



**BOYS & GIRLS CLUBS**  
OF SANTA CRUZ COUNTY

## **FAMILY HANDBOOK**

This handbook is designed to give information and policies that reflect the philosophy of the Boys & Girls Clubs of Santa Cruz County. Within this handbook you will find information pertaining to our school year and summer programs.

The Mission of the Boys & Girls Clubs of Santa Cruz County (BGCSCC) is to inspire and enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens. We are a non-profit organization that serves youth between the ages of 6 and 18. We are part of a national movement that began in 1860 and now serves over 4.8 million youth in 5,000 Boys & Girls Clubs across the country.

As part of our mission, we provide our members with a wide array of enrichment activities in a safe and structured environment during after-school hours and in the summer. Club programs and services promote and enhance the development of youth by instilling a sense of competence, usefulness, belonging and influence. We seek to provide our members with:

- A safe place to learn and grow
- Ongoing relationships with caring, adult professionals
- Life-enhancing programs and character development experiences
- Hope and opportunity

Boys & Girls Clubs offer year-round programs focused on helping youth achieve academic success, healthy lifestyles, and good character & leadership. The Club has been serving Santa Cruz County youth since 1969 and today serves over 1,600 young people each year. Our Clubs provide the meals, mentors, and meaningful experiences kids need to learn, grow and thrive.

We welcome you and your child to the Boys & Girls Clubs of Santa Cruz County!

Katee Freeman  
Clubhouse Director  
Downtown Santa Cruz

Silka Jewell  
Clubhouse Director  
Live Oak

Bryon Windsor  
Clubhouse Director  
Aliberti Clubhouse, Scotts Valley

Lis DuBois  
Executive Director

# BOYS & GIRLS CLUBS OF SANTA CRUZ COUNTY

**1. MEMBER CODE OF CONDUCT** - The Club provides a safe and engaging environment for members to build academic success, healthy lifestyle and good character and leadership. This includes holding Club members to a high standard of behavior that demonstrates respect for peers, staff, and volunteers. Please review this Code of Conduct with your child so that they understand the behavior standards expected of them.

As a Club member I agree to:

- Follow ALL Club rules.
- Respect Club, Respect Self, Respect Others, Be Kind & Play Fair.
- Treat staff, adults, volunteers/coaches, and other members with respect.
- Value other cultures and individual differences equally.
- Do my part to keep the building, property, and equipment clean and neat.
- Take responsibility for my choices and the results for making those choices.
- Not participate in bullying of any kind, verbal, non-verbal or electronic.
- Not bring weapons, drugs, alcohol, cigarettes, tobacco products, inhalants to the Club.
- Not engage in physical endangerment of any kind.
- Use appropriate language and good manners.
- Strive to do my best in everything I do.
- Represent the Club's values, both in the Club and when I'm outside the building.
- Be friendly and demonstrate a positive attitude.

**2. PARENT/GUARDIAN CODE OF CONDUCT** - Boys & Girls Clubs of Santa Cruz County is committed to providing a safe and nurturing learning environment for your child. In an effort to ensure your child's development is met in a positive way, we ask that you as the parent(s)/guardian(s) agree to the following:

- To follow the policies and procedures expressed in this Family Handbook. You understand that it is your responsibility to read and follow these policies to the best of your ability.
- To support the Club in the way you communicate with children, staff, and other parents. You will not be discourteous to, threaten, or use inappropriate language or actions towards any child (yours or other), staff, or parents/guardians at or near our Clubs or Club functions.
- To not approach any child other than your own to obtain confirmation, clarification, or "their view" on Boys & Girls Clubs-related issues, disputes, or disagreements between children. Such matters must be brought to the attention of and handled by Boys & Girls Club Staff.
- To not approach any staff requesting confidential information regarding any child but your own.
- To value other cultures and individual differences equally.
- To do your part to keep the building, property and equipment clean, neat and working properly.
- To have a supportive and cooperative partnership with staff, which provides the opportunity to voice concerns and ideas for improvement.

*Should you violate these guidelines, your child's enrollment may be terminated.*

**3. DISCRIMINATION & HARASSMENT** - Boys & Girls Clubs of Santa Cruz County is committed in all areas to providing an environment that is free from discrimination and harassment. We will not tolerate discrimination and harassment based upon an individual's sex, race, ethnicity, national origin, age, sexual orientation, religion, or any other legally protected characteristics. All Club staff, youth members, and volunteers are expected and required to abide by this policy. We strive to engage youth in programs that support the development of cultural competency. Our programs help youth understand and respect their own culture and the cultures of others, where they are able to contribute to a multicultural society and demonstrate acceptance for differences among people. All people are welcome at Boys & Girls Clubs regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability.

**4. INCLUSION** - Boys & Girls Clubs of Santa Cruz County seek to serve all people. It is our intention to include people of all physical, mental, and emotional abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. Despite our best efforts, it may not be possible in certain circumstances for Boys & Girls Clubs to accommodate the disability or special needs of a particular child. This could occur in the following examples:

- The individual's disability or special needs present a significant direct threat to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level; or
- The required accommodation would require a fundamental alteration to Boys & Girls Clubs programs, requires resources beyond the scope of what the Club is able to provide, or otherwise presents an undue burden for the Club.

For some children, special accommodation needs may appear later, or may differ over time. We will make ongoing assessments of your child's needs and will require the parent/guardian's involvement in this process. Failure to share information about your child that identifies special accommodations, care, or supervision needs may jeopardize the placement of or continued participation by your child in the program. All children are expected to abide by the Code of Conduct or stated behavior expectations. An individual plan of care stating needs may be required prior to starting the program.

**COMMITMENT TO INCLUSION** - We believe every kid has what it takes. The mission and core beliefs of Boys & Girls Clubs fuel our commitment to promoting safe, positive, inclusive environments for all. Boys & Girls Clubs of America supports all youth – of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion – in reaching their full potential.

**5. ANTI-BULLYING** - Boys & Girls Clubs of Santa Cruz County is a safe and positive place for kids. We develop and implement policies, procedures, and strategies for ensuring the safety of members. The Boys & Girls Clubs of Santa Cruz County is committed to providing all members with a safe environment and will not tolerate any form of bullying at any Club activity on or off Club property. All staff, volunteers, members, and board members shall read and abide by the Boys & Girls Clubs of Santa Cruz County Code of Conduct.

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. Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose. Staff and/or volunteers who observe an act of bullying shall take

immediate, appropriate steps to intervene. If the staff member and/or volunteer believes his/her intervention has not resolved the matter, they shall report it to Club leadership and document the incident in writing. Club leadership or appropriate staff member shall inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior, up to, and including terminating membership.

If a member's behavior is considered bullying, we will work with the parents / guardians on age-appropriate interventions and consequences. If the bullying behavior does not stop, the Club member may lose their right to attend the Clubs. For more information on bullying prevention, visit <https://www.stopbullying.gov/>

**6. CELEBRATION OF HOLIDAYS** - Boys & Girls Clubs is a non-sectarian, multicultural organization. Holidays are recognized for their celebration value rather than their religious significance. One-way staff honors diversity is by teaching children how different cultures celebrate their holidays. You are welcome to inform us of holidays your family celebrates.

**7. ZERO TOLERANCE** - Boys & Girls Clubs of Santa Cruz County will never tolerate violence in our programs or on our premises. If a child or family member engages in aggressive or violent behavior, or brings a weapon to the Club, they will be expelled immediately. 911, the police, and CPS may be notified in these circumstances. WE WILL NOT OFFER SECOND CHANCES.

**8. DRUGS, ALCOHOL AND SMOKING** - The use of illegal drugs, controlled substances, recreational drugs, alcohol, and tobacco and other smoking materials is prohibited at the Boys & Girls Club. If suspicion of impairment occurs, we will ask you to call a taxi or an emergency contact to pick up you and your child. If you choose to leave with your child, we will call 911 and CPS.

## CLUB HOURS

**9. HOURS OF OPERATION** - School Year: We offer after school programs, teen programming, and athletics. Hours of operation vary based on location. Please see our website for specific site information – [www.boysandgirlsclub.info](http://www.boysandgirlsclub.info)

- Non-School Days: We offer programming for the full day on many non-school days from 8AM-6PM. Additional program fees are required on some occasions, including winter break and spring break. Please see the Club schedule on our website for additional information.
- Summer: We offer summer day camps and specialty camps. Please see our website to access our parent portal for additional information and registration procedures.

**10. CLUB CLOSURES** - Our Clubs will be closed on the following holiday and training days. Please see the Club schedule on our website for additional information.

- New Year's Holiday (day or days adjusted dependent on what day of the week they fall)
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day

- May/June Summer prep days (usually coinciding with the week of Memorial Day)
- Juneteenth
- Independence Day (day or days adjusted dependent on what day of the week they fall; in some cases, the Club may be closed the entire week)
- August school year prep days (usually coinciding with the first week of the school year)
- Labor Day Holiday
- Veteran's Day
- Thanksgiving Holiday (Thursday - Friday)
- Christmas Holiday (Christmas Eve and Christmas Day – days adjusted dependent on what day of the week they fall; in some cases, the Club may be closed the entire week)

**11. INCLEMENT WEATHER/AIR QUALITY** - Boys & Girls Clubs will be closed if local schools are closed due to inclement weather. If schools dismiss early due to inclement weather or have canceled after school activities, our Clubs will be closed to ensure the safety of the staff. Club will update social media and website to announce closures and or early closings, as well as notifying the appropriate schools, teachers and parents. Please call if you are uncertain.

**12. POWER OUTAGES / WATER SHUT OFF** - For the safety of our members and staff, the Club may close early due to power outages. Parents / Guardians and emergency contacts will be called for all children in attendance. If the water is shut off, the Club will be closed and will remain closed until other accommodations are made.

## **STAFFING AND COMMUNICATION**

**13. STAFFING** - Our programs employ youth professionals who take their work with children seriously. Prior to being hired, each staff member must undergo a criminal background check, reference check and in-depth interview, as well as Training on Mandated Reporter, and our Organization's policies. Our professionals also receive Boys & Girls Clubs Of Santa Cruz County and Boys & Girls Clubs of America program training. Trainings include, but are not limited to, CPR/First Aid, Child Safety and Harassment, and Trauma Informed Care. Our Clubhouse Directors are trained in Program Quality Assessment through the Weikart Center.

We maintain a set staff-to-youth ratio of 1:20 or lower to ensure program quality and safety.

Please be aware that for safety purposes, staff are NOT allowed outside contact with any children in our programs. This includes but is not limited to babysitting, house sitting, e-mail/phone contact, social media, etc. as outlined in our Employee Handbook. Any prior relationships staff may have with children or families must be disclosed to their Clubhouse Director. Staff may be permitted to attend children's community events, such as graduations or other significant milestones, if disclosed to their Clubhouse Director.

**14. COMMUNICATION** - The Clubhouse front desk is the first place to look for notices about activities and schedules. Please check in with the Clubhouse Director or Front Desk Manager to ensure your email is up to date. Our website ([www.boysandgirlsclub.info](http://www.boysandgirlsclub.info)) is where you will find more information about our programs. Feel free to send us an email if you have questions or messages for staff. You can reach us at:

**Downtown Santa Cruz Clubhouse:** 831-413-3138; [downtown@boysandgirlsclub.info](mailto:downtown@boysandgirlsclub.info)

**Live Oak Clubhouse:** 831-477-4095; [liveoak@boysandgirlsclub.info](mailto:liveoak@boysandgirlsclub.info)

**Joe & Linda Aliberti Clubhouse:** 831-535-7017; [aliberti@boysandgirlsclub.info](mailto:aliberti@boysandgirlsclub.info)

**15. UPDATING PERSONAL INFORMATION** - Please notify us in writing if any of the following changes occur, so that we can update records. You may also update your personal information directly via our parent portal.

- Change in phone numbers, home address, workplace, school, or emergency contact.
- Changes in individuals authorized to pick up your child(ren).
- Changes in allergies, health, or immunization status.

## **BEHAVIOR MANAGEMENT**

**16. SUPPORT PROTOCOL** - Boys & Girls Club strives to be an inclusive community to all that we serve. Open lines of communication between Club staff, families and school staff help to ensure that we can support all participants in being successful. If your child has a diagnosed disability or special needs, a support protocol meeting will be held before the child enters the program to discuss the needs and how our staff can strive to accommodate them. This is also available to families that have a child without a diagnosis but feel that extra support would be helpful for success in our program.

**17. DISCIPLINE** - While we strive to be sensitive to children and their families' cultural and individual values, age appropriate behavior is expected of all children enrolled in our programs. Discipline will be based on an understanding of the child's needs and will encourage the child to develop self-control, appropriate behavior, and respect for the rights of others. Children will be listened to and treated with respect and fairness by staff members. Staff may approach inappropriate behavior using methods such as problem solving, alternative activities, and logical consequences for their actions.

The staff uses positive techniques of guidance, redirection, anticipation and elimination of potential problems, positive reinforcement, and encouragement. Techniques of competition, comparison, and criticism are avoided. In addition, consistent, clear rules, group agreements and expectations are explained to the children. The Club will NEVER use corporal punishment, ridicule, or name calling as forms of discipline. Staff will work with parents to establish open communication and to problem solve about the children's behavior. Follow up at home may be necessary.

Parents/guardians will be notified immediately if a child is in danger of hurting themselves, others, or the environment. You are expected to pick your child up immediately. If unable, your emergency contact should be willing and able to do so. Your child will not be allowed to attend the program again until a protocol support meeting has happened.

**18. SERIOUS DISCIPLINE AND SUSPENSION** - A serious discipline problem is one in which the Director determines that a child is engaging in inappropriate behavior that results in a parent meeting and/or suspension, dismissal or expulsion. These behaviors include but are not limited to:

- Fighting with another member, staff person, volunteer, or parent.
- Bullying of any kind, verbal, or non-verbal threats.

- Acts of threat toward another member, staff person, volunteer, or parent.
- Physical endangerment, including use of drugs, alcohol, tobacco products, or inhalants.
- Destruction or theft of Club property or another member's property.
- Racial or sexual harassment (including inappropriate physical contact).
- Bringing, threatening to have in possession, or using with malicious intent anything that can be interpreted as a weapon, including but not limited to sling shots, firecrackers, toy guns, or knives, among others.
- Running away from staff, program, or the facility, including failure to stay within audio or visual supervision.

If a child, parent, guardian or contact engages in any of the above behaviors, we reserve the right to suspend and/or expel them from our Clubs. The duration of suspension will be determined at the parent meeting. However, the child will not be able to return before a parent meeting is held.

If your child's school calls you to pick them up due to behavioral or disciplinary actions, they will not be able to attend Boys & Girls Club that day. If your child has also been suspended or expelled from school, they will not be able to attend Boys & Girls Club for the duration of the suspension.

**19. CIRCUMSTANCES FOR TERMINATING PROGRAM PARTICIPATION** - We reserve the right to dismiss, suspend or remove any child from the program. Staff and parent(s) / guardian(s) have the right to request a parent conference at any time. The following are circumstances in which the Clubhouse Director could terminate program participation. In every instance, efforts would be taken to try to solve the problem before termination.

- If parents/guardians disagree with a Club policy and if attempts made to reconcile differences between the parent/guardian and the Clubhouse Director fail, participation will be discontinued. Fees will not be refunded.
- If a child's behavior puts them or other children or staff at risk and is disruptive to the overall program, and attempts to work with the child and their parent(s) fails to produce ongoing improvement, services will be discontinued. Fees will not be refunded.
- Additional grounds for terminating services include: chronic late pick up, non-payment of tuition, failure to comply with program policies, failure to disclose required information, or other standards indicated in this handbook, among others. Fees will not be refunded.

**20. CHILD ABUSE / NEGLECT REPORTS** - ALL BGCSCC staff are Mandated Reporters. California State Law REQUIRES that staff who suspect that a child in their care is being abused or neglected must make an official report on behalf of the site to Child Protective Services (CPS). Reports are kept confidential. Referrals may be made to CPS without conferring with parents. Reporting should be regarded as a request for investigation into a suspected incident of abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of the child. Making a report can be the beginning of a process to help parents with their challenges and to protect their children.

**21. GRIEVANCE POLICY** - Honest differences of opinion regarding conditions of care or procedures will arise from time to time. When this happens, families are encouraged first to bring the matter to

the attention of the Clubhouse Director by asking to meet in private where concerns may be addressed. We recognize that not all challenges can be remedied through this informal basis. The following more formal, step-by-step procedure should be initiated:

- Address a letter/email to the Clubhouse Director stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss.
- If this discussion does not resolve the concern, you may request to meet with the Director of Programs.
- If no resolution is reached after listening to the concerns, by either the Clubhouse Director or Director of Programs, you may request to meet with the Club's Executive Director.

If you have safety concerns with the Club that you wish to share anonymously, please call the Child Safety Helpline provided by the Boys & Girls Club of America at 866-607-7233.

This grievance resolution policy is only a guideline. We may decide in some circumstances and at our discretion, to use a different procedure to investigate or resolve challenges. All decisions regarding the resolution of concerns or complaints remain at our discretion and shall be final.

Our goal is to provide a high-quality, safe place for children. The procedure to address grievances does not include confrontation while children are present. We strive for positive working relationships with all involved. However, any situation deemed a threat to the safety and well-being of children in our care or our staff or a disruption to the regular operation of our programs will not be tolerated.

## **REGISTRATION AND BILLING**

**22. CLUB MEMBERSHIP AND REGISTRATION FEES** - Our Clubs offer school year and summer memberships. These membership fees allow your child to have access to Boys & Girls Clubs of Santa Cruz County, along with any required additional program registration fees (examples: afterschool program, basketball league, swim lessons, summer camps, etc.). Membership and registration fees are non-refundable and non-transferrable.

Families who participate in CalWorks or GoKids programs are responsible for contacting the program to request payment to the Boys & Girls Clubs of Santa Cruz County. If the programs do not pay the Club, it is the parent/guardian's responsibility to pay all required fees.

**23. REGISTRATION AND ENROLLMENT PROCEDURES** - Each Club site has limited spaces available during the school year and summer programs. Registration will be offered on a first-come, first-served basis, unless otherwise stated. Many of our programs are at capacity, and we require a minimum of 14 days notice to un-enroll a child from the program. Should you decide to re-enroll your child, their spot is not guaranteed and they will be placed on the waitlist until space becomes available.

All registration and enrollment information is confidential. This may include information related to your child's progress in the program. Only approved staff and individuals will have access to any child's information. For billing and refund questions, please see the section regarding billing procedures.



**24. PROGRAM REGISTRATION** - A club member must be registered in the after school or summer camp programs prior to starting the first day. If your child has additional needs, please contact the Clubhouse Director or Front Desk Manager to ensure a smooth transition.

**25. BILLING PROCEDURES** - Membership fees must be paid in full to be considered enrolled. School year program fees are billed monthly, on the first week of the month. We do not prorate for absences, and program fees are charged regardless of usage to maintain a space for your child in our program.

The Boys & Girls Clubs of Santa Cruz County requires that all families have a stored credit card on file that can be used to bill for non-payment. Families may still arrange to pay by cash or check. Please contact us if you have questions regarding this policy.

If automatic billing is selected, your card will be entered one time, encrypted, and charged during our monthly billing process. If you do not have a credit card on file, you will be required to make payment either pay in full when a balance is posted to your parent portal account, or establish a payment plan with the Clubhouse Director or Front Desk Manager. Failure to pay fees timely will result in your child not being able to attend any Boys & Girls Clubs of Santa Cruz County program. Please contact the Front Desk Manager if payment arrangements need to be made.

#### **26. ADDITIONAL FEES**

**LATE PICK-UP FEE:** A fee of \$1.00/per minute will be charged after the program closes.

**INSUFFICIENT FUNDS CHECK FEE:** A fee of \$50.00 will be assessed if a check is returned.

**CREDIT CARD CHARGEBACK FEE:** A fee of \$50.00 will be assessed to your account.

**27. REFUNDS** - All membership and program fees are non-refundable. Refunds are not issued, even if a member moves, transfers schools, or otherwise elects to stop attending the Club or participating in an athletic league. Partial refunds may be issued at the discretion of the Clubhouse Director for extreme circumstances, following a written request by the parent/guardian. If a refund is granted, please allow a minimum of two to three weeks for processing time.

**28. SPLIT FAMILY PAYMENT PLANS** - In order for us to remain neutral, families asking for split bills will be required to submit a request along with their parenting plan. In some instances, we may require your court documents in order to provide separate bills and for us to know who is responsible for payment percentages. We will follow the parenting plan, but if payments are missed, it is the responsibility of the parent/guardian who registered the child into the program to pay any amounts due.

**29. CANCELLATIONS** - At times, Boys & Girls Clubs will need to cancel a program due to low enrollment. In these circumstances, parents will be notified via email or phone call and a 100% refund will be issued. If your child will not attend other BGCSCC programs, membership may be refunded.

**30. NEED-BASED SCHOLARSHIPS** - Boys & Girls Clubs of Santa Cruz County is committed to providing quality programming that is as affordable as possible for all families. Scholarships are awarded on an as-need basis, using Federal Poverty Level guidelines. All scholarships run from the beginning of our school year program through the end of the following summer.

We ask that all families apply for scholarships via our online Parent Portal. The application process includes uploading copies of your two most recent paystubs or form W-2. Please contact the Front Desk Manager to learn more about the scholarship application process. If your family is awarded a scholarship, your portion is expected to be paid in full by the required due date. Families must reapply for scholarships each year (beginning in July for school year enrollment). Housing insecure and foster families qualify for 100% scholarship of membership and program fees.

**31. OVERDUE ACCOUNTS** - Overdue accounts and/or payment plans, if not dealt with and paid on time, could lead to suspension. Your child may not be eligible to participate in any BGCSCC until all past-due fees are paid in full.

**32. TAX INFORMATION** - End of year childcare fee statements are available through our online Parent Portal. If you need assistance please see the Front Desk Manager.

## PROCEDURES

### 33. CHECK IN AND CHECK OUT PROCEDURES

**CHECK IN:** Members must check in upon arrival to any Club site. If you have questions on where to check in, please contact your Clubhouse or Site Director.

Please note that members who attend a club site located on a school campus are asked to proceed to the club directly after school. We require these students to sign into the club no more than twenty minutes after the end of school, to ensure their safety and clear expectations for both families and Club staff. The only exception is for afterschool clubs, sports or meetings with teachers or school staff (in these cases, we ask that students provide a note signed by an adult).

**NOTE:** Members may not be present on Club grounds without being checked in and participating in Club activities. Therefore, members should NOT be dropped off prior to the opening of the Club, or be on Club property after checking out, as we cannot be held responsible for their supervision.

**CHECK OUT:** We ask that all members be picked up by a parent/guardian or authorized contact, as stated in their registration information. Please update your authorized contacts via our parent portal as needed. For additional assistance or help contact the Front Desk Manager.

- In the case that a custody or visitation situation arises, the Club can only ban pickup if provided with legal documentation that states the arrangement or agreement.
- We ask that members under age 12 be escorted by a parent, guardian or authorized adult or older sibling when departing the Club. Please communicate departure expectations for your child with your Clubhouse Director.

We strongly discourage families from allowing their children to leave Club premises without an adult. However, it is the responsibility of the child AND parent/guardian to determine, understand, and enforce whatever arrival and departure methods they see fit prior to coming to the Club. Children who are not mature enough to handle this responsibility should have the close supervision of other

suitable programs. Staff will contact any parent/guardian who has not communicated permission for a child to leave the premises unaccompanied.

NOTE: During summer camps, youth entering grades 9 and above may be allowed to leave the Club premises for a 30 minute snack/lunch break. These breaks will only be allowed with the permission of the Clubhouse Director. If you have any questions, please speak with the Clubhouse Director.

PLEASE NOTE THE FOLLOWING: Boys & Girls Clubs of Santa Cruz County's program are NOT a daycare; therefore, we are not required to abide by California's Child Care Licensing Standards. We have found through years of experience that your communication of expectations with your child regarding check in and departure, and our consistent staffing is able to keep children safe within parameters parents feel comfortable with. If you have any questions, please do not hesitate to reach out to the Clubhouse Director.

**34. LATE PICK UP** - The Boys & Girls Clubs of Santa Cruz County closes at 6pm during the school year and summer months. Although we want to make the afternoon commute and pick up as easy as possible for everyone, it is our responsibility to ensure that our staff are able to leave the Club promptly after their shift. If a parent or person responsible for pick up arrives after closing, they will be charged \$1.00 for every minute late. If it is after closing time and a child has not been picked up, the closing staff will begin calling emergency numbers on the child's registration. If the child has not been picked up after 30 minutes and there has been no contact with a parent or emergency person, the authorities will be called and the child will be removed under their protection. More than two late pick-ups could result in suspension or termination of your child's enrollment in the program.

### **35. CHILD CUSTODY AGREEMENTS, REQUEST OF RECORDS, AND LEGAL ORDERS**

Certified copies of child custody agreement and legal orders regulating parental access to children and their school records need to be filed with the Clubhouse Director. To remain neutral, we will not release attendance records without a court order requiring us to do so.

**36. FAMILIES IN TRANSITION** - Families in transition through personal loss, loss of a job, separation of a spouse or partner, or other difficult challenges should know we want to offer support. Please make us aware of concerns in your child's life. Changes outside of school and Boys & Girls Clubs may have an impact on a child's interactions while in our care. Our policy is to maintain a quality program while continuing to be a neutral and a confidential party during family hardship.

If we become part of your parenting plan (i.e. split payments, mutual pick up/drop off point for custody exchange, etc.) please share this information with us. For other court ordered situations (ex: restraining orders), we must have a copy of the order on file in order to comply. We strive to connect families with resources such as counseling, observation of children with chronic behavior challenges, and other referrals. For more information, please ask to meet with your child's Clubhouse Director.

## **HEALTH AND SAFETY**

**37. ILLNESS EXCLUDING A CHILD FROM THE PROGRAM** - The Department of Health requires us to exclude children with symptoms of contagious diseases. If it is evident your child shows any of these symptoms while in our care you will be contacted to pick them up immediately. We will not

provide care for children who have stayed home from school or if the child is determined sick at school 30 minutes prior to school release. If school contacted parents or guardians 30 minutes before school ends, we expect the child to be picked up no later than 30 minutes after arriving to the Club/Site. Symptoms include:

- Diarrhea (three or more times in a 24-hour period)
- Vomiting (twice or more in a 24-hour period)
- Body rash, including ringworm (not from diapering, heat or allergies)
- Pink eye or eyes with pus or mucus draining from them
- Sore throat - especially with fever or swollen glands
- The presence of lice, nits or scabies (may not return until all presence is eliminated)
- Pertussis (whooping cough)
- Simply not feeling well: unusually tired, pale, lack of appetite, confused or unusually irritable
- Fever above 100 degrees

**38. PRESCRIPTION & NONPRESCRIPTION MEDICATION** - The Boys & Girls Club is committed to protecting the health and well-being of the children who we serve, and the staff and volunteers who provide services to these children. BGCSCC staff may administer medication ONLY when a letter signed by a parent/guardian AND a physician is on file. Any violation of this policy could result in disciplinary action up to and including termination.

BGCSCC is not legally obligated to administer medication to any child, and can only administer medication to children for whom a plan has been made and approved by the Clubhouse Director. Because medication poses an extra burden on staff and having medication in the facility is a safety hazard, parents/guardians are asked to check with the child's health care provider to see if a dose schedule can be arranged that does not involve the hours the child is in care of the Club. Parents/guardians may come to administer medication to their own child during the day.

#### MEDICATION

1. All prescription medications shall be maintained with the child's name, shall be dated, and stored in the Clubhouse Director's office. Children are not allowed to keep and self-administer medication without supervision.
2. Medications must be stored in the original bottle with an unaltered label. Medications requiring refrigeration must be properly stored in a cooler provided by parents/guardians.
3. All medication shall be administered in accordance with the label directions.
4. Written consent must be provided from the parent permitting BGCSCC personnel to administer medications to the child. Instructions shall not conflict with the prescription label or product label directions.

#### ASTHMA INHALERS & EPIPENS

Members who have a completed Request & Authorization for Administration may keep their Asthma Inhaler or EpiPens with them. In an emergency, the Boys & Girls Clubs staff can help assist to administer the EpiPen as prescribed by a physician for a particular child.

**39. EMERGENCY RESPONSE PLAN** - We are committed to providing your child with the best care possible. We hold regular drills on how to care for children during and after a disaster and review emergency scenarios to be prepared for a wide variety of crises. Please keep the following in mind:

- In the event of a natural disaster, such as an earthquake, we have supplies and emergency plans to accommodate staff and children while they are on site. Detailed lists and protocol assist in tracking children and staff during an emergency. If the Club becomes unsafe and we are instructed to move to a safer place, we will post our location and means of transportation.
- After a disaster, we will continue to care for your child until you or an emergency contact is able to pick them up. We understand this may take some time and are prepared to care for children for many hours after a disaster.
- Phone lines can handle only a small portion of calls at a time. You may not be able to reach us by phone after a disaster.
- Check in with staff first before removing your child from our care. It is very important that we keep accurate, written records when releasing children. Taking your child without notifying staff will put that child on the missing list and will cause confusion and delay.

**40. MEDICAL CONSENT** - We require all parents/guardians to give BGCSCC permission to respond to medical emergencies for any youth participating in a Club sponsored activity. In the event of a medical emergency, BGCSCC will notify the parent/guardian as soon as possible. If the parent/guardian cannot be located and the youth is in need of immediate medical attention, BGCSCC staff will act as an agent on behalf of the parent/guardian to consent to appropriate medical attention. This includes the transportation of children if necessary. Parents/guardians waive all claims against the Boys & Girls Clubs of Santa Cruz County (or its agents, officers or employees) in the case of injury, accident or illness occurring during the course of participation.

**41. ACCIDENT PROCEDURES**

<p><b>Emergency Treatment</b>  <b>Examples:</b></p> <ul style="list-style-type: none"> <li>● Uncontrolled bleeding</li> <li>● Seizures</li> <li>● 2nd and 3rd degree burns</li> <li>● Shock</li> <li>● Fractured bones</li> </ul> <p><b>Steps we follow:</b></p> <ul style="list-style-type: none"> <li>● Call 911</li> <li>● Notify Clubhouse Director</li> <li>● Administer CPR or First Aid</li> <li>● Contact the parent / guardian or emergency contact</li> <li>● Transport to the nearest hospital (if necessary)</li> <li>● Notify Executive Director</li> <li>● Complete and file accident or medical report</li> </ul>	<p><b>Non-Emergency Treatment</b>  <b>Examples:</b></p> <ul style="list-style-type: none"> <li>● Extreme vomiting</li> <li>● Severe pain</li> <li>● Fever 101 degrees or above</li> <li>● Cut that require stitches</li> </ul> <p><b>Steps we follow:</b></p> <ul style="list-style-type: none"> <li>● Administer First Aid</li> <li>● Notify Clubhouse Director</li> <li>● Contact the parent /guardian or emergency contact</li> <li>● Transport to the nearest hospital or call 911 (if necessary)</li> <li>● Complete and file accident or medical report</li> </ul>	<p><b>First Aid Treatment</b>  <b>Examples:</b></p> <ul style="list-style-type: none"> <li>● Minor cuts, scrapes, bumps</li> <li>● Low grade fever up to 101 degrees, headaches</li> <li>● “Need to lie down”</li> </ul> <p><b>Steps we follow:</b></p> <ul style="list-style-type: none"> <li>● Administer First Aid</li> <li>● Notify Clubhouse Director of accident or illness</li> <li>● Contact parent / guardian</li> <li>● Document on accident / illness form</li> </ul>
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## EXPECTATIONS WHILE IN PROGRAM

**42. TOYS FROM HOME** - Please see the director or staff for specific policies before bringing toys from home. When permitted, any toys must be appropriate for a school or Club setting. We are not responsible for any lost or stolen items. Please note that we also will not provide storage for toys from home. We do not allow toys to be traded, sold, or purchased. This policy also includes electronics and other collectibles.

**43. ITEMS TO BRING TO CLUB** - Please bring clothing and shoes appropriate for outside play, and homework or books for quiet time. Helmets are required when riding bikes, skates or boards.

**44. ITEMS NOT TO BRING** - Valuables should not be brought to the Club. Items which endanger Club members and employees are not permitted. Weapons, whether real or toy, are not permitted. Weapon-like novelty items such as switchblade combs and bullet keychains are inappropriate and not permitted. Real or toy handcuffs and restraints are not permitted. Fireworks are not permitted. Alcohol or drug related clothing and paraphernalia is not permitted. Head coverings and clothing that can be perceived as gang-related are not to be worn on Club property.

**45. LOST AND FOUND** - We are not responsible for lost or damaged items from home. Please help us by labeling everything with your child's name and leaving valuables at home. Stray clothing and items will be placed in the lost and found area each day. Unclaimed clothing and items are donated to charity. Please check the lost and found regularly for items that may belong to your child.

**46. SCREEN TIME, ELECTRONICS AND CELL PHONES** - We limit screen time to promote active participation, social interaction, digital safety and a sense of community among our youth. BGCSCC does not allow the use of any personal technology devices for youth grades K-5 while at the club. We do recognize that some members in this age group have cellphones and occasionally need to use them. However, we ask that the phones remain in backpacks and permission is asked before being used. Parents who need to contact their children may call the Clubhouse front desk.

For youth in grades 6 and above, the "Bring Your Own Device Policy" must be signed by both the club member and parent before a youth may use their own device onsite. No videoing is ever allowed of Club members. We are not responsible for lost, stolen or damaged personal devices.

**47. MUSIC, MOVIES, AND MEDIA** - We make every effort to ensure that all music, movies, video games, and media at the Club is age appropriate (rated G or PG). We cannot control media that children are exposed to outside of the Club and may introduce to their peers.

**48. PHOTO & VIDEO CONSENT** - As part of our enrollment process, we require all parents/guardians to give permission to BGCSCC and any respective designees to take, use and publish photographs and videos of children while participating in Club activities, and to waive all rights of compensation to these materials. If your family has specific circumstances or concerns re: photos or videos of your child, please contact Clubhouse staff directly for special accommodation.

**49. CONSENT TO SURVEY** - As part of our enrollment process, we require all parents/guardians to give permission for their child to participate in individual, group and internet surveys used specifically for the purpose of evaluating the impact of BGCSCC programs.

**50. TOILET TRAINED POLICY** - Children enrolled in the Boys & Girls Clubs of Santa Cruz County must be toilet trained before attending any of our programs. Children must be able to wear underwear with very few potty accidents. A child having multiple accidents a week or wearing pull-ups **is not** considered toilet trained.

We enforce the toilet trained policy due to the overall health and safety of both children and club professionals. Our facilities are not equipped to assist youth with regularly occurring accidents and our club professionals are not permitted to assist youth in any type of clothing change or toileting activities. If club professionals are busy attending to an accident, one or more adults are removed from the direct supervision and interactions with the rest of the club. This can have an impact on the enjoyment and safety of activities for all club members.

We do understand that even toilet-trained children will occasionally have toilet-related accidents. By definition, "accidents" are unusual isolated incidents and should happen infrequently. Should an accident occur, staff will instruct children to wash themselves, and provide them with a change of clothes. We strive to encourage independence and won't shame a child for an isolated incident.

**A toilet-trained child is a child who can do the following:**

1. Communicate to the Staff that he/she needs to go to the restroom before an accident occurs.
2. Remove himself/herself from what he/she is doing to go to the restroom.
3. Pull down his/her clothes and get them back up without assistance.
4. Wipe himself/herself after using the toilet.
5. Get on/off the toilet by himself/herself.
6. Wash and dry hands.
7. Capable of waiting for single-use bathroom or bathroom availability while on outings

While we can ask members to be conscious of their bodies, we cannot force them to use the restroom.

If your child is not completely toilet trained (including the ability to complete toileting activities independently) as described above, you will need to withdraw your child from the Boys & Girls Club and place their name on the waitlist.

**The following policies will be in place for children who have accidents.**

1. If two or more accidents occur in one week, the parent will be notified with the understanding that the issue needs to be addressed and corrected.
2. If additional accidents happen in the following weeks, your child will be required to take one week off or longer until he/she is fully toilet trained. Fees will not be prorated during this time. Parents should contact the Club Director to facilitate the child's return to the club.

3. If it is apparent that the child does not understand basic toileting activities or is unable to complete them independently, the parent will be notified that they need to find alternative care. We are happy to place the child on our waitlist and re-enroll them once they are fully toilet trained and as long as space is available.

Documentation of toileting accidents will be kept and parents/guardians will be notified each time an accident happens. This will ensure that both the club and guardians have the most up-to-date information.

## **AFTER-SCHOOL & SUMMER PROGRAMS**

**51. TYPICAL SCHOOL YEAR SCHEDULE AND CURRICULUM** - Each site has a posted daily schedule based on start time. In addition, sites will post lists of activities for the week and/or month. Please see your Clubhouse Director or Front Desk Manager to see where this list will be posted.

Our curriculum includes, but is not limited to, arts & crafts, STEM, sports & fitness, PowerHour/homework support, life skills, healthy snacks, free play and outdoor time.

**52. WALKING BUS** - Our staff provide supervised “walking busses” from select elementary schools to help our members arrive safely to our Clubs following afternoon dismissal. You may sign up for walking bus via our online parent portal, or by contacting the Clubhouse Front Desk. If your child will not be walking with us on any given day, we request that you call the front desk at least one hour prior to school dismissal to let us know. There is a \$5 no call fee when parents/guardians do not give advance notice regarding their child's absence. This helps ensure the safety and timely arrival of all participating youth to the Club.

**53. HOMEWORK** - Power Hour/homework time will be provided Monday-Friday during the school year for children to receive assistance with their homework. While staff encourage all children to do their best work, we are not able to tutor each child on an individual basis. Other options will also be available for children that do not have homework but would still like to work on an educational activity. PowerHour is scheduled for a specific time each day that works best for the program and around other scheduled activities.

### **54. SUMMER PROGRAM - ITEMS TO BRING EACH DAY**

- Backpack
- Water bottle
- Breakfast, lunch and snacks are provided, however, should your child want to bring their own, please provide a food that does not need to be refrigerated or heated. Also please remember that we are a nut free environment.

### **55. FIELD TRIPS AND VEHICLES**

- Children are assigned to a group and attend field trips with their group. If you choose not to allow your child to attend a field trip, we will provide alternate programming onsite at the Club. Participating children need to arrive by stated field trip start time.



- Children walk, take the bus, or use hired vehicles on field trips. When traveling in our vehicles, children will wear seat belts or ride in car/booster seats as required by law.
- Children must follow all rules of the vehicle or risk losing the privilege to go on field trips.

**56. SWIMMING/WATER DAYS**

- Please pack appropriate swimwear/change of clothes, a towel and sunscreen.
- Your child will be responsible for putting on their own sunscreen.
- We are not responsible for lost items.
- Any pool we attend will have lifeguards on duty. Children must follow all rules in order to swim.
- Children must be able to change in and out of their swimsuits independently.

**57. CAMP T-SHIRTS** - Club members are required to wear a camp T-shirt on ALL field trips and outings. The Club will provide a T-shirt to members who do not have one for the field trip. Borrowed shirts should be returned at the end of the day. BGCSCC will launder and store loaned T-shirts.

**58. LUNCH/SNACK** - During the School Year, the Club provides lunch or snack daily. Please see your Club for menus and times of meals. During the summer we provide breakfast, lunch and snack. We do not refrigerate or heat up lunches; Please provide a lunch that is ready to eat. Drinks must be in non-glass containers. Please inform us if your child has any dietary restrictions.

**59. TREATS FROM HOME** - Please see your child’s Clubhouse Director about bringing treats from home to share at birthdays/celebrations. Our programs don’t permit children to eat outside candy or chew gum during program hours. At times, a small candy will be offered during the program.

**60. HOW TO HELP YOUR CLUB** - If you would like learn how to help sponsor a deserving child, help with facilities and equipment, or make a monetary or in-kind donation (i.e., school supplies) please see your Clubhouse Director or visit our website: [www.boysandgirlsclub.info/donate](http://www.boysandgirlsclub.info/donate)

**61. CLUB LOCATIONS**

Downtown Santa Cruz Clubhouse  
 543 Center Street  
 Santa Cruz, CA 95060  
 831-413-3138

Live Oak Clubhouse  
 925 17th Ave.  
 Santa Cruz, CA 95062  
 831-477-4095

Joe & Linda Aliberti Clubhouse  
 5060 Scotts Valley Dr.  
 Scotts Valley, CA 95066  
 831-535-7017