BOYS & GIRLS CLUBS
OF SONOMA VALLEY

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, High School and Athletics Programs.

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WELCOME

On behalf of the entire Boys & Girls Club community, it is with great enthusiasm and warmth that we extend a heartfelt welcome to you and your child/children. We are delighted to embark on this journey together and consider it a privilege to have your family as part of our extended Boys & Girls Club family.

At Boys & Girls Clubs, we understand the profound importance of providing a safe and nurturing environment for our members. Your child's safety and well-being are our utmost priorities, and as such, we are dedicated to creating an environment that fosters growth, learning, and joy.

We are committed to continually improving our robust safety policies, programs, and training for our staff and volunteers that are designed to promote child safety and protect young people from threats that are present in our society. The priority of the Boys & Girls Clubs of Sonoma Valley is the physical and emotional safety of its members, staff, and volunteers. We implement layers of safety policies and guidelines to keep our kids safe, including:

- Mandated reporter training for all staff and volunteers, including coaches and board members.
- Active supervision and appropriate contact with Club members training
- Group management and supervision training.
- Emergency drills and trainings
- Positive behavior management training
- Trauma-informed care, emergency preparedness, diversity, equity, and inclusion training
- Security cameras are installed in our main Clubhouse as well as our Teen Club for ongoing supervision.

The Boys & Girls Clubs of Sonoma Valley has established comprehensive safety policies, encompassing supervision, transportation, communication, and prohibiting private one-on-one contact, all outlined in our Policies for the Protection of Youth packet. Our Family Handbook serves as a comprehensive guide that outlines expectations, best practices, and the core values of our organization for all participants, whether engaged in afterschool programs, summer activities, athletic leagues, or any other programs offered by the Clubs.

We look forward to partnering with you to create meaningful and enriching experiences for your child within the supportive atmosphere of our Boys & Girls Clubs community.



Danielle Azzalino
CEO

Brooke Padgett
Sr. Director of Child & Club Safety

MISSION
The mission of the Boys & Girls Clubs of Sonoma Valley is to provide positive opportunities for our community's youth and teens, especially those who need us most, 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 ofyouth by instilling a sense of competence, usefulness, belonging and influence. We seek to provide our members withthese 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 anda 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 1,800 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.

BOYS & GIRLS CLUBS OF SONOMA VALLEY

1.0 MEMBER CODE OF CONDUCT

The Club provides a safe and engaging environment for members to build academic success, healthy lifestyleand good character and leadership. This includes holding Club members to a high standard of behavior that demonstrates respect for peers, staff, and volunteers. A Club member is a participant in afterschool programs, summer activities, athletic leagues, or any other programs offered by the Clubs. Please review this Code of Conduct with your child so that they understand the behavior standards expected of them.

As a Club member I agree to:

- Follow ALL Club rules.
- Respect Club, Respect Self, Respect Others, Be Kind & Play Fair.
- Treat staff, adults, volunteers/coaches, other members, and peers 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.
- I will not engage in or make threats.
- Not bring weapons, drugs, alcohol, cigarettes, tobacco products, inhalants, or engage in physical endangerment.
- Use appropriate language and good manners.
- Strive to do my best in everything I do.
- Represent the Club's values, both in the Club and when I'm outside the building.
- Be friendly and demonstrate a positive attitude.

2.0 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 oractions 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 regard 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.

3.0 DISCRIMINATION & HARRASSMENT

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 can contribute to a multicultural society and demonstrate acceptance for differences among people. All people are welcome at Boys & Girls Clubs regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability.

4.0 INCLUSION

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.

OUR COMMITMENT TO INCLUSION

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

5.0 ANTI-BULLYING

Boys & Girls Clubs of Sonoma Valley is a safe and positive place for kids. Boys & Girls Club of Sonoma Valley develops and document practical policies, procedures, and strategies for ensuring the safety of members. The Boys & Girls Club of Sonoma Valley is committed to providing all members with a safe environment and will not tolerate any form of bullying at any Club activity on or off Club property.

All staff, volunteers, members, and board members shall read and abide by the Boys & Girls Club of Sonoma Valley Code of Conduct.

Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose. Staff and/or volunteers who observe an act of bullying shall take immediate, appropriate steps to intervene. If the staff member and/or volunteer believes his/her intervention has not resolved the matter, they shall report it to Club leadership and document the incident in writing. Club

leadership or appropriate staff member shall inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior, up to, and including terminating membership.

If a member's behavior is considered bullying, we will work the parents / guardians on age-appropriate interventions and consequences. If the bullying behavior does not stop, the Club member may lose their right to attend the Clubs.

For more information on bullying prevention, visit https://www.stopbullying.gov/prevention/at-school/rules/index.html

6.0 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.

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, SMOKING & VAPING

PARENTS/GUARDIANS AND AUTHORIZED PICK-UPS

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.

MEMBER

Our program is committed to providing a safe and healthy environment for all participants. We recognize the importance of fostering positive behaviors and attitudes among our members. To ensure the well-being of everyone involved, we have established the following policy regarding vaping, smoking, and alcohol use within the program.

- **Prohibition:** Vaping, smoking, and alcohol use are strictly prohibited on program premises and during program hours.
- **Education:** We provide education on the risks of substance use to members during programs
- **Enforcement:** Violations result in disciplinary action, including possible suspension or termination from the program.
- **Support:** We offer support and resources for members struggling with substance use.
- **Parent/Guardian Cooperation:** We expect cooperation in upholding this policy and encourage discussions about substance use at home.
- **Legal Compliance:** We comply with all relevant laws and regulations regarding underage substance use.

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 8:00AM-5:30 PM. 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 the website for the Summer brochure.

10.0 CLUB CLOSURES

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

- January - New Year's Holiday (day or days adjusted dependent on what day of the week they fall)
- January - Martin Luther King, Jr. Day
- February – Sweetheart Gala Setup
- February - President's Day
- May - Memorial Day
- June (summer prep days, the week after SVUSD is released for summer)
- June 19th - Juneteenth
- Independence Day (day or days adjusted dependent on what day of the week they fall)
- August (school year prep days, the week before SVUSD starts the school year)
- September - Labor Day Holiday
- November 11th - Veteran's Day
- November - Thanksgiving Holiday (Wednesday - Friday)
- December - Christmas Holiday (Christmas Eve and Christmas Day – days adjusted dependent on whatday 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 are dismissed early due to inclement weather or have canceled after school activities, the sites will be closed to ensure the safety of the staff. Clubs 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 shutoff, the Club will be closed and will remain closed until other accommodations are made.

STAFFING AND COMMUNICATION

13.0 STAFFING

Our programs employ youth development professionals who take their work with children seriously. Prior to being hired, each staff member must undergo a criminal background check (including FBI and DOJ), reference check, and in-depth interview. All staff must complete Mandated Reporter Training and receive a thorough orientation on all BGCSV policies, including all Safety Policies, before their first day of work.

Our staff also receive Boys & Girls Clubs of Sonoma Valley and Boys & Girls Clubs of America program training. This includes, but is not limited to: CPR/First Aid, child abuse prevention, grooming prevention, and mandated reporting.

We maintain strict staff-to-child supervision ratios to ensure the care and safety of all members:

- General supervision: 1 staff to 20 members (maximum)
    - TK groups: 1 staff to 10 members (maximum)
- Field trips: 1 staff to 10 members (maximum)

Please be aware that staff are not permitted to have outside contact with any children in our programs. This includes, but is not limited to, babysitting, house sitting, personal phone or text contact, email, and social media, as outlined in our Policies for the Protection of Youth Packet and Employee Handbook. Any pre-existing relationships between staff and Club members or families must be disclosed and documented with Human Resources via a Pre-Existing Relationship form. Staff may attend children's community events only with prior written approval from Club leadership.

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

To maintain accurate records, please remember to update the following information in your child's profile through your online parent profile.

- Phone numbers
- Home address
- School
- Emergency contact

Additionally, please remember to add any changes in:

- Authorized individuals for pick up
- Allergies
- Health conditions
- Medications – please fill out a Request for Authorization to Administer Medication Form

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, expulsion. The following behaviors include but are not unlimited to:

- Fighting with another member, staff person, volunteer, parent, or peer
- Bullying of any kind, verbal, or non-verbal threats
- Persistent refusal to comply with or respond to reasonable direction from staff or a Director.
- Acts of threat toward another member, staff person, volunteer, parent, or peer
- 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 (including threatening to bring or threatening to have in possession) 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 above behaviors, we reserve the right to suspend and/or expel that child/youth/person from our Clubs. Duration of suspension will be determined at the parent meeting. However, child/youth will not be able to return before the parent meeting.

If your child/youth's school calls you to pick them up due to behavioral or disciplinary actions, they will not be able to attend any Boys & Girls Club of Sonoma Valley programs that day. If your child/youth has also been suspended or expelled from school, they will not be able to attend any Boys & Girls Club of Sonoma Valley programs 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 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 parent or guardian will be notified immediately. If unable to contact primary parent or guardian, the authorized pickups 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 disagree 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 their 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 VP of Program Operations.
- If no resolution is reached after listening to the concerns, by either the Program Director or the VP of Program Operations, 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 Child Safety Helpline provided by the Boys & Girls Club of America at 866-607-7233.

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

Our goal is to provide a quality, safe place for children. The procedure to address grievances doesnot include the option of confrontation while children are present. We strive for a positive workingrelationship with all involved. However, any situation deemed a threat to the safety and well-beingof children in our care or our staff or a disruption to the regular operation of our programs will notbe 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-transferable. Families on 4 C's or Sonoma Works are responsible for contacting the program to request payments be made 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 specialty/discovery camp programs. Registration will be offered on a first come first serve basis (unless otherwise stated)

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 the 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 Manager to ensure a smooth transition.

26.0 ATHLETIC REGISTRATION

All athletic programs have a "register by" date. Please check our website at bgcsonoma.org for additional information or the Athletic Director.

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 the Membership Manager 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

By registering for any program, families acknowledge that they have read, understood, and agreed to the following refund policy.

Refunds are available only for cancellations submitted at least two (2) weeks prior to the program start date. Cancellations made fewer than two (2) weeks before the start date, or after the program has begun, are not eligible for a refund.

All approved refunds will be issued to the original method of payment within 3–6 business days; however, full processing may take up to two to three weeks. A $25 non-refundable administrative fee will be deducted from all approved refunds, regardless of when the cancellation request is submitted.

SUMMER CAMP EXCEPTION

For Summer Camp registrations, the $25 per week deposit is non-refundable and fulfills the administrative fee requirement. No additional cancellation fee will be applied. Any eligible refunds will be issued minus the $25 deposit for each canceled week.

REFUND REQUEST PROCESS

All refund requests must be submitted through the official Cancellation and Refund Request Form available on our website. Only completed forms will be considered.

Requests are reviewed on a case-by-case basis in accordance with this policy. Please allow 3–6 business days for a response. You will receive an email confirmation from the Membership Manager once your request has been approved or denied.

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 with 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

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 with 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.

32.0 NEED BASED SCHOLARSHIPS

Boys & Girls Clubs of Sonoma Valley is committed to providing high-quality programming that remains accessible and affordable for all families. Scholarships are awarded on a need-based basis.

Scholarships are determined on a case-by-case basis using a sliding scale. A variety of factors may be considered when reviewing each application. For privacy reasons, we are unable to discuss individual scholarship decisions or amounts for other families. We kindly ask that families respect confidentiality, as each application is reviewed individually.

Application Process

Families may apply for scholarships by contacting the Membership Manager or completing the scholarship application available on our website. Required documentation may include:

- Free & Reduced Lunch eligibility letter
- Proof of financial assistance (such as EBT or Medi-Cal documentation)
- Other documentation of financial need as requested

Scholarship Cycle and Duration

Scholarships are awarded on an annual cycle aligned with program registration periods. A scholarship remains active until the next annual renewal period, typically in late February of the following year.

Families must reapply each year to continue receiving scholarship assistance for all programs offered.

Financial Responsibility

Scholarships are intended as financial assistance and do not guarantee full coverage of all program fees. Any portion of fees not covered by the scholarship is the responsibility of the parent/guardian and must be paid in full by the assigned due dates.

Special Eligibility

The following families may qualify for a 100% scholarship covering program, registration, and membership fees:

- Active-Duty Military families (parent/guardian must be 100% active duty)
- Families enrolled in the Migrant Education Program
- Families experiencing homelessness or domestic violence may also qualify for assistance. Supporting documentation of hardship must be submitted to the Membership Manager within 30 days of application.

Additional Information

Scholarship availability and deadlines are based on each annual cycle and will be communicated prior to the start of the application period. Scholarships are a form of assistance and do not guarantee full coverage of all programs or fees.

For questions or assistance, please contact the Membership Manager.

33.0 OVERDUE ACCOUNTS

Our registration system is designed so that families may not complete new registrations when there is an outstanding balance on the account. This system is not manually overridden by staff.

Families are expected to keep accounts current and adhere to any approved payment plans.

Overdue accounts and/or payment plans that are not maintained or paid on time may result in suspension of services. In these cases, the child may not be eligible to participate in any Boys & Girls Clubs of Sonoma Valley (BGCSV) programs until all outstanding fees are paid in full or the account is brought back into good standing.

34.0 TAX INFORMATION

End of year childcare fee statements are available through the parent portal. If you need assistance, please see the Membership Manager.

PROCEDURES

35.0 CHECK IN AND CHECK OUT PROCEDURES

CHECK IN: Members must check in upon arrival to any Club Site by providing their First and Last Name. If you have questions on where to check in per site, please contact your site Program Director.
NOTE: Members may not be present on Club grounds without being checked in to the program, will not 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 contacts, as stated in their registration information. Please update your authorized contacts in your account as needed.

For additional assistance or help contact the Membership Manager.

- In the case that a custody or visitation situation arises the Club can ONLY ban pickup if provided with legal documentation that states the arrangement or agreement.
- We ask that members 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 Childcare 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 who are not mature enough to handle this responsibility should have the close supervision of other suitable programs. Staff will contact any parent/guardian who has not communicated permission for a child 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 VP of Operation or the Sr. Director of Child & Club Safety.

36.0 LATE PICK UP

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.

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 concernsin your child's life. Changes outside of school and Boys & Girls Clubs may have an impact on a child'sinteractions while in our care. Our policy is to maintain a quality program while continuing to be aneutral 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 childrenwith chronic behavior problems, and other referrals. For more information, please request to meetwith your child's Program Director or the VP of Program Operations.

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 orif the child is determined sick at school 30 minutes prior to school release. If the 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, confusedor 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 beallowed to return to the program until they are lice and nit free.

41.0 PRESCRIPTION & NON-PRESCRIPTION MEDICATION

The Boys & Girls Clubs of Sonoma Valley (BGCSV) is committed to protecting the health, safety, and well-being of all members, staff, and volunteers.

BGCSV is not legally obligated to administer medication to any child. Medication may only be administered when a completed **Request & Authorization to Administer Medication (RAM) Form** has been submitted and approved by the Senior Director of Child & Club Safety. The form must be signed by both the parent/guardian and the child's licensed health care provider, when required.

Because administering medication places additional responsibilities on staff and storing medication on-site presents safety considerations, parents/guardians are encouraged to work with their child's health care provider to establish a medication schedule that does not require administration during Club hours whenever possible. Parents/guardians are welcome to come to the Club to administer medication to their own child if needed.

MEDICATION REQUIREMENTS

- All prescription medications must be in the original pharmacy-labeled container with the child's name, medication name, dosage, and administration instructions clearly visible.
- Non-prescription medications must be in the original manufacturer's container with the original label intact.
- All medications must be provided to Club staff for secure storage in the administrative office unless otherwise authorized. Members may not carry or self-administer medication without prior written authorization.
- Medications will be administered only according to the instructions on the prescription label or manufacturer's label and the approved Medication Authorization Form.
- Written parent/guardian authorization is required before any medication may be administered by BGCSV staff.
- Medications requiring refrigeration must be provided in an appropriate insulated container or cooler by the parent/guardian.

Medication Authorization Forms must be updated annually and whenever there is a change to the child's medication, dosage, or instructions.

ASTHMA INHALERS & EPIPENS

Members who require immediate access to an asthma inhaler or prescribed epinephrine auto-injector (EpiPen) may carry and self-administer their medication only when authorized through a completed and approved Request & Authorization to Administer Medication Form.

In the event of an emergency, trained BGCSV staff may assist with the administration of a prescribed epinephrine auto-injector or asthma inhaler in accordance with the member's authorized medication plan and applicable law.

42.0 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 their hands during transitions.

43.0 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.

44.0 EMERGENCY OPERATION PLAN

We are committed to always providing your child with the best care possible. We hold regular drills on how to care for members after a disaster and review emergency scenarios in order to be able to handle a wide variety of emergencies. 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 members while they are on site. Staff are assigned a job within our Emergency Operation Plan, such as search and rescue, supply chief, first aid, and childcare. 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 carefor 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. With a Request for Medication Form on file.
- 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 importantwe 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.

45.0 ACCIDENTS

Emergency Treatment	**Non-Emergency Treatment**	**First Aid Treatment Only**
Examples: ● Uncontrolledbleeding ● Seizures ● Second and third-degree burns ● Shock ● Fractured bones Steps we follow: ● Call 911 ● Administer CPR or First Aid ● Contact the parent / guardian or emergency contact ● Transport to thenearest hospital (ifnecessary) ● Complete and file Accident/ Incident report	Examples: ● Extreme vomiting ● Severe pain ● Fever 101 degrees or above ● Cut that require stitches Steps we follow: ● Administer First Aid ● Contact the parent /guardian or emergencycontact ● Transport to the nearest hospital or call 911 (if necessary) ● Complete and file Accident/ Incident report	Examples: ● Minor cuts, scrapes, bumps ● Low grade fever up to 101degrees, headaches ● "Need to lie down" Steps we follow: ● Administer First Aid ● Document in accident or medical log ● Notify director of accident or illness ● Contact parent / guardian ● Complete and file Accident/ Incident report

Please note, we prioritize the safety and privacy of all children at our Clubs. Our policy is to treat Accident/ Incident reports as internal documents to ensure confidentiality and protect the privacy of everyone involved. Therefore, we can only share these reports under specific legal circumstances.

EXPECTATIONS WHILE IN PROGRAMS

46.0 TOYS FROM HOME

We kindly request that you refrain from bringing toys from home. Prior to any such consideration, we advise consulting with the director or staff to familiarize yourself with our specific policies. Should there be any allowance for toys, please ensure they are suitable for a school or Club environment. It's important to note that we cannot assume responsibility for any lost or stolen items, and therefore, we are unable to provide storage for personal toys. Furthermore, we strictly prohibit the trading, selling, or purchasing of toys, including electronics and other collectibles, under this policy.

47.0 ITEMS TO BRING TO THE CLUB

Please ensure your child comes prepared with clothing and shoes suitable for outdoor play, and don't forget to pack any necessary homework or books for quiet time. Additionally, include essentials like a backpack, a water bottle labeled with your child's name, and ensure they wear appropriate shoes for active participation.

48.0 ITEM 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 handcuffsand restraints are not permitted. Fireworks are not permitted. Alcohol or drug related clothing andparaphernalia is not permitted. Head coverings and clothing that can be perceived as gang-relatedare not to be worn on Club property.

49.0 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.

50.0 SCREEN TIME

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

51.0 ELECTRONICS AND CELL PHONES

For Club members in K-5th grade, we encourage members/parents not to bring cell phones. We dorecognize 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 or pictures are allowed of Club members or during Club programs. We are not responsible for lost, stolen or damaged cell phones.

52.0 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.

53.0 TRANSITION

Our program uses caution when transitioning through the building and various spaces. While we plan to regularly maintain a 1:20 ratio, we may at times need to go above that. It is required that each program space maintains an adult to child ratio of 1:20. Notices maybe posted in program areas to alert parents where their children are. Children are always in auditory and/or visual range. 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

54.0 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/quarter. Please see your Program Director to see where this list will be posted.

55.0 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.

56.0 HOMEWORK

Power Hour! ®/homework time will be provided Monday-Friday during the school year for childrento 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

57.0 ITEMS TO BRING EACH DAY

- Backpack
- Lunch is provided, however, should your child want to bring their own, please provide a lunch that does notneed to be refrigerated or heated.
- Snacks
- Change of clothes
- Water bottle - with child's name

58.0 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 the 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.

59.0 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 onthemselves.
- 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.

60.0 LUNCH/SNACK

During the School Year the Club provides a meal or snack daily. Please see your Club for menus and service time of meals / snacks 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. During the summer we provide Breakfast & Lunch. Snacks are not always provided, please send your child with a snack. 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.

61.0 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

At Boys & Girls Clubs of Sonoma Valley, we offer year-round athletic activities for youth, including leagues, clinics, tournaments, and camps. We serve over 640 children per year in partnership with the City of Sonoma to foster the physical, social, and psychological development of our local youth. Additionally, we partner with a number of local organizations who share our commitment to keeping our youth active and the many health and social benefits that provides.

62.0 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. Athletes are considered members, please refer to our member code of conduct on page 7.

63.0 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.

64.0 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.

65.0 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.

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

67.0 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.

CLUB

68.0 HOW TO HELP YOUR CLUB
If you would like learn how to help sponsor a deserving child, help with facilities and equipment, or make a monetary or in-kind donation (i.e., school supplies) please see your Clubhouse Director or visit our website: bgcsonoma.org

69.0 ACKNOWLEDGEMENT

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

70.0 CLUB LOCATIONS

Maxwell Clubhouse (Main Clubhouse) 100 W. Verano Ave. Sonoma, CA 95476 (707) 938-8544 or (707) 210-2519	Flowery Elementary School17600 Sonoma Hwy Sonoma, CA 95476 (707) 299-8589
Sassarini Elementary School 652 Fifth Street West Sonoma, CA 95476 (707) 299-8223	Sonoma Valley Middle School 17805 Arnold Drive Sonoma, CA 95476 (707) 779-9936
El Verano Elementary School 18606 Riverside Dr. Sonoma, CA 95476 (707) 312-4684	Sonoma Charter School 17202 Sonoma Hwy Sonoma, CA 95476 (707) 721-2497
Teen Services (Teens) 19245 Sonoma Hwy Sonoma CA, 95476 (707) 931-6961 or (707) 775-1284	MacArthur Park Charter School 343 E MacArthur St. Sonoma, CA 95476 (707) 796-3446

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

Your signature below confirms you have read and acknowledge the FAMILY HANDBOOK.

Signature of Parent/Guardian	***Date***
Name of Parent/Guardian	***Name of Club Participant(s)***