



BOYS & GIRLS CLUBS
OF BOSTON

Josh Kraft Mattapan Teen Center

Parent / Guardian
Handbook (2024-2025)



On behalf of the Staff and Advisory Board of Boys & Girls Clubs of Boston's Josh Kraft Mattapan Teen Center, I welcome you to our Club.

We focus on three priority outcomes: *Academic Success*, *Workforce Readiness*, and *Healthy Development*.

In addition, we provide a safe haven filled with hope and opportunity, ongoing relationships with caring adults, and life-enhancing programs.

Our Club culture is collectively created by staff, members, and parents/guardians.

The following Club Community Values reflect the importance of **RESPECT** to create a positive, safe Club culture:

RESPECT Yourself and Each Other
RESPECT Staff and Visitors
RESPECT The Club and Property

In addition to our Club Community Values, *Health 360* reflects our commitment to promoting healthy development at the Club.

This handbook provides information about our programs, expectations, and opportunities. Please use it as a reference. If you have further questions, please contact the Club by email or phone, or stop by any time to set up an appointment.

We hope you will become involved at the Club and look forward to making the Club experience as enriching as possible for your family!

Sincerely,

Rick Aggeler
Director



table of contents



| | |
|--|-----------|
| Club Schedule / Find Us | 01 |
| Club Contact Information | 02 |
| Rules and Expectations | 03 |
| Procedures and Policies | 05 |
| Safety Information for Parents | 09 |
| Behavior Expectations | 14 |
| Behavior Management | 17 |
| Support Services | 19 |
| Family Engagement Opportunities | 24 |
| Club Calendar | 26 |

club schedule

2024 – 2025

| | Ages | Hours | Notes |
|-----------------------------------|---------|-------------------------------------|--|
| After-School Program Hours | 13 – 18 | Mon. to Fri. 1 – 8 p.m. | |
| School Vacation Hours | 13 – 18 | Mon. to Fri. 11 a.m. – 6 p.m. | See annual calendar on final page for dates. |
| Administrative Hours | | Mon. to Fri. 10:30 a.m. – 6 p.m. | |

find us

Josh Kraft Mattapan Teen Center is one of the 8 locations operated by Boys & Girls Clubs of Boston. Robert Lewis, Jr. is the Nicholas President and CEO.



Robert Lewis, Jr.

Downtown Office

200 High Street, 3rd Floor
Boston, MA 02110
617-994-4700

Josh Kraft Mattapan Teen Center

10 Hazelton Street
Mattapan, MA 02126
617-533-9055

✉ info@bgcb.org 🌐 www.bgcb.org 📷 @mattapanteencenter

club contact information

Club Director

Rick Aggeler
raggeler@bgcb.org
617-533-9051

Music Clubhouse Coordinator

Malik Winfield
mwinfield@bgcb.org
617-533-9055

Teen Program Manager

Karma Freeman
kfreeman@bgcb.org
617-533-9055

Social Worker

Emily Merchant
emerchant@bgcb.org
617-903-8438

VIP Outreach Coordinator

Kyla Barbosa
kbarbosa@bgcb.org
617-533-9055



rules and expectations

At the Club, we want all members to have fun, be safe, feel included, and be successful. In order for this to occur, the members must remember to respect themselves, fellow Club members, the staff, property, and visitors.

Below are the rules and expectations that members must follow to help us maintain a positive Club culture. Parents and guardians can help us by reinforcing these messages at home.

Be a positive Club member

Be friendly, encourage others, listen to others, follow staff directions, and have fun!

Be respectful

Use positive and respectful language; keep your hands, feet, and property to yourself. Taking pictures and video is only allowed under the direct supervision of staff. Pictures or videos are strictly forbidden from being taken in bathrooms or locker rooms.

Be responsible

All members are expected to clean up after themselves and help keep the Club clean. No gum chewing is allowed.

Participate in activities

Try your best and support others in all activities. Members are strongly encouraged to spend time daily in the learning center or education space.

Dress appropriately

Bandanas, headgear, sagging pants, half-shirts, and shirts promoting drugs, sex and/or violence are not allowed in the Club.

Keep the Club safe

No fighting, physical altercations, stealing, inappropriate sexual conduct, possession of weapons, drugs, alcohol, or associated equipment (lighters, rolling paper, etc.). The Club is a drug-free and smoke-free environment.

There is a zero-tolerance policy for bullying, teasing, taunting, picking on, or ganging up on others physically, verbally, or by electronic/video means. This behavior will not be tolerated and may result in time off or permanent removal from the Club. (Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated or has the potential to be repeated over time.)

Stay in supervised areas ONLY and with assigned group. Follow the specific expectations in each program area.

Keep all valuables and personal property at home (i.e., cell phones, portable gaming systems, and other electronics.) The Club is not responsible for any lost or stolen items. If something is found it **MUST** be turned in to the front desk or an adult staff. Keeping found items will be considered stealing.

Respect the Club's commitment to promoting healthy behaviors through our Health360 policies:

In addition to Academic Success and Workforce Readiness, **Health and Wellness** is one of Boys & Girls Clubs of Boston's top priorities.

Health360 reflects our comprehensive approach to health promotion and health education. Our Health360 Policies were designed to create a Club culture of wellness, where the healthy choice is the easy choice.



The **Health360 Policies** cover four key areas:

- *Exercise* (providing members daily opportunities)
- *Screen time* (limiting recreational use of phones)
- *Beverages* (sugary drinks unwelcome)
- *Food* (junk food unwelcome)

The end-goal of these policies is to make nutritious foods easily accessible at scheduled BGCB events and to encourage our members to be more active and engaged through the example of our staff.

As their role model and leaders, Club administrators and staff are responsible for not only teaching health-promoting behaviors but also modeling these behaviors as well.

procedures and policies

Orientation Period

To ensure the Club can provide adequate support, all new memberships begin a three-month Orientation Period. The Orientation Period is designed to provide time for your child to get to know our Club, and for our staff to get to know your child.

If you or the Club leadership determine we're unable to provide the level of support needed to ensure your child's success at the Club, we will refund the membership fee and provide a list of resources outside our Club network.

During the Orientation Period, we plan to be in touch with you to share how your child is doing, and we'd love to hear feedback from you as well, based on your understanding of your child's experience.

Membership Agreement

A child's membership is based on his/her behavior as well as the behavior of the parent/guardian: In receiving this handbook, the parent agrees to the following:

"I understand that members and their families are expected to adhere to all rules, policies, and regulations set by the Club. I further understand that if my child's behavior or other family representative's behavior endangers the overall safety, security, and supervision of themselves and/or others, that he/she may be dismissed from the Club upon review by staff and the directors."

Arrival

Please follow the Club's Hours of Operation on page 1. Unless you make special advance arrangements with the Program Director or Teen Program Manager to accommodate an emergency, your child should not arrive before the Club doors open, as we are unable to provide supervision outside of the building.

- Doors will open at 1 p.m. on school days and other hours as noted previously
- When dropped off by school buses, members must come directly into the Club

Daily Dismissal

The after-school program is drop-in—members can arrive or depart the Club at any time during operating hours.

However, we discourage members from leaving before the end of the program day so that they fully benefit from all that is offered. Please discuss the dismissal plan with your child.

The Club after-school program is not licensed by the Massachusetts Department of Early Education and Care or any other state agency. School-Age Child Care (SACC) has a separate Parent Handbook.

Early Dismissal

Parents and guardians can pick up their children any time by visiting the front desk. The Membership Director or Front Desk Staff will contact the program area your child is in and will have him/her sent to the front desk. To ensure everyone's safety, we require that parents stay in the lobby until their child arrives.

Please sign your child out at the front desk if you are dismissing them before the normal dismissal time. Additionally, if a child is being picked up by someone other than guardian, the parent must notify the Club in advance and that person will be asked for their photo ID and a copy will be kept on site.

Late Pick-Up Policy

Club members must be picked up or leave the building promptly by 8 p.m. If a Club member is registered for an Evening Program, he/she must be picked up promptly at the end of the program in order to avoid any associated fees.

- During the summer, Teen Associate Programming ends at 3 p.m. and Josh Kraft Mattapan Teen Center will close at 6 p.m.
- Families will be charged \$1 per minute per child for late pick up. In addition, certain fees or loss of Club membership may occur as a result of continuous late pick up

Lost and Found

Lost items will be kept in the lobby/youth lounge area until the end of each month, at which time all items will be donated to charity.

Snow Policy

Weather-related Club closings will be listed on TV news stations. If the Club is going to close at 6 p.m. due to weather, the staff will contact all families of members who were supposed to stay to ensure that they are dismissed safely. The One Call System will be implemented to notify families of closings and schedule modifications.

Food Program

The Club offers our JKMTCC Fuel Zone, where members can get snacks, or small healthy frozen meals to heat up. During vacation days, breakfast and lunch is offered to all members as well.

If members choose to bring their own food, we ask that they adhere to our Health 360 policies and avoid bringing in fast food, soda, and junk food. They will also be asked not to share it.

We have many Club members with different allergies and ask that all peanut and tree nut products be left at home. If members have these items, we will offer them an alternative snack and ask them to put them away.



Cell Phone Policy

The use of cell phones at the Club will be restricted during specific program time and for different age groups. Phones should not be used to take any pictures at the Club or on Club-related trips unless with permission and supervision of staff. Phones should not be brought in the locker rooms or bathrooms. Posting pictures, videos, or information about the Club, other members, or staff on social media is not allowed.

If a member is caught violating this policy, there will be consequences, up to and including time off from the Club or termination of membership. We ask that parents help reinforce this policy with their children.

Valuables at Club

We encourage members to keep all valuables at home. The Club is not responsible for items that are lost, stolen, damaged, or become dirty. If your child must bring a valuable item to the Club, the Teen Program Manager can advise on how to best protect that item.

Security Cameras

We have security cameras in public areas in the exterior and interior of the Club to enhance Club safety and security. Reviewing camera recordings will occur only when a suspected incident is committed on Club property. Access to recordings is limited to Club leadership and law enforcement when requested and approved by the Chief Operating Officer.

Visitors Policy

All Visitors **MUST** check in at the front desk to ensure everyone's safety. Those picking up a child must wait in the lobby while the child is dismissed from the program area. A photo ID may be required for teens being picked up by someone not on the authorized pick-up list. Visitors who have been approved to participate in a program area must sign in and wear a visitor's tag at all times.

For community or family events, all visitors must sign in at the front desk and stay in the event's designated area(s). At no time are any visitors allowed to be with members without the supervision and approval of Club staff.



safety information for parents

At Boys & Girls Clubs of Boston, Child Safety is Job No. 1

Ensuring child safety is fundamental to the mission of Boys & Girls Clubs of Boston.

We work every day to create a safe, inclusive and fun environment so youth can have every opportunity to be successful in life. We have no tolerance for inappropriate behavior of any kind, including child sexual abuse or misconduct, and we put resources behind that stance.

Culture of Safety

Boys & Girls Clubs of Boston continually updates robust safety policies, programs and training for staff and volunteers to promote child safety and protect young people from threats in our society.

Safety Policies

Boys & Girls Clubs of Boston maintains comprehensive safety policies that protect youth, including but not limited to policies on supervision, transportation, communication and prohibition of one-on-one contact.

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, Boys & Girls Clubs of Boston members and staff have access to a confidential 24-hour toll-free Child Safety Hotline at **866-607-SAFE (7233)** or **SafeClub@Praesidiuminc.com**.

Mandatory Background Checks

Boys & Girls Clubs of Boston continually conducts annual background checks and updates robust safety policies, programs and training for staff and volunteers to promote child safety and protect young people from threats in our society.

Required Immediate Reporting

Boys & Girls Clubs of Boston staff and volunteers are all mandated reporters and are required to report any critical incident/safety concern to local authorities immediately. We are also required to report any critical incident to Boys & Girls Clubs of America within 24 hours.



Mandatory Annual Safety Assessments

We employ a multi-tiered safety assessment approach to ensure we continually make improvements to safety at our Clubs.

Safety Trainings

Ongoing training and supervision of staff are critical. We participate in a wide variety of child safety trainings through online courses, workshops and conferences. 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

Boys & Girls Clubs of Boston has a dedicated Board-led Safety Committee to provide input and guidance on local policies and safety strategies. Priorities and initiatives include:

- Implement solutions to ensure the safety of all members, staff, volunteers, and visitors
- Verify the organization's submission of an annual Boys & Girls Clubs of America safety assessment
- Review the results of all safety assessments and incidents to identify areas for improvement

Mandatory Employee Reference

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

State and Local Laws

We comply with federal, state and local safety laws, including those impacting facilities and vehicles.

Safety Partnerships

Nationally, Boys & Girls Clubs of America works with leading experts in the areas of safety, security and technology to develop state-of-the-art solutions for Clubs. Partners include:

- *National Child Safety Advisory Task Force*, made up of leading experts and organizations
- *Blue Ribbon Taskforce*, composed of local Club leaders who provide input on safety direction and key safety initiatives
- *Mental Health First Aid*, a national program that teaches skills to recognize & respond to signs of mental illness & substance abuse
- *Crisis Text Line*, a confidential text message service for youth in times of crisis

Continued Commitment

In July 2020, Boys & Girls Club organizations voted to adopt additional safety measures to further improve safety within our Clubs. Though many of these practices were already commonplace across our Movement, this vote made them mandatory for all Clubs. These include more stringent reference and background checks, enhanced Safety Committee requirements, stronger communication of key safety resources and information, and more.

With an unprecedented majority, on July 26, 2021, local Boys & Girls Clubs voted in record number to adopt additional membership requirements that further enhance child safety, implementing recommendations from RAINN that began in 2020 and continued over the subsequent two years - a demonstration of our continued commitment to keeping youth safe.

Nationally, Boys & Girls Clubs of America has advocated for passage of the [U.S. PROTECT Act](#) to improve background screening systems and access. The national organization has also partnered with the [FBI](#), the [National Center for Missing & Exploited Children](#) and the [Centers for Disease Control](#) to support the development of safety practices that benefit ALL youth-serving organizations.

America's young people deserve nothing less than our constant focus on their safety and our firm commitment to protect every child who is entrusted to our care at Boys & Girls Clubs of Boston. To learn more about our national safety policies and actions, please visit Boys & Girls Clubs of America's [Child Safety page](#) ([bgca.org/about-us/child-safety/](#)).



Smoking Policy

BGCB intends to provide a healthy and safe environment for all youth served and employees. Smoking, including e-cigarettes, can pose a risk to the health of the smoker, as well as to nonsmokers who are subjected to second-hand smoke.

BGCB has established a no-smoking/vaping policy to protect the health of all those who use our facilities.

1. Smoking/vaping is prohibited in the presence of club members
2. Smoking/vaping is prohibited in any facility operated by the BGCB
3. Employees who choose to smoke/vape must do so off BGCB grounds and away from program space and children served by BGCB.
4. Employees who choose to smoke/vape do not receive additional break time
5. BGCB's smoking/vaping policy always complies with current state laws

Drug and Alcohol Free Policy

BGCB is committed to providing a safe, healthy, productive work environment to its employees and the youth it services.

BGCB recognizes that drugs and/or alcohol abuse have a negative impact on the workplace and the organization's ability to fulfill its mission. Therefore, BGCB is committed to maintaining a drug and alcohol-free workplace.

BGCB prohibits the unlawful manufacture, distribution, dispensation, possession or use of drugs, including Marijuana, and alcohol by individuals on its property or as part of any of its activities.

BGCB expects employees to arrive for work in a condition free from the influence of all alcohol and drugs, and to remain so while they are on the job. BGCB will not tolerate the use, possession, sale or distribution of drugs on its property.

behavior expectations

The Mattapan Teen Center has a zero-tolerance policy regarding violence and acts of aggression. Breaking the rules will result in a time-out/loss of privileges/suspension. Repeat suspensions will result in a loss of membership. Members who fail to follow these guidelines can and will be dismissed from attending the Club. Under extreme circumstances (for example: possession of drugs and/or alcohol, weapons, threats, intentional injury to another child or staff member, etc.), the Teen Program Manager or Club Director has the discretion to suspend a child immediately, without advance notice.

Progressive Discipline

Progressive discipline utilizes a continuum of interventions, supports, and consequences that are developmentally appropriate to address inappropriate behaviors and to build upon strategies that promote positive behavior and/or Club climate. Progressive discipline is used to modify a member's behaviors. Progressive discipline may include early and/or ongoing intervention strategies, such as:

- Verbal redirections and reminders
- Reflection time in the [Chill Zone](#)*
- Review of expectations (including Code of Conduct)
- Behavior report to document a written warning
- Contact with the member's parent(s)/guardian(s)
- Conflict mediation and resolution
- Behavioral contract
- Loss of privileges (i.e. reduction of days to attend the Club)
- Suspension
- Restorative justice/volunteer service to the Club or community-at-large
- Meeting(s) with parent(s)/guardian(s), staff, and members (where appropriate)
- Referral to counseling for anger management, substance abuse, or other need
- Involvement of Club security or police where appropriate

**The Chill Zone is a designated area for a period of reflection. Each Department has a friendly area. No Chill Zone visit should exceed 15 minutes. All Chill Zone visits will require a brief discussion with staff before the member can resume to their activity.*

In order to promote the child's physical, intellectual, emotional, and social well-being and growth, members will be expected to follow the Code of Conduct:

- Have fun!
- Respect yourself
- Play fairly and be honest
- Applaud the efforts of others
- Avoid inappropriate language
- Dress appropriately at all times
- Running is reserved for the gym
- Say only good things about others
- Bring your membership card every day
- Be respectful of Boys & Girls Club staff
- Resolve disagreements in a positive way
- Listen during appropriate times and assemblies
- Be respectful of other members and their property
- Participate only in activity areas open to your assigned age group
- Take care of your Boys & Girls Club facility, grounds, and equipment
- Tobacco, drugs, alcohol, weapons, and gang colors/logos/gestures are prohibited

Zero-Tolerance Policy

The Mattapan Teen Center strives to provide a positive place for youth. The safety of our members is our primary concern and therefore we have no tolerance for threatening, fighting, or bullying, drugs, alcohol, or weapons. If a member acts out in an aggressive manner with the intent of harming another member, he/she will be suspended. We understand each altercation is different and some incidents are more severe than others; therefore, our discipline may vary depending on each individual incident.

The Mattapan Teen Center reserves the right to search all persons and carry-in items such as backpacks and gym bags. Any person who refuses to submit to such a search will not be permitted into the Club. These guidelines apply to members, as well as parent(s), guardian(s), and any other person authorized to pick up members while they are at the Club. Failure to comply with these regulations may result in an expulsion from Club facilities and functions.

Discipline Procedures

The Mattapan Teen Center handles behavioral problems on an individual basis. It is the responsibility of parents/guardians to disclose behavioral or emotional impairments so that we have information to better understand behavior. If the behavior is ongoing or extreme, the member will be sent to the Teen Program Manager or Club Director for further guidance. The Teen Program Manager or Club Director has the option of sending the member home and/or suspending the Club member.

Under extreme circumstances (i.e. threats, intentional injury to another child or staff), the Teen Program Manager or Club Director has the discretion to remove a child immediately without advance notice. Please refer to the Zero-Tolerance Policy.

Social Work

Our mission is to help members discover and develop their strengths and interests, learn positive social skills, and overcome obstacles so they may pursue a safe and healthy lifestyle. We aim to help create an environment in which youth have the best opportunity to have healthy emotional and social experiences so they may develop skills to become productive members of society.

The Club's Social Worker is a resource for families, and parents should feel free to reach out for support for themselves and/or their child.

behavior management

The behavioral management system for Boys & Girls Clubs of Boston provides the support necessary to help members be successful. All Club staff are trained in positive discipline, proactive approaches to youth development, and effective interventions. The behavior management system is aimed at helping members have fun, be successful, feel engaged, build strong relationships with staff and peers, feel safe, and feel like they belong in the Club.

A youth's membership is based on their behavior as well as the behavior of the parent/guardian. Members and their families are expected to adhere to all rules, policies, and expectations set by the Club.

When a member violates a policy, efforts will be made to work with the member and their family to rectify the behavior and have the experience be a learning opportunity for the member. However, if a member's behavior or other family representative's behavior endangers the overall safety, security of the Club, staff, or other members, the youth's membership may be revoked. A member's behavior outside of the Club or in school may also influence membership status.

As much as we'd like to serve everyone, there are some youth for whom BGCB is not an appropriate fit. Club leadership will assess whether the Club has the appropriate staff expertise and resources to provide a safe, fun, and inclusive environment for each member.

Grievance Procedures

If a member receives a written warning, suspension, or termination in which you disagree with the behavior management policy, you can submit your grievance in writing to the Club Director as the Parent/Guardian of said member. Upon receipt of your written grievance, the Club Director will investigate your claim and arrange a meeting immediately with all parties to resolve the matter.

In the event you want to appeal the decision, you may request in writing an appeal to the Club Director. The Club Director will meet with all parties for the final decision.

The following behaviors do not necessarily warrant separation from the Club based on one occurrence, but a recurrence of the behavior may result in suspending or terminating membership for a specified amount of time:

- Fighting/physical aggression towards members or staff
- Self-harm behaviors (head-banging, hitting self, picking skin, etc.)
- Eloping/ “running” (leaving the building without permission, going to unsupervised areas in the Club, straying from the group in the Club or while on field trips)
- Threatening statements/verbal aggressions towards members or staff
- Stealing from members or staff
- Using sexualized language or gestures
- Improper use of technology/social media
- Bullying, teasing, taunting, picking on, or ganging up on other members physically, verbally, or by electronic/video means

Behaviors that will automatically result in suspension and/or termination of membership at the discretion of the Club Director:

- Possessing weapons, drugs, alcohol, or associated equipment
- Fighting/physical aggression that causes significant harm to members or staff
- Sexual assault, attempted sexual assault, or sexual harassment

support services

Inclusion and Diversity

Inclusion at BGCB is focused on creating a sense of belonging. BGCB strives to create and sustain an environment that supports and values all members of our community. Our inclusive philosophy reflects our goal to provide an enriching after-school and summer camp experience for young people of varied abilities and identities.

Our inclusive practices and policies are designed to create a safe, welcoming, fun, and enriching environment for those with disabilities of all kinds, behavioral, and social-emotional challenges, and young people who encounter other systemic barriers that may impede their equitable participation in afterschool programs.

BGCB is committed to encouraging and welcoming diversity throughout our Clubs and organization. BGCB does not discriminate based on race, ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, or disability. Furthermore, BGCB works intentionally to create an inclusive and positive environment for members of varied gender identities, sexual orientations, and anyone marginalized by societal and cultural norms.

BGCB does not discriminate on the basis of disability in the admission or access to Club programs and activities. No qualified participant with a disability shall, on the basis of their disability, be excluded from participating in, be denied benefits of, or otherwise be subjected to discrimination by the Club. Whenever possible, BGCB makes reasonable accommodation to enable members to participate in the Club and, in doing so, shall take into account the needs of such members in determining the aid, benefit or services to be provided. Staff work to create welcoming, and safe spaces with clear structures, routines, and expectations. While all members are held accountable for their behavior and conduct, we recognize members require different levels of support to meet the Club's expectations.

Working together with families, schools, and other providers, our staff are committed to learn all we can about our members to help them be successful. When our capacity to maintain a safe environment for all doesn't meet the needs of young people, BGCB will support families to find out of school time programs that better meet their needs.

The Josh Kraft Mattapan Teen Center is committed to a policy of non-discrimination against qualified participants with disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the Massachusetts Anti-Discrimination Law (M.G.L. 151B). Club members with a disability may not be excluded from, denied the benefits of, or denied access to the Club or any program or activity at the Club based solely on their disability. The Josh Kraft Mattapan Teen Center will make every reasonable effort to accommodate Club members with a qualified disability and will take appropriate corrective, remedial, and/or disciplinary action as is deemed necessary in accordance with the Club's policies, as well as applicable federal and state laws. The Club does not discriminate in the application of its behavior management policies when the Club responds to behavioral concerns regarding Club Members.

Grievance Procedure

If a member receives a written warning, suspension, or termination in which you disagree with the behavior management policy, you can submit your grievance in writing to the Director of Operations/Executive Director as the Parent/Guardian of said member. Upon receipt of your written grievance, the Director of Operations/Executive Director will investigate your claim and arrange a meeting immediately with all parties to resolve the matter.

The submission of a grievance under this Grievance Procedure in no way limits or prevents the ability of a participant, parent/guardian, staff member, volunteer, or other relevant member of the public from submitting a grievance pursuant to Josh Kraft Mattapan Teen Center's Section 504 Grievance Procedure, discussed further below.

In the event you want to appeal the decision, you may request in writing an appeal to the Executive Director. The Executive Director will meet with all parties for the final decision.

Requesting an Accommodation for a Participant

Josh Kraft Mattapan Teen Center will make reasonable accommodations or other modifications to its policies and programming to afford qualified children with disabilities full and equal enjoyment of our programs and services in the most integrated setting appropriate to their needs unless the accommodation/requested modification would pose an undue burden or a direct threat to the health or safety of the child or others, or would fundamentally alter the nature of the service, program, or activity.

Any parent/guardian seeking an accommodation or modification for a program participant should contact:

Emily Merchant | Social Worker

Office Phone: 617-903-8438 | **Email:** emerchant@bgcb.org

Emily Merchant is Josh Kraft Mattapan Teen Center's Accommodation Coordinator and will assist parent/guardians in requesting accommodations/modifications; identifying and gathering information needed for Josh Kraft Mattapan Teen Center to assess accommodation/modification requests (such as a child's Section 504 Plan or supporting medical documentation); and overseeing the internal implementation of reasonable accommodations and other modifications.

Parents/guardians may either access the Youth Accommodation Request and Information Form [here](#) or contact Ms. Merchant directly to begin the process.

Upon contacting Ms. Merchant or requesting an accommodation/modification in membership enrollment forms, Ms. Merchant will provide parents/guardians with a Youth Accommodation Request and Information Form and, within ten (10) days of receiving the completed form, will contact parent/guardians to set up a meeting with them to discuss the requested accommodation(s)/modification(s) and conduct an individual assessment to determine if the Josh Kraft Mattapan Teen Center can provide a reasonable accommodation or other modification and meet the child's needs within its program setting.

The Josh Kraft Mattapan Teen Center does not guarantee that the specific accommodation/modification requested will be provided, but that Ms. Merchant and others will work with parents/guardians to identify and implement mutually agreeable reasonable accommodations/modifications.

Parent/guardians, staff members, volunteers, or any other relevant member of the public seeking services through the Club or use of its facilities are also welcome to contact Ms. Merchant to request a reasonable accommodation or other modification and, where appropriate, the same review process outlined above will apply.

Section 504 Grievance Procedure

If a participant, parent/guardian, staff member, volunteer, or any other

relevant member of the public disagrees with Josh Kraft Mattapan Teen Center's position on a requested accommodation, disciplinary action, or any other decision made by the Club pertaining to protected categories and conduct under Section 504 of the Rehabilitation Act of 1973, they are directed to submit a grievance in writing to the Club's Chief Impact Officer Andrea Swain and/or the Club's Clinical Supervisor Consultant Meg Murphy, to include any additional information or documentation the participant, parent/guardian, staff member, volunteer, or relevant member of the public feels the Club should consider in assessing the grievance.

Upon receipt of the written grievance, the Club's Chief Impact Officer Andrea Swain and/or the Club's Clinical Supervisor Consultant Meg Murphy will investigate their claims, reassess their request (including through internal review with relevant staff) and arrange a meeting within two (2) weeks of receiving the written grievance with the grievant to discuss their concerns and potential resolution strategies. Following this meeting, Josh Kraft Mattapan Teen Center will promptly notify the grievant of its final decision taking into account the reasonableness of the requested accommodation and whether providing same would constitute an undue burden.

The purpose of this grievance process is to ensure prompt and equitable resolution of any complaints related to actions prohibited by Section 504 of the Rehabilitation Act of 1973 and like laws. There will be no retaliation against anyone for requesting/needing a reasonable accommodation or pursuing a grievance in connection with same.

The Club cannot extend or maintain the membership of program participants to whom it cannot reasonably accommodate absent an undue burden and who require modifications to participate in Club programming that would fundamentally alter the nature of the service, program, or activity the Club is providing.

Due to Club policies and limited resources, this may include individuals who are unable to express needs at age-appropriate or near age-appropriate level (member is unable to explain why they're upset, etc.); those that require the assistance of staff while toileting or dressing; and those that require one-to-one support and/or monitoring in program areas or on field trips. However, all membership decisions are made on an individualized basis and will take into account the availability of modifications and accommodations to successfully meet admission criteria.

Non-Discrimination Against Individuals with Disabilities

BGCB is committed to a policy of non-discrimination against qualified program participants or others with disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the Massachusetts Anti-Discrimination Law (M.G.L.151B). Program participants, parents/guardians, staff, volunteers and other relevant members of the public with a disability may not be excluded from, denied the benefits of, or denied access to any program, activity or Club space based solely on their disability.

If you believe that you or your child has been discriminated against on the basis of disability, please contact Emily Merchant, Social Worker, Josh Kraft Mattapan Teen Center, telephone #: (617) 903-8438; Email: emerchant@bgcb.org.

family engagement opportunities

Various family engagement events take place during the year, including Thanksgiving Dinner and Club member performances. We also offer various parent workshops throughout the year. Each month the Club will also host nights in which parents can come and play with members to experience what their children do every day. Members of all ages are invited to bring a parent or other family adult to participate.

Volunteering

There are many year-round opportunities to donate your time as a Club parent or guardian, and hours are flexible.

Fundraising

In an effort to keep the cost of membership low for children and teens, the Club relies heavily on fundraising to keep our doors open and our programming effective. The Club is always in need of parents willing to share their story of the Club's impact on their family or child. If you are interested in being an advocate for the Club or helping to raise funds for an upcoming event or campaign, please let the Club Director know.

Events

The Mattapan Teen Center hosts several events throughout the program year to bring families and the community together. Whether it's our Annual Deatrich Wise Block Party or Halloween party, we invite you to be a part of our community, meet the staff, and see first-hand the difference the Club is making in the life of your child.



club calendar

school year 2024 – 2025

| | |
|-------------------------|--|
| September 12 | Myra H. Kraft Opening Day |
| October 5 | Deatrich Wise’s Annual Block Party |
| October 14 | Club closed: Indigenous Peoples’ Day |
| November 27 | Club closes at 6 p.m. |
| November 28 | Club closed: Thanksgiving |
| November 29 | Club closed: Veterans Day Observance |
| December 24 – 31 | Club closed: Holiday Break |
| January 2 | Club closed: New Years |
| January 3 | Club closed: Staff Professional Development |
| January 20 | Club closed: Martin Luther King Jr. Day |
| February 1 | Summer Camp application available |
| February 17 | Club closed: President’s Day |
| February 21 | Club closed: Staff Professional Development |
| April 21 | Club closed: Patriot’s Day |
| May 26 | Club closed: Memorial Day |
| June 19 | Club closed: Juneteenth |

This calendar is subject to change



