



FAMILY HANDBOOK

This handbook is designed to give information and policies that reflect the philosophy of **Boys & Girls Clubs of Sonoma Valley**. Within this handbook you will find information pertaining to Elementary, Middle and High School Programs and Athletics Programs.

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TABLE OF CONTENTS

Mission	Page 5
Who We Are	Page 5
Program Philosophy	Page 5

Boys & Girls Club

1.0	Discrimination & Harassment Policy
2.0	Inclusion Policy
3.0	Anti-Bullying Policy
4.0	Celebration of Holidays
5.0	Parent / Guardian Code of Conduct
6.0	Member Code of Conduct
7.0	Zero Tolerance
8.0	Drugs, Alcohol and Smoking

Club Hours

9.0	Hours of Operations
10.0	Club Closures
11.0	Inclement Weather / Air Quality
12.0	Power Outages / Water Shut Off

Staffing and Communication

13.0	Staffing
14.0	Communication
15.0	Updating Personal Information

Behavior Management

16.0	Support Protocol
17.0	Discipline
18.0	Serious Discipline and Suspension
19.0	Runaway Child
20.0	Circumstances for Terminating Program Participation
21.0	Child Abuse / Neglect Reports
22.0	Grievance Policy

Registration and Billing

23.0	Annual Club Membership and Registration
24.0	Registration and Enrollment Procedures
25.0	Program Registration
26.0	Athletic Registration
27.0	Billing Procedures

- 28.0** Additional Fees
- 29.0** Refunds
- 30.0** Split Family Payment Plans
- 31.0** Cancellations
- 32.0** Need-based Scholarships
- 33.0** Overdue Accounts
- 34.0** Tax Information

Procedures

- 35.0** Check In and Out Procedures
- 36.0** Late Pick Up
- 37.0** Child Custody Agreements, Request of Records, and Legal Orders
- 38.0** Families in Transition

Health and Safety

- 39.0** Illness-Excluding a child from the program
- 40.0** Lice
- 41.0** Prescription Medication
- 42.0** Non-Prescription Medication
- 43.0** Hand Washing
- 44.0** Cleaning Procedures
- 45.0** Emergency Response Plan
- 46.0** Accidents

Expectations While in Program

- 47.0** Toys from Home
- 48.0** Items to Bring to Club
- 49.0** Items Not to Bring
- 50.0** Lost and Found
- 51.0** Screen Time
- 52.0** Electronics and Cell Phones
- 53.0** Music
- 54.0** Transition

Programs

- 55.0** Typical Daily Schedule for the School Year
- 56.0** Sample Curriculum for the School Year
- 57.0** Homework
- 58.0** Items to bring each day
- 59.0** Field Trips and Vehicles
- 60.0** Swimming/Water Days
- 61.0** Camp T-Shirts
- 62.0** Lunch/Snack
- 63.0** Treats from Home

Athletics Program

64.0 Philosophy

65.0 Purpose

66.0 Winning vs Success

67.0 League Conduct

68.0 First Aid

69.0 Officials and Referees

CLUB

70.0 How to Help

71.0 Acknowledgement

72.0 Locations

Addendums

73.0 COVID 19 Procedures

MISSION

The Mission of the Boys & Girls Clubs of Sonoma Valley is to Provide Positive Opportunities for Youth and Teens to Learn, Succeed and Discover Their Full Potential.

WHO WE ARE

Boys & Girls Clubs of Sonoma Valley (BGCSV) is 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 over 4,000 Boys & Girls Clubs across the country. We aim to inspire and enable all young people to reach their full potential as productive, caring and responsible adults. 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.

PROGRAM PHILOSOPHY

In every community, kids are left to find their own recreation and companionship in the streets. An increasing number of children are at home with no adult care or supervision. Young people need to know that someone cares about them. Boys & Girls Clubs offer that and more. 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 these core beliefs:

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

Our goal is for Sonoma Valley kids to walk in our doors as members, and out our doors with a high school diploma and a future. 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 Sonoma Valley youth since 1962 and today serves over 2,600 Sonoma Valley youth annually.

Club kids eat a healthy snack, provided in partnership with Redwood Empire Food Bank, and complete their homework. Well-fed kids have energy to learn and play and that is part of what makes The Club successful - healthy kids and caring staff who provide the instruction and encouragement kids need to learn and grow.

We welcome you and your child to the Boys & Girls Clubs of Sonoma Valley!



Cary L. Snowden
CEO



Joe Hardeman
Director of Programs & Education

BOYS & GIRLS CLUBS OF SONOMA VALLEY

1.0 DISCRIMINATION & HARRASSMENT POLICY

Boys & Girls Clubs of Sonoma Valley 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.

2.0 INCLUSION POLICY

Boys & Girls Clubs of Sonoma Valley seek to serve all people. It is our intention to include people of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. (This includes individuals with a physical, mental or emotional need that substantially limits a major life activity, individuals with a record of such need, or individuals who are regarded as having such needs). 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 youth programs or otherwise would present an undue burden for Boys & Girls Clubs.

For some children, special accommodation needs may appear later, or may differ over time. Boys & Girls Clubs will make ongoing assessments of your child's needs, and will require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations 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 is required prior to starting the program.

3.0 ANTI-BULLYING POLICY

Boys & Girls Clubs of Sonoma Valley is a safe and positive place for kids. We have zero tolerance for bullying. Bullying is defined as unwanted, aggressive behavior that involves a real or perceived power imbalance. If a member's behavior is considered bullying, we will work the parents / guardians on age-appropriate interventions and consequences. If the bullying behavior does not stop, the Club member may lose his / her / their right to attend the Clubs.

4.0 CELEBRATION OF HOLIDAYS

Boys & Girls Clubs is a non-sectarian, multi-cultural 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.

5.0 PARENT/GUARDIAN CODE OF CONDUCT

Boys & Girls Clubs of Sonoma Valley 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 make every effort to follow all policies and procedures expressed in the Family 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 Club in the way you communicate with the children, the 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 other parents / guardians either at or near Boys & Girls Clubs or at any Boys & Girls Clubs 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 Boys & Girls Clubs staff.
- To not approach any staff member requesting confidential information in regards to 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 the above guidelines, you understand that your child's enrollment may be terminated.

6.0 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.
- 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 or engage in physical endangerment; drugs, alcohol, cigarettes, tobacco products, inhalants.
- Use appropriate language and good manners at all times.
- 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.

7.0 ZERO TOLERANCE

Boys & Girls Clubs of Sonoma Valley **will never tolerate** violence in our programs and / or on our premises. If a child or family member chooses to bring a weapon, with malicious intent to the Club, he / she / they will be expelled immediately! **911 and the police will be called**. CPS may also be notified in these circumstances. **NO SECOND CHANCES**.

8.0 DRUGS, ALCOHOL AND SMOKING

The use of illegal drugs, controlled substances, recreational drugs, alcohol, and tobacco and other smoking materials is prohibited at 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

9.0 HOURS OF OPERATION

School Year: We offer after school programs, teen programming, drop in and athletics. Hours of operation vary based on location. Please see our website for specific site information – bgcsonoma.org

Non-School Days: We offer programming for the full day on most non-school days from 8AM-6PM. Annual program fee is required. Please see Club calendar for confirmation on days.

Summer: We offer summer day & specialty camps at the Maxwell Park Clubhouse location. Please see website for Summer brochure.

10.0 CLUB CLOSURES

Our Clubs will be closed on the following holidays/training days, please see Club calendar.

- 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
- June (summer prep days)
- Independence Day (day or days adjusted dependent on what day of the week they fall)
- August (school year prep days)
- Labor Day Holiday
- Veteran's Day
- Thanksgiving Holiday (Wednesday - 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)

11.0 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, the sites 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 school, teachers and parents. Please call if you are uncertain.

12.0 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

13.0 STAFFING

Our programs employ youth professionals who take seriously the work they do with children. Prior to being hired, each staff must undergo a criminal background check, reference check and in-depth interview, as well as Mandated Reporter Training. Our professionals also receive Boys & Girls Clubs of Sonoma Valley 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. Youth Development staff and directors directly working with children are trained in Program Quality Assessment through the Weikart Center.

We run a strict ratio of staff: child to ensure that care and custody are a Club priority. Ratios for all programs are 1:20.

Please be aware that 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 the Employee Handbook. Any prior relationships staff may have with children and / or families must be disclosed via our Pre-Existing Relationship Contract.

Staff may be permitted to attend children's community events if disclosed.

14.0 COMMUNICATION

The front desk or the information board is the first place to look for notices about activities and schedules. Please check in with the Site/Program Director or Membership Coordinator to ensure your email is up to date. Our website (www.bgcsonoma.org) 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 info@bgcsonoma.org or 707-938-8544.

15.0 UPDATING PERSONAL INFORMATION

Please notify us in writing if any of the following changes occur, so that we can update records.

- Change in phone numbers, home address, work place, school, doctor, dentist, health/dental insurance, or emergency contact.
- Changes in individual's authorization to pick up.
- Changes in allergies, health, or immunization status.

BEHAVIOR MANAGEMENT

16.0 SUPPORT PROTOCOL

Boys & Girls Club strives to be an inclusive community to all that we serve. Open lines of communication between BGCSV staff, families and school staff help to ensure that we do our best to make sure all participants are successful. If your child has a diagnosed disability or special medical 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 the needs of the child. This is also available to those families that have a child without a diagnosis, but feel that extra support would be helpful for the child's success in our program.

17.0 DISCIPLINE

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. Each child will be listened to and treated with respect and fairness by staff members. Staff may approach inappropriate behavior using such methods as problem solving, alternative activities for the child, 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 and expectations for the site are explained to the children. 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 himself / herself / them self, 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.

The Club, under no circumstances, will use corporal punishment, ridicule, or name calling as forms of discipline.

18.0 SERIOUS DISCIPLINE AND SUSPENSION

A serious discipline problem is defined as one in which the director determines that a child is engaging in inappropriate behavior that results in a parent meeting and/or suspension. The following behaviors include but are not unlimited

- 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 - drugs, alcohol, cigarettes, tobacco products, inhalants
- Destruction or theft of Club property or another member's property
- Racial or sexual harassment (including inappropriate physical contact)

- Bringing or using weapons with malicious intent to the Clubs: guns (toy), knives, sling shots, firearms, firecrackers or anything that is intended to be used as a weapon
- Running away from staff, program and the facility. Failure to stay within audio or visual supervision.

If you or your child engages in any of the following behaviors, we reserve the right to suspend that person from our Clubs. Duration of suspension will be determined at the parent meeting. However, child will not be able to return before the parent meeting.

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.

19.0 RUNAWAY CHILD

A very rare though serious incident is when a child chooses to leave the Club grounds or breaks from their field trip group. Running away forces others into unsafe situations.

Our staff is instructed NOT to leave the rest of the group or risk the safety of the group by following children who leave on their own. The following policy is in place:

- If a child chooses to leave the group and the supervision of the staff member(s), he / she / they will not be chased or followed **IF it risks the safety of the group.**
- Staff leaders will notify police of a runaway child and give a description and general whereabouts.
- The primary caregiver (parent or guardian) will be notified immediately. If unable to contact primary caregiver, the emergency numbers will be contacted.
- A runaway situation, where a child has placed the staff and other children at risk by their actions, is grounds for suspension or expulsion.

20.0 CIRCUMSTANCES FOR TERMINATING PROGRAM PARTICIPATION

We reserve the right to 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 director could terminate program participation. In every instance, complete efforts would be taken to try to solve the problem before termination.

If parents / guardians are in disagreement with a Club policy and if attempts made to reconcile differences between the parent / guardian and the director fail, participation will be discontinued. *Fees will not be refunded.*

If a child's behavior puts him / her / they or other children or staff at risk and is disruptive to the total program and every attempt to work with the child and his / her / they 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, etc. *Fees will not be refunded.*

21.0 CHILD ABUSE / NEGLECT REPORTS

ALL Boys & Girls Clubs of Sonoma Valley staff are Mandated Reporters. California State Law requires that staff who suspects 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.

22.0 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 Program 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 Program 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 & Education.
- If no resolution is reached after listening to the concerns, by either the Program Director or Director of Programs & Education, you may request to meet with the Club's CEO.

If you have safety concerns with the Club that you wish to share anonymously, please call the "See it Say it" Hotline provided by the Boys & Girls Club of America at 866-607-SAFE.

This grievance resolution policy is only a guideline. We may decide in some circumstances and at our discretion, to use a different procedure to look into 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 quality, safe place for children. The procedure to address grievances does not include the option of confrontation while children are present. We strive for a positive working relationship 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

23.0 ANNUAL CLUB MEMBERSHIP AND REGISTRATION FEE

The annual membership fee per child, will allow your child to have access to Boys & Girls Clubs of Sonoma Valley (additional program fees may be required). Both membership and registration fees are non-refundable and non-transferrable. Families on 4 C's or Sonoma Works are responsible to contact the program to request payment to the Boys & Girls Clubs of Sonoma Valley program(s). If the programs do not pay, it is the parent/guardian's responsibility for all fees.

24.0 REGISTRATION AND ENROLLMENT PROCEDURES

Each site has limited spaces available during the school year and summer day camp. Registration will be offered on a first come first serve basis.

All information received is kept confidential. **Note:** This includes all information including progress about your child in the program. Only approved staff and individuals will have access to any child information.

For billing and refund questions, please see section regarding billing procedures.

25.0 PROGRAM REGISTRATION

A club member must be registered in the afterschool program prior to starting the first day. If your child has additional needs, please contact the Program Director or Membership Coordinator to ensure a smooth transition.

26.0 ATHLETIC REGISTRATION

All athletic programs have a "register by" date. Please check with our website at bgcsonoma.org for additional information or the Athletic Director. Please note, we do offer multiple child (sibling) discounts to athletic league families.

Program specific requests may include: jersey size and preferred practice times. While we try our best to accommodate, all requests are not guaranteed.

27.0 BILLING PROCEDURES

Membership & program fees are required in full to be considered enrolled in the program unless a payment arrangement has been established. If payment is not made your child will not be allowed to attend/participate.

If automatic billing is selected, your card will be entered one time, encrypted and charged on the due date of programs. If you do not have a credit card on file you will be required to make payment in full before attending.

Failure to pay fees timely will result in your child not being able to attend any Boys & Girls Clubs of Sonoma Valley program. Please contact Membership Coordinator if payment arrangement needs to be made.

28.0 ADDITIONAL FEES

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

NON-SUFFICIENT 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.

29.0 REFUNDS

All fees (membership, program/athletic 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 Club/Athletic Director for extreme circumstances. Parent/Guardian may make a refund request in writing to the CEO or VP of Administration. If a refund is granted, please allow a minimum of two to three weeks for processing time.

30.0 SPLIT FAMILY PAYMENT PLANS

In order for us to remain neutral, families asking for split bills will be required to submit a request accompanied by the parenting plan. We require you to provide us 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.

31.0 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 / phone call and a 100% refund will be issued. If your child will not attend other BGCSV programs, membership may be refunded.

32.0 NEED BASED SCHOLARSHIPS

Boys & Girls Clubs of Sonoma Valley is committed to providing quality programming and making it affordable for all families. Scholarships are awarded on an as-need basis. All scholarships run from the beginning of our summer program through the end of the following school year.

- Scholarship Application (please see Membership Coordinator)
- Hardship Letter
- Free & Reduced Lunch Letter

If you are awarded a scholarship, your portion is expected to be paid in full by the required due date. Families must reapply for scholarships each fiscal year (beginning July 1).

Active Duty Military families and Migrant Education Program families qualify for 100% of program, registration, and membership fees scholarship. Parent of child must be 100% active duty or on the Migrant Education program list. Please contact the Membership Coordinator for more information.

Families experiencing homelessness or domestic violence may qualify for a scholarship. Please

submit proof of hardship within 30 days to Membership Coordinator

33.0 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 BGCSV until all fees are paid in full.

34.0 TAX INFORMATION

End of year child care fee statements are available through the parent portal. If you need assistance please see the Membership Coordinator.

PROCEDURES

35.0 CHECK IN AND CHECK OUT PROCEDURES

CHECK IN:

Child must check in upon arrival to any Club Site by providing their Club membership number. If you have questions on where to check in per site, please contact your Program Director.

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 facility, or be on Club property after checking out, as Club 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 pick up information with the Membership Coordinator as needed.

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 12 and under 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 Program Director.

PLEASE NOTE THE FOLLOWING

Boys & Girls Clubs of Sonoma Valley's after-school program is NOT a daycare; therefore, we must abide by California's License-Exempt Child Care Standards.

We strongly discourage families from allowing their children to leave Club premises prior to the end of the program day 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. We strongly discourage members from leaving the Club without an adult; however, we cannot legally require a member to stay. Children 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 under 12 to leave the premises.

It is important to remember the Boys & Girls Club is NOT a daycare, this is what allows us to provide an after-school program which is financially accessible for any family. 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 Director of Programs & Education.

36.0 LATE PICK UP

Prompt pick up is an important acknowledgement of their time. While we understand that situations can happen when you are running late, please understand that we have a responsibility to our staff to have them leave the Club promptly after their shift. If you are running late, please call the site to inform staff. If a child has not been picked up by closing, the parent is responsible for paying additional fees. A \$1 / minute fee will incur for each minute you are late to pick up your child – “official time” is that which is onsite and is due at time of pickup. Staff will fill out the time the child is picked up. If attempts to reach the parent/guardian or emergency contacts are not successful, children not signed out of the program may be placed in the custody of local law enforcement, or Child Protective Services (CPS). CPS may be reached at (866) 363-4276, 24 hours-a-day. If a parent is running more than 30 minutes late, we will determine if this is something that needs to be reported to CPS.

37.0 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 Program Director.

To remain neutral, we will not release attendance records without a court order requiring us to do so. Court ordered documentation search requests will incur a \$50/hour fee with a minimum of two billable hours (\$100).

38.0 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 (i.e.: restraining orders), we must have a copy of the order on file in order to comply.

We will help to provide families with resources such as counseling services, observation of children with chronic behavior problems, and other referrals. For more information, please request to meet with your child’s Program Director or the Director of Programs & Education.

HEALTH AND SAFETY

39.0 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 releasing. If school contacted parent or guardians 30 minutes before school ends, we expect the child 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 return as soon as all presence is eliminated)
- Pertussis (whooping cough)
- Simply not feeling well: unusually tired, pale, lack of appetite, difficult to wake, confused or unusually irritable
- Fever above 100 degrees

40.0 LICE

If a child is found to have head lice while at the Boys & Girls Club, the family will be contacted and asked to pick up their child immediately. Because lice are considered to be contagious, we must look after the best interests of all the children attending our program. Children will not be allowed to return to the program until they are lice and nit free.

41.0 PRESCRIPTION MEDICATION

Physician's name and authorization are required for long term prescription medications.

A Medication Authorization Form must be completed for any prescription or over the counter medication you wish us to administer to your child. See director for medical forms. Please be sure that medications are stored in their original containers and clearly labeled with original label:

- Child's name
- Name and strength of medication
- Directions, time, dosage and method of administration
- Length of time to be given ('from' date and 'to' date)

Please note that over the counter medication or general antibiotics used for less than two weeks do not require a doctor's signature.

*Elementary Age Children:

For life threatening and / or chronic conditions (i.e. asthma, allergies, diabetes, ADD / ADHD) you will be required to fill out a medical plan. This plan will contain information about signs of an emergency and steps to take if a child needs daily and / or emergency medication.

42.0 NON-PRESCRIPTION MEDICATION

Non-prescription medication must be in their original container and will be given only when the dosage and frequency are on the label, and is age-appropriate for your child, unless written consent is given by child's physician. These medications are stored in a space not accessible to children. The parent may authorize the following classifications of non-prescription medications: Antihistamines, non-aspirin fever reducers / pain relievers, decongestants, anti-itching ointments and sunscreen.

43.0 HAND WASHING

Hand washing procedures that are communicated to the children adhere to the following steps: wash hands with warm water and soap for 20 seconds, drying hands, and turning off the water with a paper towel. These precautions are in place to help reduce the occurrence of infectious disease. Children will be asked to wash hands during transitions.

44.0 CLEANING PROCEDURES

To maintain the cleanliness of the program, these procedures are followed: surfaces are washed with soap and water and rinsed by sanitizing the surface with a licensing approved solution.

45.0 EMERGENCY RESPONSE PLAN

We are committed to providing your child with the best care possible at all times. We hold regular drills on how to care for children after a disaster and review emergency scenarios in order to be able to handle a wide variety of crisis. Please keep the following in mind:

- In the event of a natural disaster, such as an earthquake, we have supplies and emergency preparedness plans to accommodate staff and children while they are onsite. Staff are assigned a job within our Crisis Management Plan, such as search and rescue, supply chief, first aid, and child care. Detailed lists and protocol assist in tracking children and staff during an emergency. If the Club becomes uninhabitable, 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. It is a parent's / guardian's responsibility to provide any medications (3 day supply) their child may need in case of a disaster.
- Phone lines can handle only a small portion of calls at any one time. You may not be able to reach us by phone after a disaster. Unless you need to report a life-threatening injury to authorities, it is best to stay off the phone. Calling us takes us away from caring for

children during emergencies.

- Check in with staff first before removing your child from our care. It will be very important we keep accurate, written records when releasing children. Taking your child without notifying staff will put that child on the missing list. This will cause needless delays for searchers who need to be looking for children truly in crisis.

46.0 ACCIDENTS

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

EXPECTATIONS WHILE IN PROGRAM

47.0 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.

48.0 ITEMS TO BRING TO CLUB

Please bring clothing and shoes appropriate for outside play, and homework or books for quiet time. Check with staff for ideas of suitable sports equipment. When riding bikes, skates or boards helmets are required.

49.0 ITEMS NOT TO BRING

Valuables should not be brought to Club. Items which endanger Club members and employees are not permitted. Weapons, 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.

50.0 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 with your Club for donation dates.

51.0 SCREEN TIME

We limit screen time and encourage members to participate in other offered activities.

52.0 ELECTRONICS AND CELL PHONES

For Club members in K-5th grade, we encourage members/parents not to bring cell phones. We do recognize that some members in this age group have cellphones and need to use them. However, we ask that the cellphones remain in their backpacks and permission is asked before using. For Club members in 6th-8th grade we limit cell phone usage to designated time. No videoing is allowed of Club members. We are not responsible for lost, stolen or damaged cell phones.

53.0 MUSIC

We make every effort to make sure music is age-appropriate. We cannot control music that children hear outside of the Club and may introduce to their peers.

54.0 TRANSITION

Our program uses caution when transitioning through the building and various spaces. It is required that each child care room maintains an adult to child ratio of 1:20. Children move through the building in a safe and collected manner and are instructed to use rails in the stairwells. Notices may be posted in classroom areas to alert parents where children are. Children are in auditory and/or visual range at all times. Children will always be accounted for during transitions outside to inside and vice versa. Two-way radio/walkie-talkie communication may be used at sites to communicate children's transitions.

AFTER-SCHOOL & SUMMER PROGRAMS

SCHOOL YEAR PROGRAMS

55.0 TYPICAL DAILY SCHEDULE FOR THE SCHOOL YEAR

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 Program Direct to see where this list will be posted.

56.0 SAMPLE CURRICULUM FOR THE SCHOOL YEAR

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

57.0 HOMEWORK

Power Hour!®/homework time will be provided Monday-Friday during the school year for children to receive assistance with their homework. While staff encourages 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. Homework is scheduled for a specific time each day that works best for the program and around other scheduled activities.

SUMMER PROGRAMS

58.0 ITEMS TO BRING EACH DAY

- Backpack
- Lunch is provided, however, should your child want to bring their own, please provide a lunch that does not need to be refrigerated or heated
- Change of clothes
- Water bottle

59.0 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 for the day. On full days children need to arrive by stated field trip start time. Please see site for return time.
- Children walk, take the bus, or use a Club vehicle on field trips. When traveling in our vehicles, children will wear seat belts or ride in car/booster seats.
- Children must follow all rules of the van / bus or risk losing the privilege to go on field trips.
- We follow all California state safety seat requirements.

60.0 SWIMMING/WATER DAYS

- Please make sure your child brings appropriate swimwear/change of clothes, a towel and sunscreen.
- Staff will not administer sunscreen. Your child will be responsible for putting this on themselves.
- We are not responsible for lost items.
- Any pool we attend will have lifeguards on duty. The areas will be heavily supervised and children will have to follow a set of rules in order to swim.

61.0 CAMP T-SHIRTS

Club members are required to wear a camp T-shirt. The shirts are worn on ALL field trips and outings. The Club will provide a t-shirt to any member who does not have one for the field trip. Borrowed shirts should be returned at the end of the day and will be the responsibility of BGCSV to launder and store the shirts.

62.0 LUNCH/SNACK

The Club provides lunch and snack daily. Please see your Club for menus and times of snack / meals as they vary by location. In certain circumstances, food service may not be provided at the Club (i.e., non-school days). Please check with your Program Director to verify if you should pack a lunch. We do not refrigerate or heat up lunches. Please provide a lunch that is ready to eat. Drinks must be in a non-glass container.

Please inform us if your child has any dietary restrictions. We may ask you to provide additional snacks for your child. Please speak with your child's Program Director if you have a problem providing lunch.

63.0 TREATS FROM HOME

Please see your child's Program Director regarding bringing treats from home to share at birthday, celebratory, and other times. Our programs do not permit children to eat outside candy or chew gum during program hours. There may be times that a small candy will be offered during the

program.

ATHLETICS PROGRAM

64.0 PHILOSOPHY

Boys & Girls Clubs of Sonoma Valley athletics programs provide youth of all ages, regardless of their athletic ability, the opportunity to learn new skills and develop self-esteem, teamwork and leadership skills. Sports programs emphasize fun and full participation for every youth. Coaches and spectators are encouraged to demonstrate good sportsmanship and positive support for all players and officials.

65.0 PURPOSE

- To provide a safe and fun playing environment for all players
- To provide an opportunity for players of all skill levels to compete, strive for success, build relationships, and learn about good sportsmanship.
- To provide an athletic experience that will have a lasting impression on the players participating in the programs.
- To provide positive guidance through respect, discipline, class, honesty, loyalty, hard work, commitment, and dedication.

66.0 WINNING VS SUCCESS

For recreational based leagues, focus is on the development of fundamental skills needed to play the sport. Winning is not the priority. We define success as sportsmanship, skill building and team dynamics and will be emphasized by coaches, parents, volunteers and staff. At certain levels, score will be kept and visible to spectators as we recognize winning is something that everyone will strive for, however, the attention will be made to improving over the course of a season.

67.0 LEAGUE CONDUCT

Coaches, players and spectators will demonstrate good sportsmanship through verbal and non-verbal actions, appropriate language, abstaining from drugs, alcohol and tobacco at all BGCSV events. Our coaches are all asked to sign and abide by our “Coaches Code of Conduct”.

In addition, each season/league coaches will be provided a roster with a parent/s contact information, which will include email and phone number only. We ask that all communication between parents and coaches be professional and appropriate at all times. Parents should avoid soliciting coaches for practices or lessons outside of the set practice times.

We strive to maintain a positive attitude and demeanor during all games and practices. We also ask to treat everyone with respect. This includes any comments made towards players, parents, staff, coaches, and referees.

We also ask that you help us maintain clean facilities by following food/drink policies and cleaning up after you leave. Failure to comply may result in suspension or being asked to leave the event.

68.0 FIRST AID

First Aid kits will be on-site, if needed. If an injury requires medical attention, 911 will be contacted.

69.0 OFFICIALS AND REFEREES

All coaches and referees have gone through a nationwide background check.

We are appreciative of our volunteers who help make our athletic programs successful. Please help us show this appreciation through mutual respect.

70.0 HOW TO HELP YOUR CLUB

If you would like to 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: bgcsonoma.org

71.0 ACKNOWLEDGEMENT

The registration form includes acknowledgement of receipt of this Family Handbook.

72.0 CLUB LOCATIONS

Maxwell Clubhouse (Main Clubhouse)
100 W. Verano Ave.
Sonoma, CA 95476
(707) 938-8544

Flowery Elementary School
17600 Sonoma Hwy
Sonoma, CA 95476
(707) 299-8589

Sassarini Elementary School
652 Fifth Street West
Sonoma, CA 95476
(707) 299-8223

Altimira Middle School
17805 Arnold Drive
Sonoma, CA 95476
(707) 779-9936

Dunbar Elementary School
1770 Dunbar Road
Glen Ellen, CA 95422

(707) 779-9935

THE CLUB Maxwell Village (Teens)
19245 Sonoma Hwy
Sonoma CA, 95476
(707) 931-6961

Sonoma Charter School
17202 Sonoma Hwy
Sonoma, CA 95476
(707) 721-2497

Hours of operation differ by club. Contact a specific club for more details.

73.0 ADDENDUM COVID 19

Our Boys & Girls Clubs Family Handbook has updated procedures to include considerations for the **COVID-19** virus. Our procedures are informed by Public Health, Department of Social Services and County Office of Education orders and guidance.

ON YOUR FIRST DAY PLEASE ARRIVE A LITTLE EARLY as we need to review all paperwork before admittance. Staff will greet you and your child and will answer any questions you might have.

Health and Safety Check Procedures

- Health Check Expectations before arriving to program
 - Parents please check your child's temperature before you leave for the program. If your child has a fever, please do not bring your child to the program.
 - If your child has a fever, we can accept your child into program 72 hours after the fever breaks without fever reducing medication.
 - Staff will not work in program if they have a fever or are feeling ill.
 - Until further notice: Children must wear a mask at all times during Club programming per CDC and DHS guidelines.
- Health Check Protocol upon arrival at program
 - A health check will be performed with every staff member and child before entering the program. Temperatures will be confidentially recorded before entry to the program. Each staff member and parent will be asked these questions and we will provide a daily form to complete with signature (that also records temperature).
 - You can expect the following questions to be asked by our director:
 - Do you live with anyone or have you had close contact (prolonged or coughed on, for example) with anyone who has been diagnosed with COVID-19 within the last 14 days?
 - Do you have a fever, cough and/or shortness of breath? For children, fever is 100 degrees for forehead thermometer, 99 degrees or higher with armpit thermometer or 99.5 with oral thermometer.
 - Any other signs of communicable illness such as a cold or flu?
 - Signs and symptoms will be excluded for program
 - Admittance will be allowed 72 hours after fever breaks
- Health Check Monitoring over the course of the day
 - Monitoring children for signs of illness:
 - Illness - unable to participate in routine activities or need more care than staff can provide.
 - Fever with behavior changes, difficulty breathing, uncontrolled coughing, unusually tired, persistent crying, etc.
 - Diarrhea (within 24 hours after)
 - Vomiting (within 24 hours after)
 - Open sores, rash, signs of infection, etc.
 - Runny nose with colored mucous.
 - Parent guardian agrees to come pick up their child if any symptoms are exhibited at program.

- We will establish a medical sick area at each site in case a child needs to wait for a parent or guardian to pick up.
- Every site will provide education on the signs and symptoms of this virus including handouts and signage.
- The following handwashing protocols will remain in place:
 - Before program
 - Before meals
 - After meals
 - Between program activities
 - Right before going home
- Sanitizing and cleaning
 - All hard surfaces will be cleaned at a minimum of four times per day. Tables and computers will be wiped down before and/or after use.
- We ask that parents/guardians not group up around the camp facility. At the beginning and end of each day, you will be greeted in a central location and a staff member will bring your child to you. Health checks in the morning will occur in your child's room as well as sign in and out of program.

What we will do if COVID 19 case is confirmed on site

Communication Procedure

If we have a confirmed case of COVID 19 in our camp program, we will take the following steps:

- Notify families and staff of a confirmed/potential COVID-19 infection in the facility
- Protect personal identifiers of who had the confirmed case – we will not share names.
- We will share with you if your child has had close interaction with someone in his/her group who has displayed symptoms.

Infection Control Activities

- If the individual infected with COVID-19 spent time in program and had close contact with others while ill, we will follow the guidance of the public health department. This may mean we will need to close the program for 14 days.
- If there is a confirmed case, we will initiate a deep cleaning of the facility.
- We need to ensure staff and families understand ill people should remain home until well and those with COVID-19-like symptoms should self-isolate until 14 days after symptom onset OR 7 days after their fever is gone and initial symptoms have improved, whichever is longer.

Program Elements

Program Curriculum

We have lots of fun activities planned. We will play games (practicing social distancing), do arts and crafts, explore and discover through STEM activities, play outside, and focus on homework assignments (with help from our staff). We are looking forward to a fun and engaging week.

Sign In and Out

All parents/guardians will be asked to sign their child in and out of program.

Licensing

This is license exempt as it is a temporary camp.

Remember CDC's health etiquette including:

- Teach and remind children to cover coughs or sneezes with a tissue, then throw the tissue in the trash.
- Wash hands frequently for a minimum of 20 seconds with soap and water or hand sanitizer (if soap and water are not readily available).

Your signature below confirms you have read and received the ADDENDUM to MEMBER HANDBOOK regarding COVID19.

Signature of Parent/Guardian

Date

Name of Parent/Guardian

Name of Club Participant(s)

