



Frequently Asked Questions – NEW HANOVER COUNTY Upcoming 2020-21 School Year

General Questions:

What programs are being offered this Fall by Brigade Boys & Girls Club?

For the first nine week grading period (August 17-October 16), Brigade Boys & Girls Club will be offering the following programs at the following locations:

- Full Day Enrichment Program: Carl B. Brown, Jr. Youth Center, Montgomery-Register Teen Center
- Remote Learning Center: Houston Moore

Who can enroll in your programs?

Our Full Day Enrichment program is open to any K-12th grade student in the Cape Fear Area (New Hanover, Brunswick or Pender Counties).

The Remote Learning Center in Houston Moore is for Houston Moore residents only and will be divided into two groups; K-3rd and 4th-6th grade.

Are face coverings mandatory for Club members?

Yes. All Club members, regardless of age, must wear a face covering while at the Club.

What health and wellness safety measures are being implemented?

Safety measures include, but are not limited to, wellness screenings and temperature check before entrance, mandatory face coverings, curbside drop-off and pick-up, frequent sanitizing/washing of hands, reduced overall capacity, reduced group sizes, encouragement of social distancing, and increase in cleaning and sanitation of the facilities.

Visit our [Parent Resources page](#) for further information.

Will you be providing any food services in your programs?

All Club members will receive free breakfast and lunch daily.

Is Internet/Wi-fi available at your programs?

Yes, Brigade Boys & Girls Club will have internet/wifi capabilities at our locations. However, if you have a school-assigned hot spot, we encourage you to bring and utilize it.

What are the hours of operation for the Full Day Enrichment program?

Hours of operation are 7am-5pm, Monday-Friday. All Club members must be dropped off curbside between the hours of 7am-9am. No entry will be permitted after 9am.

Hours of operation for our Houston Moore Remote Learning Center is 9:00am-11:00am (K-3rd grades) and 11:30am-1:30pm (4th-6th grades).

Club members can be picked up at any time; however once they leave for the day, they will not be allowed to return until the next day.

What does my child need to bring each day?

Each day all Club members need to bring their school-assigned laptop or tablet, headphones, water bottle and any needed school supplies.

Why are headphones required?

To reduce on the noise and help with concentration during remote learning assistance, Club members will wear headphones.

Will Brigade provide technology devices for members to use for school remote learning?

No, it is the expectation that each Club member brings their school-assigned tablet or laptop with them daily. We also encourage you to bring any school-assigned hot spot.

What services will be provided for remote learning?

Brigade Boys & Girls Club will offer a safe, dependable and supportive environment for your child to complete their remote learning assignments. Staff will provide technical assistance and help children manage their online school activities; however we are NOT responsible for the completion or correctness of your child's assignments. This is still the responsibility of the parent.

Is it mandatory for my child to participate in the remote learning portion of the day?

Brigade Boys & Girls Club will have dedicated spaces and times for children to access their remote learning and all members are expected to participate.

What other services will be provided during the Full Day program?

In addition to remote learning assistance, a variety of programs will be offered that promote healthy lifestyles, character development and leadership development.

Enrollment/Payment Questions:**How do I sign-up my child for one of your programs?**

Enrollment for the Full Day Enrichment program is done on-line via our parent portal. Please visit parentportal.brigadebgc.org to create an account and enroll in our programs. For any assistance, please contact our office at 910-392-0747 (ext. 105 for Youth Center, ext. 104 for Teen Center).

Enrollment for the Remote Learning Center in Houston Moore is done in-person at the Houston Moore Community Center on Thursday, August 20th.

What are my payment options for your programs?

All payments are paid via credit card through our online parent portal at the time of registration.

When is payment due?

All payments must be made in full before attending our program. For safety reasons, no child can be allowed to enter our facility until they are full registered and paid. For the first nine weeks (August 17th-October 16th), Brigade Boys & Girls Club have waived all program fees and the only required payment is for the annual membership fee (\$25).

All fees for our Houston Moore site are waived.

If I withdraw my child from your program at any time for any reason, will I be authorized a refund?

No. Enrollment guarantees your child a spot in our program. Brigade staffs accordingly, therefore we do not offer refunds.