



# **POLICIES & PROCEDURES**

## **GENERAL INFORMATION**

- 1.** Facility hours are 6:30am to 6:00pm and drop-in program hours are 3:00pm to 6:00pm. There is no adult supervisor before or after these times. Children are not permitted to remain outside waiting for parents. The Police Department will be called to pick up children remaining after hours.
- 2.** The Boys & Girls Club will be closed the following holidays or the day the holiday is observed: Labor Day (9/3), Thanksgiving and the day following (11/22 & 11/23), Christmas Eve (12/24) Club closes at 2pm, Christmas (12/25), New Year's Day (1/1), President's Day (2/18), and Memorial Day (5/27).
- 3.** Parents are responsible for dropping off and picking up their children on time. Parents are encouraged to pick up their children in the program area. Children may not wait by the entrance.
- 4.** Parents are requested to let front counter staff know when you leave with your child at the end of the day. This allows the Club to keep accurate counts of children in case of a fire or life safety incident.
- 5.** Visitors meeting age requirements are welcome for one visit only. Please register at the office. There will be a charge of \$32, of which \$5 can be applied toward future membership. Visitors may not participate in Club transportation or field trip activities.
- 6.** Members in grades 6 and up may participate in the Drop-In Program. This allows participation in all programs areas between the hours of 3:00pm to 6:00pm, Monday through Friday, for only the cost of Club membership. A Drop-In Program member who arrives before 3:00pm is considered a participant in the full day program and will be charged for the day. Additional fees apply for field trips and special events. Daily program fees apply for field trips and events starting before 3:00pm.
- 7.** Children are not allowed to eat or drink outside of designated areas. Snacks made in the Cooking Room or brought from home are to be eaten in the Kids Café or designated areas outside. No refrigerator or microwave is available for member use (no heat-ups).
- 8.** The Boys & Girls Club is a recreation program offering supervised activities under the guidelines of the State of California, Department of Social Services. These guidelines are posted in the office. Children participating in the recreation facility program must be responsible enough to remain within our boundaries, as directed by their parents. The Boys & Girls Club is not responsible for those children who intentionally leave the grounds.
- 9.** All children participating in the transportation program must follow the Transportation Program Rules. Please see the Transportation Program Rules for full details.
- 10.** All children participating in field trips and purchasing lunches must follow the Field Trip & Lunch Policies. Please see the Field Trip and Lunch Policies for full details.
- 11.** The Boys & Girls Club offers volunteer opportunities and participates in various job training programs. Participants in these programs work directly in our program areas assisting our regular staff. Volunteers and job training participants are not part of our maintained facility staff ratios.
- 12.** On "Movie Day," the Club will show "G" and "PG" rated movies. Selected "PG-13" rated movies may be shown at Teen Room events. If you have concerns, contact our office.

## **PAYMENT AND CONTRACT INFORMATION**

- 13.** All fees must be paid in full by the Friday prior to the week of use. Payments made after Monday of the current week are considered late and will be charged a \$10 late fee. Partial payment may result in a late fee.
- 14.** NO deductions in program fees will be made for absences, vacations, or holidays and weeks when school is not in session, including Thanksgiving, Winter and Spring Break, whether or not your child intends to use the Club's full-day program during those weeks.
- 15.** You have the option to pay online for your weekly program fees/tuition. A convenience fee will apply to all online payments. Online payment is not available for lunches, field trips, and other specialized services.
- 16.** All program fees must be kept current to participate in extra activities, including field trips.



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17. Delinquency in payment will prohibit your child's attendance at the Club. Delinquent accounts will be reviewed and may be referred to a collection agency.
18. A \$25 service charge will be collected for all returned checks.
19. We understand that situations change. Contract changes require two weeks notice in writing and a \$25 processing fee. Other fees may apply.
20. A two-week written notice must be given prior to withdrawal from the program. If this notice is not given, one week's program fees must be paid prior to withdrawal.
21. All fees are non-refundable and non-transferable. No exceptions. This applies to lunches and field trips.
22. Families participating in our scholarship program must realize that payments for regular school age program fees are their primary obligation. Therefore, enrollment and payments for extra activities such as classes, field trips, etc. are discouraged.

## **MEDICAL INFORMATION**

23. Children who become ill may not remain at the facility. Parents will be called to pick up the child within the hour. Children absent with a contagious illness will be readmitted with a statement from a physician indicating that the child is no longer contagious.
24. All prescribed medicines will be given for well-child maintenance following an illness, providing the following conditions are met: A) A "Medication Administration Form" must be completed before medication will be disbursed. B) PRESCRIPTION medication must be administered in accordance with the physician's current orders. It must be prescribed for the child who is to receive the medication. Medication must be in its original container. Exact time and dosage must be in written form and the parent must "log-in" the number of doses to be dispensed for the week/month. C) NON-PRESCRIPTION medication will not be administered without written instruction from a physician. Medication must be in its original container. D) For safety reasons, medicine MUST be kept in the front office. Please do not leave medicine of any kind in your child's care. E) It is the child's responsibility to request and administer their own medication as needed.
25. Due to the dangers of an allergic reaction, lotions, ointments, sunscreen, over the counter medications, etc. cannot be administered by our staff.
26. In the event of an emergency, the Club has my permission to administer first aid or obtain emergency medical treatment in the child's best interest. I agree to pay any and all expenses incurred due to an emergency involving my child.

## **CLUB POLICIES**

27. THE TELEPHONE IS FOR EMERGENCY USE ONLY. Parents and children should make ride arrangements before arriving. Staff cannot give messages.
28. Behavior problems are handled by our staff. Parents, however, are called and expected to pick up their child within the hour if their child is involved in a serious or recurring situation.
29. The Boys & Girls Club has a policy of zero tolerance for violence and sexual harassment. If anyone engages in any sexual harassment at the Club, violence at the Club, or threatens violence at the Club, his or her membership will be terminated immediately.
30. The Boys & Girls Club is not responsible for lost money or belongings. Please mark all articles brought to the facility. Place money in pockets, socks, wrist packs or fanny packs. We HIGHLY discourage handheld game devices, collectibles, tablets, iPods, cell phones and skateboards. The Boys & Girls Club is not responsible for lost or damaged items.
31. Misuse of cameras, cell phones, or other internet-enabled devices may result in disciplinary action including suspension and revocation of Club membership. **Misuse includes, but is not limited to, photographing of members, staff, or Club property, inappropriate emails, texts, social media posts, etc. Misused devices will be held in the office until a parent is able to pick them up.**



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- 32.** All adults in the building including parents/guardians must abide by the policies and procedures of the Club.
- 33.** If you have a concern, complaint, or special need, please make an appointment to discuss it with the Unit Director at your child's branch. The Boys & Girls Club maintains a professional environment. Our staff members are respectful of parents and parents are expected to be respectful of the staff as well. Yelling and cursing at the staff will not be tolerated.
- 34.** Should the Unit Director determine that your child cannot adjust to the program offered, or any of your contract agreement is not fulfilled, your child will be withdrawn and your contract will be terminated without refund.
- 35.** The Boys & Girls Clubs of Huntington Valley is an equal opportunity employer. No person will, on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program.
- 36.** These policies and procedures may be changed by the Club at any time to comply with government regulations or for any other reason.

**I UNDERSTAND AND AGREE TO THE ABOVE STATED POLICIES, AS WRITTEN.**

\_\_\_\_\_  
Name of Parent/Guardian

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date