children are friends at school, families attend same religious institution) or the parent/guardian has authorized the outside interaction in writing and will be present during that outside contact (i.e., a birthday party or sporting event).

If there is a pre-existing social or familial relationship, the employee or volunteer shall maintain appropriate professional boundaries with that youth(s) while in Club programming.

Employees and volunteers shall notify the Executive Director or Director of

Operations in writing of the nature of the pre-existing social or familial relationship. The written notice shall be placed in the youth's file and shall be confirmed by the parent/guardian also in writing.

Examples of contact outside of regularly scheduled program activities:

- Babysitting arrangements
- Tutoring
- Private lessons/coaching
- Mentorship
- Social interactions between employee's or volunteer's children and children served by the organization:
  - Playdates and birthday parties
  - Sleepovers
  - Overnight trips and vacations
  - Rides to/from organization or extracurricular activities and events
- Attending public events in a shared community (like graduation, sports events, religious ceremonies)
- Continued contact with youth after a youth's participation in a program has ended

### **Mandated Reporting**

In accordance with the laws of the State of Connecticut and the policies of the Boys & Girls Club, every staff member or volunteer of the Boys & Girls Club of Greater Waterbury who becomes aware of or has suspicion of child abuse or neglect **shall immediately** report to Club leadership **and** to the appropriate authorities according to Connecticut mandated reporting laws. Leadership must report to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system. The Club reserves the right to call the police or other emergency services as it deems necessary.

The Club will adhere to the directives of DCF and/or the police.

All Boys & Girls Club staff are trained annually on child abuse and grooming prevention, how to identify "red flag" behaviors and mandated reporting.

### **Expectations for Members:**

1. Be respectful of everyone. Listen to staff and volunteers.
2. Follow Club Rules.

3. Participate.
4. If there is not a staff person in an area, then stay out of that area.
5. Never leave the Club or a field trip or Club activity without permission.
6. Help to keep our Club clean and take care of our equipment.
7. If you have a problem of any kind, talk to a staff person.
8. Try to bring a smile every day; a positive attitude is contagious.
9. **HAVE FUN!**

### **Expectations for Staff:**

1. Treat everyone fairly and consistently and in a professional manner.
2. Required to document any violation of policy and rules.
3. Notify parents of any violations of Club policy and rules.
4. Be here because they care about our members.
5. Be cheerful and treat every member with dignity and respect.
6. Be good role models.

### **Expectations for Parents/Guardians & Families:**

1. Be supportive of our staff. If you have an issue with a staff person, notify the Director of Operations to schedule a time to discuss the issue with the staff person.
2. Absolutely **NEVER** confront a member who is not your own child! If you have a concern with one of our member's behavior, notify the Director of Operations and we will handle it. Treat the other members as you would want your child treated and remember they are still kids.
3. You are responsible for any damages that your child may intentionally or unintentionally cause to Club or another member's property.
4. Pick up your child on time.
5. Do not smoke or drink anywhere on Club property, including the parking lot.
6. Reinforce Club rules and regulations with your child.
7. We reserve the right to ban any parent/guardian or family member entrance into the Club for violation of the above or other inappropriate or illegal behavior.

### **Acceptable Technology Use Policy and Responsible Use Guidelines**



The Club is committed to providing a safe use of technology and online safety for members, staff and volunteers. The acceptable use policy provides the framework for those safety practices and procedures.

## **CLUB MEMBER USAGE**

Under the Technology Acceptable Use policy, the following relevant principles shall apply:

**Club devices** shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

**Personally-owned devices** shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images. Unless explicitly allowed, all members are banned from using any kind of personally-owned device at the Club.

**Club purposes** shall include program activities, career development, communication with experts and/or Club peer members, homework and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

**Authorized use:** Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy.

**Appropriate use:** Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

**Monitoring and inspection:** The Club reserves the right to monitor, inspect, copy and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

**Loss and damage:** Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online. Inappropriate communication includes but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or disrespectful language or images typed, posted or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others;
- Knowingly or recklessly posting false or defamatory information about a person or organization; or

- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a member is told to stop sending communications, that member must cease the activity immediately.

### ***Cyberbullying***

Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. This behavior is cyberbullying, which is defined as bullying that takes place using emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff or community is subject to disciplinary action.

Examples of cyberbullying include, but are not limited to:

- Harassing, threatening or hurtful text messages, emails or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites or fake profiles.

Members may not attempt to gain unauthorized access to the Club's network, or to any other computer system through the Club's network. This includes attempting to log in through another person's account or accessing another person's files. Members may not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco or other drugs; engaging in criminal activity; or threatening the safety of another person. Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

### ***Monitoring and inspection***

The Club reserves the right to monitor, inspect, copy and review files stored on Club-owned devices or networks. In addition, the Club reserves the right to inspect and/or review personally owned devices that are brought to the Club.

Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection.

Parents/guardians may refuse to allow such inspections but the member may be barred from bringing personally owned devices to the Club in the future.

### ***Internet access***

Personally-owned devices, if allowed, used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. The Club reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks or other services. Members must follow Club procedures to access the Club's internet service.

### ***Loss and damage***

Members are responsible for keeping their personal device in their bags or with them at all times. Staff are not responsible for the security and/or condition of the member's personal device. Furthermore, the Club shall not be liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

### ***Parental notification and responsibility***

While the Club's Technology Acceptable Use Policy restricts the access of inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some material might not fit the particular values of members and/or their families. Because of this, it is not considered practical for the Club to monitor and enforce a wide range of social values in student use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

### ***Digital citizenship***

Club members shall conduct themselves online in a manner that is aligned with the Club's Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the Club's Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

### ***Club-owned-and-operated technology***

Members are expected to follow the same rules and guidelines when using Club-owned technology. Club technology and systems are the property of the Club, are intended to be used for Club purposes and are to be used during approved times with appropriate supervision. Club members shall never access or use Club technology or systems without prior approval.

### ***Digital citizenship and technology safety training***

All members who wish to use a Boys & Girls Clubs device or equipment will be required to successfully complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

### **Notifications**

The Club uses a text notification system through Levitate. All parents/guardians **must** provide a cell phone number (or of a phone capable of receiving texts) to receive important messages from the Club including those pertaining to closures and emergencies. You must notify the Club of any changes to the cell phone number.

When you complete the Membership Application, you will be asked to opt-in by providing your cell phone number. If you would like to opt-out of receiving text messages reply 'STOP,' if you need more information or help reply 'HELP.' The Boys & Girls Club of Greater Waterbury will never share your mobile information with third parties.

### **PRIVACY POLICY**

Welcome to our website. We value your privacy and are dedicated to protecting your personal data. This privacy policy outlines how we collect, use, store, and protect your personal data, and your rights concerning this data. We do not share your data with third parties for marketing or promotional purposes.

#### **1. Data Sharing and Disclosure**

We do not share your personal data with third parties for marketing or promotional purposes. We may share your data with third parties only in the following circumstances:

- Service Providers: With third-party service providers who perform functions on our behalf, such as IT service providers, data storage providers, and telecom service providers
- Legal Obligations: When required by law or to respond to legal processes.
- Protection: To protect our rights, property, and safety, or that of our customers and others.

#### **2. Data We Collect**

We collect various types of personal data, including:

- Identity Data: First and last name.
- Contact Data: Email address, phone number, billing and delivery address

#### **3. Methods of Data Collection**

We collect personal data using various methods, primarily through forms on our website:

- Direct Interactions: You provide your personal data when you fill out forms, create an account, subscribe to our services, or give us feedback.

#### **4. How We Use Your Personal Data**

We use your personal data for the following purposes:

- SMS Program: If you opt into our SMS program, we will send you messages regarding our services, updates, policies, and promotional offers. You will receive messages about product updates, service notifications, and special offers. You can opt-out at any time.
- Service Provision: To perform the contract, we are about to enter into or have entered into with you.
- Marketing and Communications: To send you marketing materials or communicate with you about our services.
- Customer Support: To respond to your inquiries and provide support.

#### **5. Data Storage, Maintenance, and Protection**

We implement appropriate security measures to protect your personal data from being accidentally lost, used, or accessed in an unauthorized way, altered, or disclosed. These measures include:

- Data Encryption: Encrypting personal data to protect it from unauthorized access.

- Access Controls: Limiting access to personal data to authorized personnel only.
- Regular Security Assessments: Conducting regular security assessments to identify and mitigate potential vulnerabilities.

## **6. Your Rights You have the following rights regarding your personal data:**

- Access: You can request access to the personal data we hold about you.
- Correction: You can request correction of any incomplete or inaccurate data we hold about you.
- Erasure: You can request deletion of your personal data where there is no good reason for us to continue processing it.
- Objection: You can object to the processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation that makes you want to object to processing on this ground.
- Restriction: You can request restriction of processing of your personal data.

## **7. Opt-Out Options and Mobile Information**

You have the right to opt out of receiving marketing communications from us at any time by:

- SMS: Replying "STOP" to any SMS message you receive from us.  
Email: Clicking the "unsubscribe" link in any email you receive from us.
- Account Settings: Updating your preferences in your account settings on our website.

More on mobile information usage, collection, and privacy

- Our SMS program provides updates, notifications, and promotional messages related to our services. By subscribing to our SMS program, you consent to receive SMS messages at the phone

number provided. Message frequency may vary based on your interaction with our service.

- We do not share your mobile information with third parties or affiliates for marketing or promotional purposes. Additionally, all the categories of personal data mentioned above exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties under any circumstances; however, we may share your data with trusted service providers who assist us in operating our SMS program, provided they agree to keep your data confidential and use it solely for the purpose of providing services on our behalf.
- You have the right to access, correct, verify, or remove your personal information at any time. To manage your information, please contact us at 203-756-8104
- Opt-Out Option: If you wish to opt-out of receiving SMS messages, you may do so at any time by replying "STOP" to any of our messages or by contacting us directly 203-756-8104.
- Opting out will not affect your other interactions with our services.

## **8. Changes to this Privacy Policy**

We may change this Privacy Statement from time to time when necessary to reflect changes in our Services, how we use personal information, or the applicable law. If we make changes, we will revise the "Last Updated" date at the top of the statement. If we make material changes, we will provide you with notice or obtain consent regarding such changes as may be required by law. We encourage you to review the Privacy Statement whenever you access the Services or otherwise interact with us to stay informed about our privacy practices and the ways in which you can exercise choice over these practices. The practices described in this Privacy Statement are subject to applicable laws in the locations in which we operate.