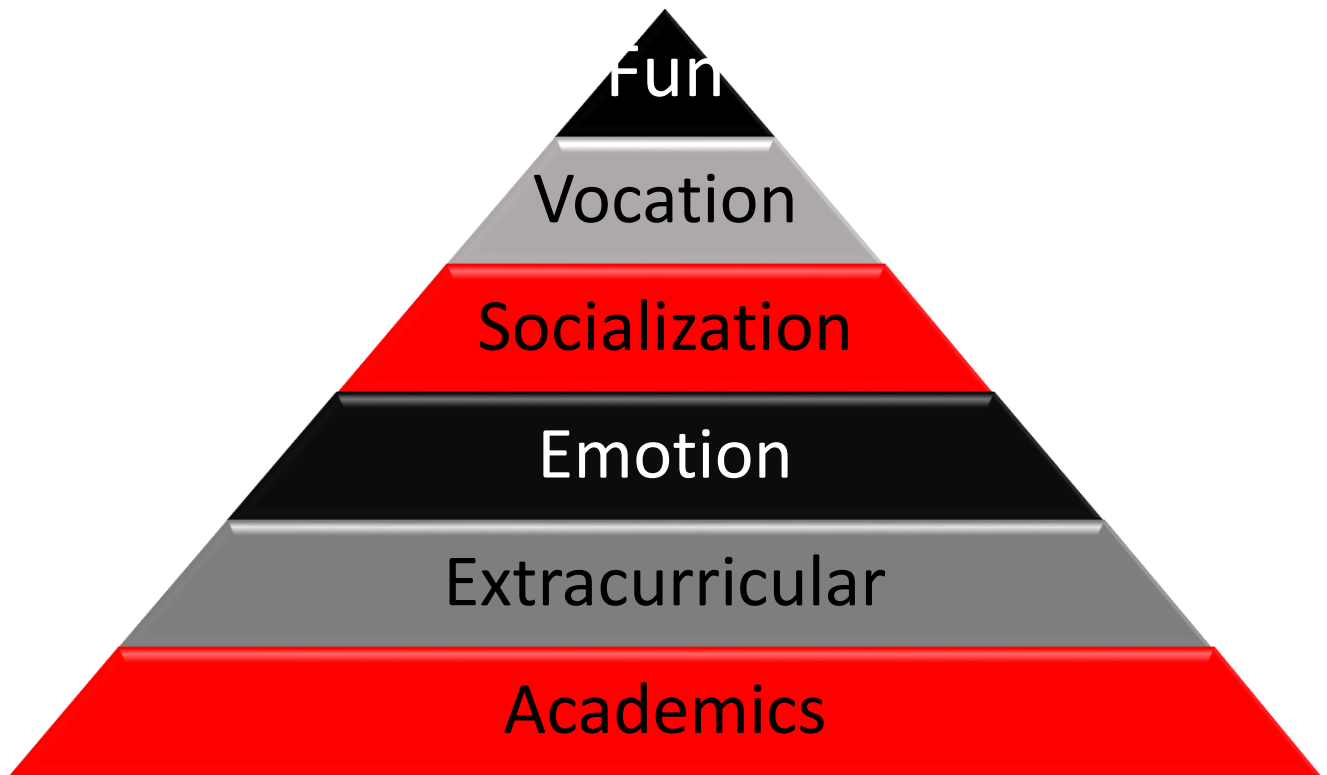




**TEEN EDUCATION ENTERTAINMENT NUCLEUS**

## Member Handbook



1905 S. Military Hwy Ste. 107 Chesapeake, VA 23320



**Teen provides teens with a safe and nurturing environment where they can focus on academic achievement, develop healthy relationships, learn foundational skills such as honesty, caring, respect and responsibility, and ultimately have fun! Teens are invited to join us throughout the week for activities focused on leadership, teamwork, individual growth and healthy lifestyles. We are committed to increasing academic success, personal growth and fostering a culture of belonging. Through activities, workshops, guest speakers, community engagement and meaningful conversation, each participant has the opportunity to learn, grow and thrive!**



## **Dear Parent/Guardian**

Welcome to the TEEN Center. We are looking forward to your participation and believe you and your teen will find the program to be engaging, fun and rewarding. Please review the following information to assist you through the registration process.

### **PROGRAM GOALS**

#### **PROVIDE A SAFE ENVIRONMENT WITH CARING ADULTS**

TEEN is staffed with caring, trained and qualified adults. Staff are fully trained on the policies and procedures and are instructed in caring for the well-being of all participant.

#### **PROMOTE CHARACTER DEVELOPMENT**

TEEN is committed to strengthening teen character development. Weekly activities concerning global engagement, social justice and empathy building.

#### **DEVELOP PERSONAL DISCIPLINE AND TIME MANAGEMENT SKILLS**

TEEN fosters responsible behavior and self-management by creating an environment where activities are presented, but not dictated, and in which guidance is offered to promote self-confidence and youth empowerment. Teen Center rules, activities and curriculum are created with a collaborative effort between participants and staff. Participants create ownership of Teen Center through delegated responsibilities. Each participant achieves time management skills are exercised through planning and delegation of time by each participant.

#### **POSITIVE YOUTH DEVELOPMENT**

Youth development is the social, emotional, cognitive and physical process that all youth uniquely experience from birth to career. A successful developmental process fulfils children and teens' innate need to be loved, spiritually grounded, educated, competent and healthy. TEEN exercises positive youth development, daily.

#### **PRIMARY DRIVERS**

To incorporate a more holistic approach to youth development, we are intentional about three specific dimensions of wellbeing:

- ◆ Achievement: Discovering skills to help teens realize their passions, talents and potential.
- ◆ Relationships: Building friendships to demonstrate the role positive relationships play in the well-being of a child.
- ◆ Belonging: A place where kids feel safe, welcome and can express their individuality.

## TEEN PROGRAM COMPONENTS

All participants have the opportunity to discover who they are and to express themselves in a fun and safe environment. We provide academic support and a variety of other activities for participants to exercise their creativity. We believe in empowering young people. TEEN participants have the opportunity to provide input and influence program components in areas where creativity is fostered.

**Academic Support:** Homework time is offered Monday - Thursday for 60 minutes. While TEEN is not a tutoring program, academic success is a priority and our staff are trained in providing resources and tools for participants to achieve academically. Global Learning: Participants will learn about global issues as they become champions of diversity, inclusion and global engagement.

**Leadership:** TEEN is committed to ensuring passionate cause-driven leaders of the future. Participants will gain leadership skills to help individuals grow and achieve their greatest potential. Enrichment: Selected activities and club opportunities allow teens to explore the unknown and strengthen skills and include workshops, games, guest speakers, Teen Nights Out and special events.

**Mentoring:** TEEN is committed to promoting the social and academic development of students with the support of role models and mentors. National and state statistics confirm that children who are mentored are more likely to improve in school and in their relationships with family and peers. These same students are 52 percent less likely to “skip” school and 46 percent less likely to begin using illegal substances. Students who are successful in school are less likely to drop out, become pregnant, abuse drugs or become involved in criminal activity. Additionally, students who have a mentor benefit in other ways, such as:

- Exposure to diverse perspectives and experiences
- Exposure to an additional caring adult
- Improved attitude regarding school and careers
- Improved school behavior
- Willingness to accept challenges
- Improved self-esteem
- Improved confidence
- Improved school attendance
- Improved academic performance

**Fun:** TEEN offers fun, supervised, and age-appropriate activities every Friday and Saturday night from 8-11 pm. These activities will consist of music, guest speakers, games, dancing, and fun for all.

# TEEN SCHOOL DAYS OFF

## SCHOOL DAYS OFF

TEEN offers full-day services on all CPS days off (8 a.m.—8 p.m.). This service is open to all TEEN participants, as well as non-members for a fee of \$20 per day. This additional fee covers the 8 a.m. - 3 p.m. time frame, not included in the TEEN participants' monthly fee.

## HALF DAYS

TEEN provides extended hours on CPS scheduled half days. An additional fee of \$10 per half day is required upon entry.

## SNOW DAYS

Snow days are also offered by the TEEN Center. On an announced snow day, hours are extended from 9:30 a.m. - 8 p.m., provided Teen Center Staff can arrive safely to work. To register, call the TEEN center at 757-440-3188, beginning at 8 a.m. of the snow day to place your name on the list. If a minimum number of participants are not registered by 9 a.m., the program will be cancelled and registrants will be notified.

## DAILY RELEASE OF PARTICIPANT

The TEEN protocol requires written authorization and completion of "Sign In/Out Consent Form" located in the TEEN Parent Handbook & Registration Packet. Participants will be released only to those identified on the registration forms. VALID PHOTO IDENTIFICATION must be presented before participant release. No child will be released without prior written authorization.

TEEN participants may sign themselves out only if the parent signs the form stating that their child can leave the center on the own recognizance. This option is made available in the TEEN Registration Packet.

**RELEASE BY PHONE:** Parents may call the Teen Center to release child from program. Parents/guardians must contact TEEN staff directly by calling the Teen Center at 757.440.3188. Participants will not be released without direct communication with TEEN staff via phone.

# MEMBERSHIP AND REGISTRATION

## MEMBERSHIP COST & FEES

### MEMBERSHIP COST

Membership is: \$80 per month

Walk-in service is: \$15 per day

Membership is calculated monthly and will not pro-rated based on attendance days. TEEN membership is available to those that are ages 13 - 17 ONLY) is offered at a rate of \$80 per month. The Teen Membership gives teens a free two day admission pass to Weekend Fun per month.

### FEES AND FEE COLLECTION POLICY

All payments must be paid using cash, debit or credit. Payments will be made on the anniversary day of each month for the following month of membership. It is the responsibility of the parent to notify Teen staff if there are any changes to the card on file. For example, if an initial registration fee is paid on January 16<sup>th</sup>, there will also be a payment due on February 16<sup>th</sup>, and March 16<sup>th</sup>. If at any time your date does not work for you, please notify a TEEN staff member so that they may assist you. Payments are considered late on the following day and at that time the child no longer holds membership.

### LATE PICK UP FEES

Late pick up - Parents/guardians may be charged a late fee of \$10 at 8:30 p.m. After that, an additional \$10 per 30 minutes may be charged until the teen is picked up by a parent or guardian. If a parent has not arrived by 8:30 p.m., and has not contacted the Teen Center Staff, staff will contact the emergency contact of participant and inform them to pick up the child.

## REGISTRATION & ENROLLMENT

### PAPERWORK

TEEN registration packets are available at the Front Desk, downloadable from the website and sent via electronic mail upon request. Please contact Teen staff & Director if you have any questions about the registration process.

Please complete and return all enclosed documents to the Front Desk.

Confirmation is sent to the email address indicated on registration form.

Forms to be completed:

- Registration Form
- Parental Acknowledgement Form
- Participant Code of Conduct - Behavior Policy Acknowledgement Form
- Parental Sign Out Consent Form
- Monthly Automated Payment Agreement • Behavioral Code of Conduct (signed by participant)
- First month's payment attached to registration

### ENROLLMENT

The TEEN program is open to all students in ages 13-17 (7<sup>th</sup>- 12<sup>th</sup> grade). Teens are enrolled on a first-come, first served basis. Others are placed on a waiting list and accommodated as space becomes available.

**\*No teen will be left alone or unsupervised at any time under the care of TEEN staff**

# TEEN BEHAVIOR EXPECTATIONS

## BEHAVIOR & EXPECTATIONS

### MANAGEMENT POLICY

TEEN takes a positive approach towards discipline by providing a safe environment for teens to develop a healthy spirit, mind and body. This means that TEEN Center staff, Director, parents and participants work together to prevent behavioral issues through positive and cooperative expectation setting, as well as role modeling. Boundaries and rules are determined by both the staff and participants to promote a sense of ownership within the Teen Center. The OVERARCHING principle of the TEEN's discipline policy is to assist teens in becoming responsible individuals who make good choice and take responsibility for their actions. Though participants are involved in the process of setting boundaries with the Teen Center, there are certain rules that are non -negotiable and can result in dismissal or suspension of program.

These specific policies are listed below:

- Participant will respect the rights and feelings of all TEEN Center participants, TEEN staff and members, as well as community members. Disruptive behavior that interfere with program activities will be addressed immediately and in a professional manner.
- Aggressive behavior such as physical violence of any kind, verbal "put-downs", inappropriate language, and disrespectful behavior will not be tolerated.
- Participant will follow directions given by Teen Center staff regarding safety procedures, program rules and regulations.
- The use and/or possession of illegal substances (drugs, alcohol, tobacco) or weapons of any kind is strictly prohibited.
  - The TEEN Center staff has authority to terminate or dismiss any person in the building whose behavior classifies as any kind of harassment or abuse to either themselves or another person.
- Participants and staff will respect private property and privacy of others and understand that stealing or vandalism will not be tolerated.

## BEHAVIOR MANAGEMENT PRACTICES

Should a TEEN participant fail to abide by Behavior Management Policy and/or threaten his/her own health or the safety of others, TEEN Center staff may carry out the following practices:

- Take immediate action to discontinue behavior.
- Separate or isolate the individual from the situation and promote calm.
- Debrief with each individual involved to understand all sides of the situation.
- Initiate conversation as to why choices were made and give a detailed explanation as to why choices are not acceptable.
- If necessary, notify parents/guardians of the situation and informed with details and future plan of action.
- If the severity of inappropriate behavior warrants or participant refuses to stop behavior when asked, parent/ guardian will be asked to pick up teen from program and assessment of continued participation will be made.
  - If needed, staff will implement a behavior action plan shared with participant, parent and staff.

## TERMINATION OF SERVICES

The TEEN Center reserves the right to terminate services under any of the following conditions:

- Failure to abide by any of the registration agreement conditions as itemized in the Parent Statement of Understanding, or failure to fulfill any of the responsibilities or conditions included in the TEEN Participant and Parent Handbook
- Behavior by teen which disrupts program goals and objectives. This includes, but is not limited to, repeated instances of failing to listen to staff, refusal or repeated failure to follow program rules and regulations, or physical/ verbal abuse towards other participants or staff.
- Failure of parents/guardians to treat staff, other parents or participants respectfully including inappropriate or abusive language, behavior or threats.
- TEEN follows a zero-tolerance policy in regards to weapons and illegal drugs. Any person that uses, possesses or threatens will be permanently expelled from use of the TEEN Center.

# TEEN SECURITY AND SAFETY MEASURES

## SECURITY

TEEN has a partnership with the Chesapeake City Police Department which will be on site for Weekend Fun.

TEEN employs a full security staff to be present on Friday and Saturday for Weekend Fun. Their services included are patting down participants as they enter the facility, roving the parking lot and vicinity, and patrolling the inside of building during the events. Any teen entering the building agrees to go through with the full security procedures. Every person will be pat down upon entry. There will be both a male and female guard to perform searches on female participants.



# Youth Development