Dear Parents,

I would like to welcome you to the Boys & Girls Clubs of Greater San Diego! For over 75 years, we have provided safe and quality afterschool and camp programs for children throughout San Diego County and we are excited to have you as part of our Boys & Girls Clubs family. We want you and your children to feel at home while you are here and we do that by providing fun, enriching activities. Your child will have the opportunity to participate in a variety of programs including arts & crafts, STEM, cooking, games, sports and much more. We also keep your evening at home in mind by providing a quiet space for your kids to complete homework for one hour each day. Our hope is that your experience at the Club is rewarding. If you have any questions please feel free to meet directly with your Club’s Branch Manager. We know that you have many choices for the care of your children and we are honored you have chosen us.

Sincerely,

Danny Sherlock
President & CEO
Mission Statement
To inspire and enable youth to achieve academic success, build good character and responsible citizenship, and make healthy lifestyle choices.

Table of Contents
Page 4 - General Information & Optimal Club Experience
Page 5 - Days of Operation, Hours of Care & Late Pick Up
Page 6 - Membership, Fees & Registration Information
Page 7 - Payment Policies
Page 8 - Scholarship/Sibling Discount Info
Page 9 - Refund Policy
Page 10 - Transportation
Page 11 - Field Trip Policies
Page 12 - Field Trip Policies Continued
Page 13 - Behavior Management Philosophy
Page 14 - Behavior Management Procedures
Page 15 - Parent Expectations & Expectations for Members
Page 16 - Expectations for Members & Participation Policy
Page 17 - Safe Passage Policy
Page 18 & 19 - Other Important Things to Know
Page 20 - Locations & Contact Information

Revised September 2019
Days of Operation
Branches are open each weekday except those holidays below.
   Independence Day
   Labor Day
   Veteran’s Day
   Thanksgiving and Day After
   Christmas through New Year’s Day
   Martin Luther King Jr. Day
   Memorial Day

Membership, Fees and Registration Information

Membership
Payment of the annual fee and completion of the membership application are all that is required to join our Clubs. Memberships are accepted any time and are effective from July 1 to June 30.

Fees
Licensed child care, day camp, adventure club, sports, transportation and enrichment programs have fees in addition to the yearly membership fee. Financial assistance is available for those who qualify. Not all programs are offered at all locations.

Registration
Space in all programs is limited. Registration is accepted on a first come, first served basis. Completed registration forms and payment of fees shall hold a space for your child.

Please see your branch’s fee schedule for site specific fees and all available programs.

Hours of Care/Late Pick Up Policy
Our Clubs are open after school until 6:00pm Monday through Friday. When schools have early release days, our Clubs will also be open earlier. Camp hours are 7:00am to 6:00pm.

All children must be picked up before 6:00pm. Any pick up after 6:00pm is considered a late pick up. **After three (3) late pick ups, your child/ren may be dropped from the program.** If you know you will be late please contact the Branch.
**Payment Policies**

**All fees must be paid in full, in advance of the program, no exceptions.**

- Payments may be made by cash, check or credit card at all branches. At select branches, payments may also be made online with Parent Portal. Please inquire with your Branch Manager.
- Payments will not be accepted by staff after 5:50pm.
- Checks must have your child’s full name and program you are enrolling in on the memo line.
- Please bring exact change if paying in cash.
- There is a $35 fee for any returned checks. After a check is returned, fees must be paid by cash, money order or credit/debit card only - checks will no longer be accepted.
- Children of parents who are chronically late with making payments on time can be denied continued service.
- It is the sole responsibility of the parent to retain receipts for child care tax credits. The Boys & Girls Clubs cannot provide a tax statement regarding child care expenses.

**Scholarship/Sibling Discounts**

- A sibling discount of 20% will be applied to any child after the first child enrolled. The oldest child enrolled will always carry the full price of the program. Sibling discounts will not be applied to any family who qualifies for a scholarship.
- Scholarships are available to families who apply and qualify for financial assistance. Please see your Branch’s Membership Clerk to apply for a scholarship. You will be required to submit your most recent month’s worth of paycheck stubs and proof of any other income you receive.
- Scholarships awarded to qualifying families will either be 30% or 50% reduction of fees.
- Scholarships are not valid for membership fees.
- Scholarships will not be retroactively applied to any fee. Therefore, if you enroll your child for any fee-based program, you will be responsible for the full fee until the following due date after your scholarship is approved.
- Scholarship approval time is approximately 3-5 business days.
- Scholarships can be revoked if payments are made late or if the BGCGSD discovers erroneous information was submitted.
Refund Policy

- Please give a two week written notice if you are withdrawing your child from any program. This ensures that any pending payments are not withdrawn from your account in error.

- All refund requests must be made in writing and prior to the program start date, or the start of a new month. A Refund Request form must be completed in person with the Membership Clerk or Branch Manager.

- Refund requests are not guaranteed. All refunds must be approved by Regional Managers. Policies will be followed when considering approval/disapproval of any refund request.

- The Club does not give refunds for any days/activities missed due to illness or other circumstances.

- Due to costs the Club must incur in order to ensure upcoming programs are fully staffed, the Club does not give refunds for fees paid to “hold a spot” in our program. No refund will be given without a two week written notice of withdrawal from the program.

- Any overpayments made by the parent will be credited to future programs.

- Refunds will be given to the parent in the form of a check and can take up to four weeks to be processed and be made available to the parent.

- Memberships and Enrollment Fees are not refundable.

Transportation

Each school day the Boys & Girls Clubs provides transportation services for members from select schools to the Club. Each vehicle used in this program has received California Highway Patrol Certification and each driver has the appropriate youth bus or school bus license.

Parents may enroll their children in the on-going transportation program by completing the necessary paperwork at the Branch. Enrollment and payment reserves a space on the bus/van. Because of the large number of passengers in this program, staff cannot wait beyond a reasonable time nor search for delinquent children. All members should be at the pickup location at the school within 10 minutes. We never leave any school until 10 minutes after the dismissal bell.

As a parent of a child in the transportation program, it is your responsibility to instruct your child:

- where the pick-up point is located at the school;
- to go directly to the pick-up point each day after school;
- what to do if the bus is late or your child misses the bus.

Please be aware:

- Pets are not permitted on the bus;
- Once our driver has received the child and they are in our vehicle, the child cannot exit the bus until we arrive at the Club. For the safety of our members, drivers will release members to the care of Boys & Girls Clubs staff only, as drivers do not have authorized pick up information;
- Parents must call the Branch if their child will not be riding the bus.
Field Trip Policies

Occasionally, the Boys & Girls Clubs are able to enhance programming through field trips to local venues. Field trips can take place any time throughout the year. The following policies are in place to ensure the safety of your child while on a field trip.

- Your child must be a member and have a signed permission slip to attend field trips.
- All children must leave and return from field trips in Club vehicles or walking groups supervised by Club staff.
- Parents may not take their child to the field trip (if they miss the bus) or pick them up at the field trip. You must wait until your child’s group returns to the Club.
- When children participate in field trips or outings, they must remain with staff at all times.

Field Trip Policies Continued

- In the case of a field trip where the entire Club will be traveling, no care will be available at the Club. There is no on-site supervision at the Club for children who are dropped off after their group has left on the trip. If you drop your child off at the Club after their group has left on the trip, you will be called to pick up your child immediately. Please make sure you understand the field trip drop off times for each field trip.
- Any child in violation of these policies will be subject to suspension from further trips.
- For trips not included in child care or day camp programs: Cost of trips vary based on destination and entrance fees. Fees for trips are non-refundable and non-transferable.
- For field trips during Summer Camp programs, your child will be required to wear a Club shirt. One shirt will be provided to your child with the option of purchasing additional shirts.
Behavior Management Philosophy

Club programs are designed to help young people gain self-confidence, increase knowledge, develop mentally and physically, and gain perspective on their future opportunities. Through the teaching of honest values and concern for others, Club programs foster positive attitudes and behavior.

The Club is committed to providing the best possible experience for your child. In order to ensure participant safety and maintain a positive environment, rules of the Club will be posted and staff will use behavior management procedures with members who exhibit inappropriate behavior.

The most common behavior management technique used by our staff is redirection to another activity or behavior. Our staff are trained to redirect children away from situations in which the child is not engaged or is facing a challenge. Our goal is for each child to benefit from programming throughout the day, so if a child is having a bad day or is struggling we will offer alternatives for them.

In some cases, if redirection is not effective, the child may be asked to sit with a Membership Clerk or the Branch Manager in order to give them time to refocus. Our hope is that the child will be able to rejoin their group successfully. If the child is unable to return to their group, a parent will be called to speak with the child.

Occasionally, our staff will need to follow further procedures in order to keep all children safe and maintain a positive environment in the Club. These procedures will be followed by all staff and approved by the Branch Manager of the Club.

Behavior Management Procedures

The following steps will be utilized with the child and may require parent support to assist in carrying out the established rules and policies of the Club. The severity or nature of the conduct at issue will determine the level of discipline and some of the following steps may be bypassed if the behavior is unsafe for the member or others.

Step 1: Redirection to more appropriate choices
Step 2: Sit with Membership Clerk or Branch Manager
Step 3: Phone parent for further redirection
Step 4: First written notice sent home to parents

If behavior continues on subsequent days, steps 1, 2 and 3 above will continue with the following further steps involving the parent:

Step 5: Second written notice given to parent and conference with parent scheduled
Step 7: Temporary Suspension from programs between 2 and 5 days
Step 8: Expulsion from the Club

Members expelled from one branch are automatically ineligible for membership at any of the BGCGSD locations.
Parent Expectations

We acknowledge that our greatest ally in behavior management of children are the parents of the children. It is our desire to work side by side with you when dealing with behavior issues. In our efforts to do so, we ask that all parents, guardians and family members please show respect to our staff, volunteers and other members. Any aggressive or disrespectful behavior will not be tolerated and will be subject to removal from the program.

Expectations for Club Members

The BGCGSD require all members to meet the following expectations. Each branch may have additional expectations specific to their location.

1. Members are expected to enter and exit the Club through the main entrance only, unless directed otherwise.
2. Lockers and/or cubbies may be provided but are not locked and may be shared by other members. The Club is not responsible for lost or stolen items. Members are encouraged to leave personal or valuable items at home.
3. While in attendance at the Club, members are expected to participate in the activities with their group.
4. Members are expected to treat themselves and others with kindness and respect. No violent behavior will be accepted.
5. Members are expected to maintain the cleanliness and organization of the spaces they are using.
6. Members are expected to listen to the staff and follow directions given by staff.
7. Members are expected to stay within the areas of the Club allowed by staff and only when a staff is present to supervise them, except when using the restroom.
8. Members are expected to obtain a pass to travel from their group to the restroom and back.
9. Members are expected to walk from place to place within the Club. Running is allowed only in the gym and outdoor areas.
10. Members are expected to dress appropriately at all times.
11. Members are not allowed to smoke, gamble, use drugs, drink alcoholic beverages, have weapons of any kind in their possession or use obscene language in the Club at any time.

Participation Policy

The Club serves children of all races, colors, religions and genders. The Club is committed to providing the best possible experience for all participants.

To ensure the safety of all participants, the Club will not serve children:

- Whose behavior is likely to result in injuries to themselves or others
- Who are a risk to leave the premises without permission
- Whose disability is so severe, they cannot participate in a majority of Club activities
- Who require assistance to use the toilet
- Who require a personal aide while attending school and whose aide does not accompany them at all times at the Club.
- Children requiring a personal aide shall not ride Club vehicles without their personal aide.
Safe Passage Policy

In the interest of your child’s safety, the Boys & Girls Clubs of Greater San Diego have adopted policies we call our Safe Passage Policy.

- Members under the age of 12 must be retrieved by a parent, guardian or other authorized adult (e.g. family member, nanny).
- Members age 12 and older may leave the Club unescorted with prior written permission from parent or guardian and a signed release of liability.
- Members 12 and older may also escort other members of their household from the Club with prior written permission and a signed release of liability.
- No member, regardless of age, will be allowed to return to the Club once they leave the premises for the day. The primary reason is to encourage members to stay at the Club for as long as possible, rather than leave the premises unsupervised where they may be exposed to dangers that are beyond the control of our staff.
- Only pre-authorized adults will be allowed to pick up children from the Club. All authorized adults will be listed on the membership application.
- Parents/guardians/authorized adults are asked to enter and exit through the main door to drop off or pick up children. Staff will not respond to phone calls requesting a member to be dismissed unescorted.
- Parents/guardians/authorized adults should be prepared to show ID at all times.
- The Club will not physically restrain a member that insists on leaving the Club, nor block the facility’s exits. Therefore, it is each parent’s responsibility to discuss the Club’s Safe Passage Policy with his or her child and ensure that he or she complies. The Club will not accept responsibility for members that leave the Club unsupervised and in breach of this policy.
- The Club reserves the right to suspend or discontinue services for violation of the above procedures by an adult or child.

Other Important Things to Know

LOST OR STOLEN ITEMS
The Club is not responsible for any item that is lost or stolen at the Club. We encourage all members to leave personal or valuable items at home. Staff can not hold items for members.

BICYCLES
If your child arrives by bicycle, he/she should use the bicycle rack. Provide your child with a bicycle lock and instruct him or her to use it.

CELL PHONES
Children are allowed to have cell phones with them but are expected to remain engaged in the programming offered. They may respond to a parent’s call or text, but otherwise are not to be on phones or any type of electronics while at the Boys & Girls Club. The Club is not responsible for the content viewed by your child or other children on member’s personal cell phones.

CLUB PROPERTY
All members are expected to respect Club property. Any damage to property will be the responsibility of the member and his/her family to repair or pay for repairs.

CUBBIES/LOCKERS
Cubbies or lockers are available to store backpacks, outerwear, snacks etc. In many cases, there will not be enough available cubbies for each child to have their own and cubbies will be shared. Cubbies/lockers are never locked.

DRESS CODE
Shoes and shirts must be worn in the Clubs at all times. Clothing should contain only appropriate images or slogans.

PHONES
Club phones are for official Club business only. Only emergency calls will be relayed from parents to members.

MEDICATION
If your child is to receive medication prescribed by a physician, please make sure to complete a Medication Administration Permission form. All medication must be in the original container with a Pharmacy prescription label showing child’s name, doctor’s name, medication being given, dosage and administering directions.
OTHER IMPORTANT THINGS TO KNOW CONTINUED

ILL CHILDREN/LICE
Please do not bring your child/ren to the Club if he/she has missed a day at school, has a cold, cough or any other signs of illness. It is important to notify staff of any illness that may be communicable. Children who are ill will be refused admission. If a child becomes ill while at the Club, parents will be immediately notified to come and pick up their child. In order to protect all the children at the Club, we require the children to be free of lice in order to attend Club activities. If you suspect that your child has lice, please bring it to the attention of the staff who may be able to advise you regarding lice control. Club staff may perform periodic screenings for lice on all members.

LOITERING
To ensure the safety of our members, the Club does not allow members to congregate and loiter around Club facilities and adjacent properties. Parents are asked to instruct their children to participate in activities at the Club or go elsewhere, but not to loiter. Repeat offenders will be suspended or terminated from the program.

LUNCHES
If your child is spending the entire day at the Club, pack him/her a sack lunch and snack, putting first and last name on the bag. The Baker, Clairemont, Encanto, Conrad Prebys Escondido, Payne, Bronner, Oakes, Ron Roberts, & Sulpizio Branches provide a free lunch and snack during the summer months. Check with the Club for times and menus.

In accordance with Federal law and United States Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-40, Whitten Bldg, 1400 Independence Ave, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice & TDD). USDA is an equal opportunity provider and employer.

SUPERVISION
All members are expected to remain in areas supervised by adult staff. The only exception is if a member has a pass to utilize the restroom. The member will be expected to go straight to the restroom and return as soon as they are finished.