



Parent & Member Handbook

(Revised July 2024)

Mission:

The Boys and Girls Clubs of Hancock County is a youth development organization providing a positive environment which seeks to inspire and enable all young people to realize their full potential as productive, responsible, and caring citizens.

Member Eligibility Checklist:

In order to support the success and safety of all individuals registered and participating at the Boys & Girls Clubs of Hancock County, it is important that participants are indeed "Club Ready." To assist in determining if your child is "Club Ready," the following criteria have been developed:

- Youth is able to participate in Club programs independently or with minor accommodations.
- Youth is age 5-18 years old.
- Participant is able to use the restroom independently or with minimal verbal prompting.
- Youth is able to take direction and instruction from a staff person.
- Youth is comfortable with, and able to interact in, a group environment. Youth can successfully participate in a group with an adult to child ratio of at least 1 to 20 (one adult to every twenty youth)
- Youth interacts and participates in programs in a manner that is physically and emotionally safe for themselves and others.
- Youth does not require physical intervention for redirection, direction, assistance, or for any other reason.

If you believe that your child may not be ready, or have questions about the above, please feel free to schedule a meeting with the Director of your Club site.

Welcome to the Boys & Girls Clubs of Hancock County!

Your family is part of the fastest growing youth organization in the United States. Locally, Greenfield has been serving the youth for over 85 years! Our club serves Greenfield-Central Community Schools, Eastern Hancock Schools and Mt. Vernon Schools for after-school programming. Our future goals look to begin serving New Palestine schools fully in the next 5-10 years in order to ensure there is a Club for every kid! You belong at the Boys & Girls Clubs of Hancock County. We are excited that you've chosen to be involved with the Boys & Girls Club Movement!

Our goals include:

- Be the positive place for the youth of Hancock County
- Provide hope and opportunity to all youth ages 5-18 in complete safety all while having fun!
- Strive to be the best youth serving organization in our community.
- Be innovative and tenacious in our efforts to meet the needs of kids who need us the most.

The Boys & Girls Clubs of Hancock County (BGCHC) engage all members in programs that promote growth toward academic success, good character and citizenship, and healthy lifestyles. We employ caring, qualified mentors to provide varied and diverse experiences that help inspire and enable all young people to realize their full potential as productive, responsible, and caring citizens while facilitating fun and friendship. In this document, and throughout the organization and its documentation, we will refer to any youth served (including Summer Camp) as *members*.

We welcome you and are truly glad you've joined the Boys & Girls Clubs of Hancock County.



BOYS & GIRLS CLUBS
OF HANCOCK COUNTY

Contact Info:

Boys & Girls Clubs of Hancock County
Administrative Hours: 9am-5pm
www.bgchc.com

Street Address:
715 E. Lincoln Street
Greenfield, IN 46140

Phone:
317.462.2404

How to Apply for Membership:

Membership dues are \$75 each month (\$75 per week during Summer Camp). Membership applications are accepted online via a Parent Portal. To ensure quality and safety, a 24 hour “waiting” period is required before a new member may attend after submitting a membership application. All documents must be completed in FULL.

The Boys & Girls Clubs of Hancock County agrees that in the performance of its services, it will not, on the grounds of race, color, sex, age, sexual preference, gender identity, disability or national origin, exclude any person from participation in, deny any person the benefits of, or otherwise subject any person to discrimination under any activity. The BGCHC reserve the right to limit or reconsider membership if a child is unable to safely and successfully participate at the BGCHC, this is at the discretion of the staff with parent/guardian meeting.

Boys & Girls Club of Hancock County

CODE OF CONDUCT

BE CARING
BE PRODUCTIVE
BE RESPONSIBLE
BE RESPECTFUL
BE SAFE

Membership:

The Boys & Girls Clubs of Hancock County is a membership organization. We aim to retain our members from age 5 to age 18, by offering relevant programs that inspire youth with hope and opportunity. Developing a sense of true-ownership of the Club in all members is our goal. We could not be the positive place for kids without you.

- \$75 is the cost of a monthly after-school membership. Full financial assistance for the cost of the monthly after-school membership is available to those whose child is covered by **Anthem Medicaid** “Hoosier Healthwise,” or “Hoosier Care Connect.” Other financial assistance for the cost of after-school membership is also available and will be considered with a formal written application.
- \$75 per week is the cost of our Summer Camp. Financial assistance for one week is available to those whose child is covered by **Anthem Medicaid** “Hoosier Healthwise,” or “Hoosier Care Connect.” Other financial assistance for the cost of weekly summer camp membership is also available and will be considered with a formal written application.
- \$5 per day is the cost of our after-school break support. Those periods are considered for Fall Break, Winter Break, and Spring Break. All those in attendance are expected to pay full amount due.



- Our after-school membership runs from July 31, 2024 - May 29, 2024. To continue in our program, all memberships need to be renewed each program year. Attendance in one membership program, either after-school or summer, does not automatically place the child in the next scheduled program period.
- All members will be given a membership card within one week of registering. The card must accompany each member upon entering the Club every day. Your membership card entitles you to full program participation.
- Members who need new membership cards need to request one with the BGCHC staff.

A Typical Day in our Program

Our program functions through a large group process. Members have many opportunities to build friendships, discover interests, and develop skills everyday. After school, the Club is a drop-in program center where children can participate in our general programs of art, technology, recreation, and homework assistance. As a member, you also have the option to enrich your experience by signing up for specialized classes ranging from Kids Kitchen, Visual Arts, tutoring, community service projects, specialized sports programs, and many other varied and diverse content specific experiences. These require no extra fees. However, extra fees may be required for some courses, field trips, and Club team athletics.

Daily Schedule

2:10 - 3:45	➡	Members arrive at their club sites & receive free healthy snack
2:00 - 3:30	➡	As youth arrive, they self select a free play area based on grade level
3:40 - 4:30	➡	Programming Rotation #1 focused on Academic Success
4:40 - 5:30	➡	Programming Rotation #2 focused on targeted BGC programming
5:30 - 6:00	➡	Choice-based activities, Free Supper, Pick-up time.

(All members must be signed-out no later than 6:00 or by the closing time on days when closing is earlier than 6:00PM.)

Daily Sign-in / Sign-out

SIGN-IN

Members must bring their membership card every day and “scan-in” at the membership desk. When members attend without their membership card, an enormous strain is put upon the membership desk to manually enter these members into our attendance program. Members who attend without a membership card may have to wait to enter the program until the daily attendance list is completed.

SIGN-OUT

An authorized adult must sign-out their child by showing valid photo identification and signing the daily attendance roster to take your child from the Club every day. Sign-out takes place at the membership desk. If a child is not signed out at the end of the program day, we will contact you and all persons whose names and numbers appear on your child’s membership form until the safe whereabouts of your child is determined. If the safe whereabouts of your child cannot be determined, the police department will be notified.

**Late-sign outs:**

If you can not pick up your child by closing time, please call the Club (317) 462.2404 and explain your situation prior to the end of the program day. Late sign outs sometimes occur and staff will work with you for up to 30 minutes after our scheduled closing time. If your child is not signed out within 30 minutes of closing time, we will contact the Police Department and Child Services. Any time a child is picked up late, a late pick up report will be completed and signed by the adult picking up your child. An accumulation of more than 3 late sign out reports within a semester is terms for a suspension from the Club.

Staffing:

The key to a high quality youth program is a staff that is trained in youth work and committed to creating a fun and safe environment for youth. At the Boys & Girls Club, we do our work with a variety of staff including college age and recent high school graduates. Part-Time Youth Development Professional Staff lead our programs year round. Our staff places a strong emphasis on prevention and engagement to achieve a high quality experience for all children.

Programming:

Information on our activities and programs is available in a few areas: At the membership desk, calendar, parent information board, bulletin boards. Please be aware of all of these areas, as we attempt to communicate important information! A yearly calendar with most of our facility hours, closings, and special events can be available as well. Additional information is also available on our website, www.bgchc.com and on Facebook, www.facebook.com/BCGHancockCounty

Please take a calendar for your use and be aware of all information posted on the parent communication board at the membership desk.

Some activities, field trips, and classes require signing permission slips and may require a small fee. If you sign up your child for one of these special activities it is important that your child participates in the event because others have donated their time and resources to make these opportunities possible. Please be mindful of what you sign-up for, as there may be specific items to bring or different pick-up / drop-off times.

Behavior:

Our goal is to meet the needs of all members, embracing the process of tailoring specific behavior management plans where resources allow. The Club focuses on prevention, positive reinforcement, and engagement to keep all behaviors positive. Working with youth often presents teachable moments where children are mentored to be respectful to themselves, others, and the club. We have a document titled "Behavior Management Protocol" that explains how we manage group and individual behavior. We believe that youth earn consequences appropriate to their behavior / action. We believe that every child should have the opportunity to be successful. In order for us to fulfill this mission, it is important that we fully understand your child's behaviors and needs. Documents are available (Child Success Plan) for you to communicate with staff ways that can help increase the likelihood of success for your child. Communication will allow us to receive the appropriate information to better understand your child and to properly interact with your child to the best of our ability. We need to be able to ensure that ALL youth are physically & emotionally in a safe environment with appropriate supervision; in the case that the behavior / actions of one child jeopardizes the safety and wellbeing of the majority of members then membership may be reconsidered. In rare instances a suspension from the Club is the consequence for repeated and specific transgressions. It is our goal to remedy any negative behavior before ever getting to this consequence. In very rare circumstances a child may become un-enrolled



from the Club. Interactions related to suspension or disenrollment will proceed in partnership with the member, the family, and club staff. The Boys & Girls Club aims to serve all young people. The Boys & Girls Club recognizes that members have individual needs. To meet these needs, the Club has developed a support program that focuses on providing specific supportive services for these members to the best of our ability with the available resources: The Boys & Girls Club of Hancock County does not promote physical intervention to ensure the safety of the child, the members, and staff. If the actions and behaviors of your child require physical intervention we will not be able to safely serve them.

Personal Items:

Any personal item that is necessary to bring to the Club can be stored in their backpack. We discourage members bringing any valuables to the Club in case that they may be damaged, lost, or stolen. The Club is NOT responsible for any item a member brings.

Members are discouraged from having their personal items out while at the club. Items that are lost usually appear within 24 hours in our lost and found. Adults are the only persons permitted to search lost and found. At the end of each month, lost and found articles are taken as a donation to the Hope House.

The following items are **not to be seen** at the club without prior documented approval:

Using these items at the Club, when not approved, will result in having these items taken away until your child leaves for the day.

- Personal electronic devices
- Cell phones
- Video Games
- Non-school issued computers (iPads/tablets)

These items are **not allowed** at the club:

Possession of these materials is grounds for immediate expulsion.

- Weapons
- Tobacco, alcohol, drugs
- Illicit Material

These items **must be approved and documented** by the Unit Director to be at the club:

- All medications (prescription or over the counter)

Health:

The growth and safety of our members is the most important aspect of our work. Accidents requiring first aid are documented and will be provided to the parent for signature.

If a child becomes sick at the club, parent / guardian may be notified to pick up their child as soon as possible.

Please do not have your child attend if they have lice, the flu, fever, or other contagious illnesses or if they have missed school for any illness related reason.



Members who have had the flu may return to the club 24 hours after fever has gone. Members who have had lice may return with a doctor's note saying it is safe for them to return to the club. Members who have had strep throat may return 24 hours after antibiotics course has been started.

If a member does not attend school or is asked to leave school early (for any reason) parents must first communicate with the Site Director to see if the child has permission to attend the Club on that given day. Member attendance at the Club is at the discretion of the Director of Operations and will be decided on a case by case basis. If you have any questions please see your Site Supervisor.

Safety:

The Boys & Girls Club would like to ensure the safest environment for our youth. If you would like to go into the Club as a parent / guardian, we ask that you please wear a "Parent" or "Visitor" name tag so that you are clearly identified. This allows our staff, volunteers, and youth to identify all adults in the building. Otherwise, please wait for your child in the waiting area.

Staff reserves the right to observe all computer and electronic activities of youth.

If your child at any time feels that they are unsafe for any reason it is important that they report their concern to a staff member immediately. Once the issue has been identified, then staff can begin to assess the situation and communicate with all parties involved. If the staff and Unit Director are not communicated with, we cannot ensure that we can attempt to resolve the situation.

Most of the time, staff are prioritizing their time by serving youth, when parents arrive and they may not be available to meet with you face to face to discuss a situation at the time of pick-up. When a physical accident or incident happens while your child is at the Club, staff will communicate with you verbally when possible and provide a document indicating what happened (and depending on the severity of the situation based off of their discretion) and will call in advance. If you, as a parent/guardian, would like a different approach or procedure please inform the Director of Operations.

Physical Injury and Incident Reports are used to best communicate with the parent / guardian anything that may have affected your member. These documents, and any behavior notifications, will be at the membership desk for you to pick-up. Please sign the document (indicating that you have read and understand what happened) and leave it at the desk. If you would like a copy, please request one and one will be provided.

EXPECTATIONS OF THE PARENTS & PARENT CONDUCT

The staff at BGCHC wants to promote positive and healthy relationships for youth and their families. Part of this is positive and open communication among staff and parents. Youth will learn by watching adults. We expect the following from parents (this list is not inclusive):

1. Keep all enrollment information up to date, especially home, work and other emergency telephone numbers and address changes.
2. Be receptive to communication from staff about your child and work with staff to reach an agreeable solution to problems.
3. Pay fees on time.



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4. Notify program supervisors of any issue that may cause behavior changes in the child in our care.
5. If you have a grievance or situation that you would like to discuss with a staff member, please do so in a private area away from youth. We do NOT want any youth to see negative, abusive, or inappropriate adult behavior.
6. You do not have to agree with the staff all the time, but we do require parents to respect staff at all time, as they will respect you.
7. Read and understand all membership registration documents including the membership form and Parent Acknowledgements and Agreements.

The Boys & Girls Club of Hancock County are here to serve youth, and we hope that all parents / guardians will join with us in our mission. If a parents / guardians actions and behavior inhibit the staff ability to serve youth, we will have no other option than to reconsider membership.

Department of Child Services & Law Enforcement:

We work closely with the Indiana Department of Child Services. We are required by law and will report any suspecting abuse or neglect and/or any information that a child discloses related to neglect and/or abuse. Staff are not required to inform or share disclosure with any parent/guardian.

BGCHC staff will call the local law enforcement if they believe, based off of their discretion, that a child's adult pick-up is unfit to properly care for the child/children or is under such improper care or control (under the influence of drugs and/or alcohol) that they may endanger the health or wellbeing of the child/children.

Closings and Breaks:

The Club is open for full days of programming during some days when schools are closed. Some programs are offered during fall, winter, and spring break however please check with our club to see what is offered.

During the summer, camp programs require a weekly registration fee of \$75 and additional registration.

Snow Days & Weather Issues:

On days when schools close or dismiss early because of weather the Boys & Girls Club of Hancock County will need to assess safety of our staff and members before deciding on remaining open or closed. Club closures will be posted on our Facebook page and Twitter accounts. You may also check our website. Closures will be on the website by 8:30am. We do this to ensure safety.

Transportation:

Most members come to the Club during the school year via a transportation partnership with GCCSC. We work together to provide safe and comfortable access to high quality after-school programs. Occasionally, due to limited resources, transportation from specific schools may be interrupted or cancelled. Any transportation cancellations will be communicated to affected schools and families many days in advance or as early as possible. However, if an unforeseen event occurs, the Club will make every effort to remedy unexpected transportation interruptions using Club vehicles. This may mean that some children will arrive to the Club at a time slightly later than is usual or expected, or may reduce that amount of members that can be transported for their schools to our Club location.

Transportation to the Club is a privilege and positive behavior on our vehicles is required. Negative behaviors will be discussed with children and their parents. Repeated negative behavior will result in a suspension from the Club.



Transportation to the Club is not provided during school breaks.

CLUB VEHICLE RULES:

- 1. Do nothing that prevents the driver from safely operating the vehicle. EXAMPLES:**
Keep the aisles clear: Use inside voices: Do not disturb the driver
- 2. Do nothing that could be dangerous, harmful, or disruptive to anyone on the vehicle.**
EXAMPLES: Keep your hands to yourself: Stay seated in your seat with seatbelt fastened
- 3. NO food, drink, or candy allowed on the vehicle.**

Transportation Behavior Management Policy:

We must ensure safety for all riders and vehicle drivers. Therefore, if a child's behavior compromises the safety of any individual, service to that child may be temporarily suspended at the discretion of the vehicle driver and BGCHC staff.

Vehicle Behavior Management Policy:

All riders must abide by the BGCHC behavior management policy. A full copy of the behavior management policy is available at the Boys & Girls Club of Hancock County front desk. Vehicle rules are listed on all vehicles. A typical progressive behavior protocol will go in this order as follows (however is subject to change at the discretion of drivers and BGCHC staff):

1. Verbal Warning
2. Written Warning
3. Written Warning with 1 day suspension from vehicle
4. Written Warning with 3 day suspension from vehicle and Club with parent meeting
5. Written Warning with 5 day suspension from vehicle and Club with parent meeting
6. Possible for temporary expulsion.

GRIEVANCE PROCEDURE

It is the Club's purpose to provide an effective way for members/parents to bring problems concerning their well-being at the Club to the attention of the Unit Director. Therefore, an informal grievance procedure has been established for the benefit and use of the members.

- Please express your thoughts, suggestions, comments, ideas and concerns to our Unit Director via a phone call, meeting, or e-mail.
- Together, we will problem solve for a timely resolution.
- Some conversations may not be suitable at the time of pick-up or require discussion away from the membership desk during program hours.
- The best time to talk with the Unit Director is between 10am and 2pm.



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1. When a member believes a Club condition or treatment is unjust, inequitable, a hindrance to effective operation or creates a problem, he/she is encouraged to discuss the condition or treatment with the Unit Director.
2. As the parent/guardian adult you are obligated to report any wrongdoing of which you become aware to the Unit Director, or, if the situation warrants, to the Executive Director.
3. Misunderstandings or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the member believes is detrimental to himself/herself or the agency, the member should follow the procedure described here for bringing the complaint to management's attention.
 - a. Discussion of the problem with the Unit Director is encouraged as a first step. If the member does not believe a discussion with the Unit Director is appropriate, the member should proceed directly to step b.
 - b. If the problem is not resolved after discussion with the Unit Director or if the members thinks a discussion with the Unit Director is inappropriate, the member is then encouraged to request a meeting with the Executive Director. They will conduct an investigation and consider the facts.
 - c. In the event the Unit Director is the subject of the grievance, the Executive Director should be notified.
 - d. If the member is not satisfied with the decision and wishes to pursue the matter further, he/she may prepare a written summary of the concerns and request that the Executive Director and Board of Directors review the matter. This request should be made through the Executive Director, who will notify the Board of Directors. The Board, after a full review of the facts (which may include a review of the written summary of the problem, interviews with the people involved, and further investigation if necessary), will inform the member of its decision and the Board decision will be final.

Boys & Girls Club of Hancock County Membership Acknowledgements and Agreements

- Upon entering the Club, I commit to ensuring that each Club Member reaches his or her full potential as a caring, productive, responsible citizen in complete safety.
- The Club's ability to operate is directly related to the giving of individuals in our community and I will give in some way to support the Club.
- The Boys & Girls Club is a membership organization for youth. In joining the Club members will strive to develop their best skills and help other members succeed at this goal to achieve a successful future filled with hope and opportunity for all.
- Medications, prescriptions and over the counter, that my child may need while at the club must be given to the professional staff in its original container with administering instructions signed by a practicing physician.
- Parents/Guardians will have my child signed-out from the Club every day by a person who is authorized on the membership form.
- Parents/Guardians will update all contact information the membership form as my contact information changes.
- Urgent changes to my child's authorized pick-up list must be confirmed by a custodial parent or guardian.
- My child will come to the club having eaten a regular meal and I will provide a lunch for my child on days when he or she is at the Club during the lunch hour (11:30 AM to 12:30 PM), unless during Summer Program where a lunch is offered.
- My child's belongings are his or her sole responsibility when they are at the Club and the Club is not responsible for my child's articles that become misplaced or disappear.
- It is my responsibility to supply my child with sunscreen for their use. My child is responsible for applying his or her own sunscreen or asking a staff to assist with sunscreen application.



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- If I wish to renew my child's membership, I will do so within 30 days of the of the renewal period (July 1 through July 31).
- I understand, per the Club's Behavior Management Protocol that Club members benefit through positive participation and may lose privileges including suspension from the Club based on repeated behavioral transgressions.
- The Club is designed to serve youth ages 5 through 18 years who can actively and cooperatively participate with the membership and programs. Any exceptions will be made at the discretion of the directing staff and may be terminated at any time.
- The Club aims to be open most days of the school year but is closed some days for various reasons. It is my responsibility for knowing the Club's schedule. (www.bgchc.com/calendar)
- I am familiar with the late pick-up policy found in the parent handbook and will abide by club hours and pick-up my child before the club's closing time. The Club may take all means necessary to maintain this commitment including releasing my child to the police department and notify Children's Services if I am late to pick up my child (30 minutes after Closing time).
- The Club may use my child's image in photographs and video for public relation purposes. If I do not want my child's image used I will give my initial and explanation on the MEMBERSHIP FORM and the MEMBERSHIP AGREEMENT EXCEPTION FORM.
- I understand that phone calls in to the Club during program hours prevent staff from giving their full attention to those who are in the Club. I will not call the Club between 2:00 and 6:00 PM unless it is an urgent matter pertaining to my child.
- Accidents and a variety of personal incidents may occur while at the Club. The staff will provide care and document these occurrences when my child is involved, communicating complete details of occurrence and response.
- I give permission for my child to attend walking field trips including trips to Riley Park or ride on Club vehicles going on routine trips to and from schools and other Club business.
- My child may view movies or television programs at the Club. These movies will have a "G" or "PG" rating.
- My child and I accept the rights and responsibilities of the Club's Computer Use Agreement.

Our Promise to the Members

The Boys & Girls Club of Hancock County, its staff, volunteers, and general membership promise to:

1. Ensure that each member reaches his or her full potential as a productive, caring, responsible citizen in complete safety.
2. Collaborate with members and their families on making the Boys & Girls Club the positive place for kids
3. Provide members with daily opportunities for building important skills and relationships
4. Offer an inclusive and varied program
5. Emphasize member involvement and development



Emergency Procedures Available Upon Request

Behavior Management Protocol Available Upon Request

Ten Things All Parents Should Know!

1. The Boys & Girls Club of Hancock County has been a part of the community since 1938 through the service and generosity of many. That generosity allows us to provide programming to ALL youth. All current members and families are asked and invited to participate and share their stories of why the Club is important in their lives.
2. Membership forms must be kept current and renewed annually. Contact information must be updated as changes occur. Each member is required to have a working phone number to reach parents/guardians at any time and TWO emergency contact phone numbers (not the including parents or guardians)
3. Members should bring their membership card EVERYDAY and parents must bring photo ID EVERYDAY.
4. Open communication about all experiences (positive and negative) your child as at the Club are encouraged and welcomed.
5. The Boys & Girls Clubs of Hancock County are a group process program for youth. While we strive to meet the needs of our members, some needs may not be able to be met for all children because of limited staffing resources.
6. We provide programming for youth ages 5-18 years old.
7. Staff are allowed to care for your children (babysit) outside of Club hours as long as it does not interfere with their expected scheduled work shifts.
8. Our program is grounded in mutual respect. Please understand that throughout every interaction we will sincerely express our respect for you and your family. Please accept that our staff deserves the same commitment from all Club families.
9. While our goal is to be a program for all youth, we may not be able to provide opportunities for youth who are a threat to themselves or others. Also, due to staffing resources, we may not be able to provide programming for some youth who would require individualize accommodations and support to engage in a large group process.
10. The actual cost of a Club member per year is approximately \$4,200. We ask that you please consider giving your time, talent and/or monetary donation this year and every year to support the mission and tradition of the Boys & Girls Club of Hancock County so that we may continue to serve ALL children in our community.



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Staff Directory

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