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SITES/LOCATION INFO

MAIN CLUBHOUSE/ADMINISTRATIVE OFFICES
7245 Remmet Ave, Canoga Park, CA 91303
Phone (818) 610-1054 | Fax (818) 610-1094
OFFICE HOURS: M-F 8:00 AM - 5:00 PM
AFTER SCHOOL HOURS: M-F 1:00 PM - 6:30 PM
FULL DAY/CAMP HOURS: M-F 8:00 AM - 6:00 PM
SUMMER CAMP HOURS: M-F 9:00 AM - 6:00 PM
SUMMER EARLY DROP OFF: M-F 7:00 AM - 8:55 AM
OPEN SATURDAYS FOR SPECIAL PROGRAMMING: TBA

CANOGA PARK HIGH SCHOOL - Library
6250 Topanga Canyon Blvd., Canoga Park, CA 91303
AFTER SCHOOL HOURS: M-F Dismissal until 6:00 PM
SUMMER AND BREAKS: M-F 12:00 PM - 3:00 PM

CHATSWORTH HIGH SCHOOL - Z195
10027 Lurline Ave, Chatsworth, CA 91311
AFTER SCHOOL HOURS: M-TH Dismissal until 5:00 PM
SUMMER AND BREAKS: CLOSED

CLEVELAND HIGH SCHOOL - Library
8140 Vanalden Ave, Reseda, CA 91335
AFTER SCHOOL HOURS: M-TH Dismissal until 6:00 PM
SUMMER AND BREAKS: CLOSED

HALE MIDDLE SCHOOL - Room I84
23530 Califa St, Woodland Hills, CA 91367
AFTER SCHOOL HOURS: M-F Dismissal until 6:00 PM
SUMMER AND BREAKS: CLOSED

RESEDA ELEMENTARY SCHOOL - Room 22
7265 Amigo Ave, Reseda, CA 91335-3035
AFTER SCHOOL HOURS: M-F Dismissal until 6:00 PM
SUMMER AND BREAKS: CLOSED

BLYTHE ST ELEMENTARY SCHOOL - Room 20
18730 Blythe Street, Reseda, CA 91335-1801
AFTER SCHOOL HOURS: M-F Dismissal until 6:00 PM
SUMMER AND BREAKS: CLOSED

CLUB CLOSURES
New Years Day
Martin Luther King Jr Day
Presidents Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas
Other Holidays TBA
The Club is generally closed the week between summer camp and the start of school.
The Club will announce all closures at the beginning of each school year.

PARENT/MEMBER HANDBOOK | 3
DIRECTORS/ADMIN/PROGRAM COORDINATORS

President/CEO: Tim Blaylock  
Email: t.blaylock@wvbgc.org

Chief Operating Officer: Kelsy Maruyama  
Email: k.maruyama@wvbgc.org

Director of Administration: Amber Denike  
Email: a.denike@wvbgc.org

Director of Program Services: Liliana Lozano  
Email: l.lozano@wvbgc.org

Branch Operations Director (Main): Ruben Rodriguez  
Email: r.rodriguez@wvbgc.org

Field Services Director: Carlos Diaz  
Email: c.diaz@wvbgc.org

Project Learn Coordinator: David Gonzales  
Email: d.gonzales@wvbgc.org

Arts Coordinator: Rafael Vaca  
Email: r.vaca@wvbgc.org

Life Skills Coordinator: Cristina Fajardo  
Email: c.fajardo@wvbgc.org

Transportation/Outreach Coordinator: Angel Acosta  
Email: a.acosta@wvbgc.org

Membership Coordinator: Natalie Mendoza  
Email: n.mendoza@wvbgc.org

WELCOME TO THE BOYS & GIRLS CLUB OF THE WEST VALLEY!

We are excited to have you join as a MEMBER of the Club! We look forward to a positive, fun experience with you as a Club member. We hope that you will find all the information you need in this booklet to make your experience a positive one!
OUR MISSION
The mission of the Boys & Girls Club of the West Valley is to inspire and enable all youth, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible and caring citizens.

FORMULA FOR IMPACT
The Boys & Girls Clubs of the West Valley is geared towards giving every member an outcome-driven Club experience. Through high-yield activities, targeted programs, regular attendance and the five key elements (a safe and positive environment, fun, supportive relationships, opportunities & expectations and recognition) each member will develop the following priority outcomes:

- **ACADEMIC SUCCESS**: Graduate from high school ready for college, trade school, military or employment.
- **GOOD CHARACTER & CITIZENSHIP**: Be an engaged citizen involved in the community, register to vote and model strong character.
- **HEALTHY LIFESTYLES**: Adopt a healthy diet, practice healthy lifestyle choices and make a lifelong commitment to fitness.

CORE PROGRAM AREAS

- **CHARACTER & LEADERSHIP**—this program area empowers members to support & influence their club, community, sustain meaningful relationships with others, develop a positive self-image, and to respect their own cultural identities as well as those of others.

- **EDUCATION & CAREER DEVELOPMENT**—this program area enables members to become proficient in basic educational disciplines. It applies learning to everyday situations and embraces technology to achieve success in school and in a career.

- **HEALTH & LIFE SKILLS**—this program area enables members to engage in positive behaviors that nurture their own well-being, set personal goals and live successfully as self-sufficient adults.

- **THE ARTS**—this program area enables youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, photography, performing arts and creative writing.

- **SPORTS, FITNESS & RECREATION**—this program area encourages fitness, healthy lifestyles, and positive use of leisure time, skills for stress management, appreciation for the environment and social skills.
MEMBERSHIP INFORMATION

Membership is open to youth 6-18 years old regardless of race, color, religious, sexual orientation or national origin. A membership form must be filled out completely with parent/guardian and member signature.

Membership fees are $35 per year and are due upon enrollment into the Club (discounts for siblings). Sites not required to pay membership dues due to funding sources and grant compliance are: Reseda Elementary, Blythe Elementary, Canoga Park HS, Cleveland HS and Chatsworth HS.

FEES:
- Full Day rate: $20/day
- Camp rates: $85/week
- Summer Early drop off: $50/entire summer
- Transportation: $90/month
- Late Pick up: $1/minute after the 5-minute grace period child is not picked up.

The Club accepts the following forms of payment: cash, credit card or check made payable to: WVBGC. For recurring payments, the Club has an automatic deduction option.

REFUNDS
Refunds must be requested in writing by filling out a Refund Request Form, available at the front desk. There is a $20 processing fee for ALL refunds, regardless of the amount. Membership is NOT refundable. Verification of refund amount and payment distribution can take up to 4-6 weeks. To stop automatic deductions, you must give a minimum of ONE WEEK notice.

GENERAL INFORMATION

FULL DAY/CAMP PROGRAMS
The Clubhouse is open 8AM-6PM, Monday through Friday, during Winter Break, Spring Break and Summer. Membership must be current and camp registration is required to participate. Payments are due to the Club in a timely manner prior to participation. Summer camp registration requires first and last week payment upon enrollment. Weekly fees must be paid in full by the Friday preceding the week of attendance.

TRANSPORTATION
The Clubhouse provides transportation from various schools in the West San Fernando Valley. To enroll, you must fill out the registration form and submit payment for the month or remainder of the month. Transportation will be provided the following day of enrollment unless otherwise indicated. Parents and members must adhere to the following policies in order to maintain transportation privileges.

PAYMENTS
- Payments are due no later than the FIRST MONDAY of each month.
- The Club offers an automatic payment option for your convenience. See front desk for enrollment.
- A late fee of $10 will be added to your balance if payment has not been received within 5 days of the due date.
- After 30 days of non-payment transportation services will be suspended the following month until full payment has been received.
- Transportation services will resume the following day that payment has been received and the current month has been paid.
- Please communicate with the Transportation Coordinator if you are having difficulties with payments.
- Scholarships are available and we are a CCRC approved agency, See front desk for more information.

PROCEDURES
- Parents/guardians must download the “RE/MPD APP” to keep up to date with announcements and changes regarding transportation. Go to this link to sign up: https://www.reminder.com/join/bfhih8
- For child’s safety, transportation will not be provided to the child on the day of sign-up. We will pick-up the following day.
- Due to the amount of schools that we pick up from, drivers will only wait 10 minutes at each location.
- Pick-up times may vary for each school. On average van(s) may arrive 10-20 minutes after school dismissal.
- Members must immediately start walking to designated pick-up location after school dismissal. Please be sure that your child understands where to be for van pick-up.
• Members MUST follow all safety rules in the vehicles. If a child is not following the safety rules, he/she may be suspended from transportation. NO REFUNDS will be issued if your child is suspended from transportation as a result of violating the rules.
• If your child is not attending the program for any reason, please notify the Main Clubhouse.

CANCELLATIONS
• In order to cancel transportation service you must give at least one week notice and in writing.

FIELD TRIPS
The Club schedules various field trips throughout the year. Field trips are a privilege for the members and earned through participation and good behavior. Permission slips are required for ANY and ALL trips, and once a permission slip has been submitted, we expect all participants to commit to attending and arrive at the pick-up location on time.
If a trip requires a fee, payment must be paid in full by the deadline indicated on the permission slip. If you should require a refund for payment of a field trip, you must submit a refund form NO LATER THAN TWO DAYS BEFORE the trip. You will not be able to receive a refund after this time.
Club shirt MUST be worn on any/all field trips.

SCHOLARSHIPS
The Boys & Girls Club of the West Valley provides full and partial scholarships to those who qualify. To request financial assistance, you must fill out a Scholarship Application and submit proof of income, either two current paycheck stubs or income taxes of the previous year. The amount of scholarship will be determined based on the information provided. Once approved, you will receive a scholarship card, which must be presented each time you make a payment. Your scholarship will be good until the end of the year, when the membership expires. You must re-apply for scholarships every year. Scholarships are NOT guaranteed and do not apply to field trips or fundraisers.
The Boys & Girls Club is an approved agency with CCRC as well.

SIGN-IN AND SIGN-OUT PROCEDURES
Each day members arrive at the Club they must sign in either electronically with a club card and/or on a sign in sheet. Upon leaving the Club, members who are 13 years old and under must me signed out by a parents or guardian. Middle school members ages 11-13 may leave the Club and sign themselves out only with written permission from the parent/guardian. Members 14 and older can sign themselves out.

OPEN DOOR POLICY
Members may participate in the Club during any hours of operation. The Club is not a licensed daycare; however, parents/guardians are required to sign children out. Members are responsible for signing themselves in upon arrival to the Club.

FOOD AND SNACKS

SCHOOL YEAR
Main Clubhouse – members receive a FREE hot meal daily provided by the LA Food Bank. Items are available for sale through vending machine and Snack Shack.
Blythe Elementary, Reseda Elementary and CPHS – members receive a FREE hot supper provided by LAUSD Food Services.
Hale Charter Academy – members receive a FREE snack and drink daily. Items are available for sale in Snack Shack.

WINTER/SPRING/SUMMER CAMPS
During full day camps the Main Clubhouse provides a FREE hot lunch and a snack daily provided by the LA Food Bank.
CODES OF CONDUCT

MEMBERS
- All members must remain within the Club boundaries and must be supervised by an adult at all times. Members are only allowed in areas when an adult is present.
- Foul language is not allowed.
- Keep all body parts to yourself.
- Wrestling and horseplay is prohibited.
- Always be respectful to staff and fellow members.
- Voices must be kept at a moderate level inside.
- Respect the property of the Club and others. Stealing is not allowed.
- Fighting and name calling are not permitted.
- All belongings must be kept in the designated area. The Club is not responsible for lost or stolen property.
- Members should be proud of the Club and are expected to keep all areas of the Club neat and clean.
- Members use the vending machine at their own risk.

DISCIPLINE AND GUIDANCE
While we strive to be sensitive to children and their family’s 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. The staff may approach inappropriate behavior using such methods as problem solving, alternative activities for the child and logical consequences for their actions. Staff will use positive techniques of guidance, redirection, positive reinforcement and encouragement. Parents will be notified if behavior is consistent or the child is endangering themselves or others. In rare occasions the Club will determine a more severe consequence by suspending the child for a period of time or expulsion from the Club entirely.

ZERO TOLERANCE/ANTI-BULLYING
Boys & Girls Club of the West Valley is committed to providing a safe working and learning environment; will not tolerate bullying or any behavior that infringes on the safety and/or well-being of members, employees or any other persons within the Club; and will not tolerate retaliation in any form when bullying has been reported. Club policy require all sites and all personnel to promote among students and staff mutual respect, tolerance and acceptance.

The Club conducts a year-round Anti-bullying campaign to create a culture of respect and appreciation for one another. Our responsibility is to create an environment where everyone understands that bullying is inappropriate and will not be tolerated. Communication and training is provided to all of the staff and volunteers so they are able to identify indicators of bullying and understand their responsibility to respond to and report bullying behavior. Our goal is to correct bullying behaviors and redirect those members to practice more positive behaviors while still protecting the victims and providing a safe environment for them.

TECHNOLOGY USE POLICY
Each Club location has one or more technology centers for members. Some computers are available for homework and projects while others are geared specifically for programs we offer. We offer a wide variety of Digital Arts programs including: Photo Illustration, Music Making, Movie Making and more. When signing the Membership Form, parents/guardians are consenting to their children using the provided technology. Using the Club’s technology is a privilege and members are expected to be responsible with that privilege. Any misuse of technology in any way will result in suspension from using technology at the Club.

PARENTS/GUARDIANS
In an effort to ensure your child’s development in a positive way we ask that you agree to the following:
- To make every effort to follow all policies and procedures as expressed in this handbook. You understand that it is your responsibility to read and comprehend the policies set forth and to follow them to the best of your ability.
- To strive to support the program in the way you communicate with the children, the staff and to other parents.
- To not approach any child other than your own to obtain confirmation, clarification, or “their side” regarding Boys & Girls Club related issues, disputes, or disagreements between children. Such matters must be brought to the attention of staff.
- To not approach any staff member requesting confidential information in regards to any child but your own.
GRIEVANCE RESOLUTION POLICY & PROCEDURE
Honest differences of opinion regarding conditions of care of procedures will arise from time to time. When this happens, families are encouraged to first bring the matter to the attention of the Site Coordinator or Manager on site to resolve any immediate concerns. In the event that this has not remedied the situation, the following procedure be initiated:

• Submit a formal complaint in writing to the Site Coordinator supervisor to set up a meeting (Field Services Director, Branch Director and/or Director of Program Services). Other leadership may be invited to attend the meeting depending on the nature or severity of the situation.
• If this meeting still does not resolve the concern, you may request in writing to meet with the COO and/or the President/CEO.

The Grievance Resolution policy is meant to serve as a guideline. We may decide in some circumstances and at our discretion, to use a different procedure to resolve an issue. All decisions/resolutions regarding a concern/complaint remain at the discretion of the leadership of the Club and shall be final.

Our goal is to provide a quality, safe place for children. We strive to positively address any and all issues in a productive, respectful and professional manner. Any situation deemed to be a threat to the safety and well-being of our members and/or staff or a disruption to regular operations of our program will not be tolerated and further action may be initiated.

EMERGENCY RESPONSE PLAN/PROCEDURES
In the case of a natural disaster each site has an emergency response plan in place and all employees are trained. Each site is equipped with emergency and First Aid supplies, and we conduct drills throughout the year. In some emergency situations we may move the children to a safer location which has been established in the emergency procedures. If available, you may call the Club phone for more detailed information.

ACCIDENT POLICY/EMERGENCY MEDICAL PROCEDURES
Basic First Aid will be administered when appropriate. Parents/guardians will be notified as soon as possible if their child requires additional care and/or emergency room care.

To comply with health regulations and for the health of others, parents/guardians must keep the child at home if he/she is showing any signs of the following:
Fever over 100 degrees, body rash, vomiting or diarrhea (two or more times in a 24 hour period), pertussis (whooping cough), Pink eye (or eyes with pus or mucus draining from eyes), contagious illness, head lice or other communicable disease.

If it is evident that a member shows any of these symptoms while in our care parents/guardians will be contacted to pick up the child immediately.

MEDICATION POLICY
If it is necessary for your child to take medications while he/she is in our care, you must fill out the Medication Authorization form and give directly to the front desk. Medications are stored in a safe place, out of reach of children. Parents/Guardians are asked to advise the Club of any medical problems a member has or has had and any medication their child must have or take while at the Club. This information should be provided on the membership form.