

# Parent Handbook



## **BOYS & GIRLS CLUB** OF INDIAN RIVER COUNTY

**ADMINISTRATION**  
1729 17<sup>th</sup> Avenue  
Vero Beach, FL 32960  
Phone: (772) 299-7449  
Fax: (772) 299-3840  
All Mail to this Address

**SEBASTIAN CLUB**  
1415 Friendship Ln.  
Sebastian, FL 32958  
Phone: (772) 388-4944  
Fax: (772) 388-0904

**VERO BEACH CLUB**  
1729 17<sup>th</sup> Avenue  
Vero Beach, FL 32960  
Phone: (772) 299-7494  
Fax: (772) 794-3903

**FELLSMERE CLUB**  
22 South Orange St.  
Fellsmere, FL 32948  
Phone: (772) 571-0810  
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Updated January 9, 2012

## **I. AGENCY OVERVIEW**

The Mission of the Boys & Girls Clubs of Indian River County is to inspire and enable all young people, especially those who need us most, to realize their full potential as productive, responsible and caring citizens.

As a member of the Boys & Girls Clubs of America movement, our club practices a set of principles, which distinguishes us from other youth development agencies. This is a “tried and true” formula that has made clubs *“The Positive Place for Kids & Teens”* for over 140 years.

### **Boys & Girls Clubs...**

- **Are for all boys and girls....**clubs satisfy the age old desire of kids to have a club of their own.
- **Have full time professional leadership....**supplemented by part time and seasonal workers.
- **Are affordable....**dues and fees are kept low so all can afford to belong, scholarships are also available.
- **Is for all boys and girls....**insuring equal access to activities for any child regardless of race, religion, ethnic culture or gender.
- **Are building centered....**activities are carried out in a warm, friendly atmosphere.
- **Have an open door policy....**Clubs are open to all members at any time during hours of operation.
- **Have a varied and diversified program....**that recognizes and responds to the needs of children with differing abilities and interests.
- **Are guidance oriented....**assisting children to learn to make appropriate and satisfying choices for themselves and to understand the consequences of their choices.

## **II. PROGRAM OVERVIEW**

The activities are arranged in a group style with members grouped with other youth in the same grade or same age. Club members rotate to several program areas during the day. This allows us to provide developmentally appropriate activities for the members. All programs areas have a youth development professional for supervision. Program activities are offered in five core areas:

**Character and Leadership Development:** Empowers youth to support and influence their Club and community, sustain meaningful relationships with others, develop a positive self-

image, participate in the democratic process and respect their own and others' cultural identities.

**Education and Career Development:** Enables youth to become proficient in basic educational disciplines, apply learning to everyday situations and embrace technology to optimize employability.

The top priority of the Boys & Girls Clubs of Indian River County is making sure kids succeed in school and life. In an effort to promote good study habits and reinforce skills taught in the classroom, all of our members participate in Power Hour everyday after school for 30-45 minutes. Power Hour is a fun name for homework time. Please ask your child to bring home work, a book, or something quiet to work on. They must remain in their seat and quiet so they do not disturb other members.

**Health and Life Skills:** Develops young people's capacity to engage in positive behaviors that nurture their own well-being, set personal goals and develop the competencies to live successfully as self-sufficient adults.

**The Arts:** Enables youth to develop their creativity and cultural awareness through knowledge and appreciation of visual and tactile arts and crafts, performing arts and creative writing.

**Sports, Fitness, and Recreation:** Develops fitness, positive use of leisure time, skills for stress management, appreciation for the environment and social and interpersonal skills.

### III. EXPECTATIONS

#### **Clothing**

Please provide your child with casual, comfortable clothing, which will not limit their participation in activities. Select clothing, which you don't mind getting paint or grass stains on. Clothing with obscene language, drug endorsements, ethnic or sexual slurs, or in poor taste is not permitted. All pants must have a belt or be snug at the waist. No hats, beanies, or gang attire. Closed toed shoes are necessary, no thongs or sandals please. Children must be able to run safely in the shoes provided.

#### **Membership Expectations**

1. Bring membership card with you everyday you attend the Club. Cards are required to checkout equipment. There is a charge of \$5.00 for lost cards.
2. Please sign in each day you arrive.
3. Respectful behavior is expected at all times, and this means following any and all directions given to you by a staff member.
4. There is no running, pushing, shoving, or fighting allowed in the Club.

5. No public displays of affection (PDAs) are permitted, e.g. hand holding, sitting on another's lap, kissing, hugging, etc.)
6. Personal belongings should be properly marked and stored. Any articles missing, lost, or stolen are not the responsibility of Club. Take home all personal belongings each day.
7. The use of cell phones and other wireless communication devices is strictly prohibited at the Club. Any unauthorized use of electronic devices is considered a disruption to daily activities at the Club and will be grounds for disciplinary action.
8. Food and drink is allowed in designated areas only.
9. There is a strict "No Smoking" policy in all Clubs. This refers to members, staff, or visitors.
10. Only staff will be allowed inside offices or storage areas, unless given specific permission.
11. Be respectful towards Club equipment or furnishings at all times. (Pounding, kicking, knocking, or tapping of the equipment or furnishings is not allowed).
12. There will be no swearing or foul language allowed at any time in the Club or outside program areas.
13. Any behavior that is dangerous, disruptive, disrespectful, or destructive is never acceptable. If a discipline problem arises and is not corrected immediately, the following may occur:
  - 1) Participant removed from program
  - 2) Parents notified in person or by phone
  - 3) Reduced privileges i.e. "No field trips for a week"
  - 4) Behavior contract implemented
  - 5) Suspension
  - 6) Expulsion

Continuous behavior problems may result in permanent loss of Club privileges. A behavior incident form will be filled out and signed by the member and his/her parent for each incident.

### **Accommodations for Children with Special Needs**

The Boys & Girls Clubs of Indian River County does not discriminate against individuals with disabilities per the Americans with Disabilities Act (ADA). We encourage parents who may be considering the Boys & Girls Club for their child with a disability to spend an afternoon visiting a Club and talking with the Club Director to determine if this active environment is the best fit for their child. Such applications will be considered on a case-by-case basis by the Club Director and Executive Director.

Please note, we will not offer membership in cases where an individual poses a "direct threat" [42 U.S.C. 12182 (3)] to the health or safety of others, or where care would

fundamentally alter the nature of the services offered by BGCIRC and impose undue financial or administrative burden on the organization.

BGCIRC also reserves the right to immediately terminate the membership of those individuals who have affected the health and safety of others.

### **Open Door Policy**

The Boys & Girls Clubs of Indian River County has an open door policy for children **16 years and older**. Members check in and out to the Club daily with their membership card. Please review this with your child! It is the responsibility of parents to instruct their children as to whether or not they may leave the Club. The Boys & Girls Club recommends that youth are denied permission. The Club provides supervision inside the Club at all times and when Club staff organizes an outside activity. If you want your child (13 or older) to walk home or leave the program, please contact the Branch or Program Director to make arrangements.

### **Surveys**

Several times during the course of the year, Boys & Girls Clubs of Indian River County surveys our members and parents regarding their customer satisfaction, educational achievements and behavioral choices. It is expected that all of our members and their parents will complete and return these surveys in a timely manner. One of the reasons we are available to maintain such affordable fees for our members is because we compile the results of the surveys we give to our parents and members and report our findings to our funders who provide generous support of our programs.

If you would like to see a copy of the surveys we administer to our members, please see the Club Director.

### **Report Cards**

An important part of the Club experience is participation in programs that focus on the core areas previously mentioned. In order to gauge the effectiveness of some programs, it is critical that we track academic progress. We respectfully request that you provide us with quarterly report cards. The information is always kept confidential. We will remind you about the quarterly marking periods. You may also provide your child's e-Sembler username and password if that is more convenient.

#### **IV. CLUB INFORMATION**

##### **Club Hours**

Hours of operation for Clubs may vary from site to site. During the school year, all clubs are open Monday through Friday for after school and evening hours. For the summer months, all clubs are open daily Monday through Friday. Please check the list below to verify correct hours of operation.

- School Year
  - Fellsmere, Sebastian & Vero Beach Branches: **After School – 6:30 p.m.**
  
- Summer & School Breaks
  - Fellsmere, Sebastian & Vero Beach Branches: **7:30 a.m. – 6:30 p.m.**

The Clubs are **closed** for the following holidays:

- New Year's Day (January 1<sup>st</sup>)
- Good Friday (Friday before Easter)
- Memorial Day (Last Monday in May)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (First Monday in September)
- Thanksgiving (Fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24<sup>th</sup>)
- Christmas Day (December 25<sup>th</sup>)
- The day after or prior to Christmas Eve or Christmas depending how the holidays fall in the week.

##### **Closing**

Parents must pick up children by the designated time. A Late Fee of \$1.00 per minute, per child will be charged. If parents cannot be contacted one hour after the program closes, children will be turned over to the local authorities. Occasionally, activities such as field trips will run past closing time. If parents cannot be contacted by one hour after the end of the field trip the children will be turned over to local authorities.

Members are not allowed to wait in front of the building for parents to pick them up.

**PLEASE PICK-UP YOUR CHILD INSIDE OF THE BUILDING.**

##### **Late Pick Up Fees**

Late fees are as follows: \$1.00 PER MINUTE, per child, according to the clock on site for each minute your child/children remains at the site past closing. Late fees are paid at the time of pick-up by a check made payable to the Boys & Girls Clubs of Indian River County.

Membership may be suspended until payment is made.

## **VI. MEMBERSHIP INFORMATION**

### **Club Membership**

**The Annual Membership due is \$35 for each child. There are monthly school year and summer break fees at each Club, so please inquire directly to any site for more information.** All programs require Club membership prior to registration. Please insure that your child's membership application has current information, especially concerning emergency and daytime phone numbers. A membership card will be issued to each child and will be required to participate in the program. Members failing to bring their cards will not be allowed to check out equipment, games or participate in activities. Replacement cards are \$5.00.

Club Membership will expire on December 31<sup>st</sup> each year so that we may be aligned with Boys & Girls Clubs of America's membership year for reporting.

### **Program Fees**

The Annual Membership Fee is \$35 for each child. There are Monthly & Summer Break Fees which may vary at each Club. You may contact the Branch and Program Directors for more information. Monthly Fees are due no later than the 5<sup>th</sup> of each month. Summer Break Fees are due the Friday before the week you are paying for.

During most school holidays, we offer full-day programs for your member at no additional charge.

**All fees are non-refundable.**

Scholarships are available based on financial need. Please contact the Club for more information.

### **IRS Statements**

Our taxpayer Identification Number is 59-3623298. The Boys & Girls Club does not provide an itemized statement for tax purposes. We suggest that you keep a record of your weekly checks or copies of your receipts as an accurate account of your child care expenses.

### **Non Sufficient Fund Checks**

Parents will be notified by the Club staff upon receipt of the Non Sufficient Fund check and shall have two program days in which to pay the \$8.00 charge and the amount of the check. If not paid by the end of the second day, services will be suspended immediately.

## **VI. FIELD TRIPS**

A permission slip and payment are required for a member to participate. PLEASE TURN IN YOUR SLIP IN ADVANCE WITH YOUR PAYMENT. Without a signed and current permission slip for the specific activity, the member will not be allowed to participate. ***(Notes sent by parents are not acceptable.)***

**ALL FIELD TRIPS HAVE A LIMITED CAPACITY** so everyone will not be able to participate in everything. Permission slips and payment must be turned in to reserve space. **MEMBERS ARE SIGNED UP ON A FIRST COME FIRST SERVE BASIS.** There are no refunds, transfers, or credits for missed field trips. When a field trip is filled to capacity, your child may be placed on a waiting list. If any cancellations occur, names will be taken off the waiting list in the order received. If your child is on the waiting list, and does not get to attend the trip you will be refunded the full amount of the trip (Sorry, transfers are not available). Lunches are NOT provided on field trips so please pack your child's lunch.

Field trips may be limited by skills or maturity. The staff reserves the right to eliminate a child from a field trip based on disciplinary reasons.

## **VII. PERSONAL PROPERTY**

The Club is not responsible for personal possessions bought here. Please keep them to a minimum.

**PERSONAL ITEMS FROM HOME, SUCH AS BACKPACKS, MUST HAVE THE OWNER'S NAME PERMANENTLY WRITTEN ON IT!**

All items left at the Club are placed in our lost and found section and held for 14 days. After 14 days, items will be put out for parents to pick up for free. Unclaimed items will then be donated to charitable organizations. Please recognize that many youth have the same toys, backpacks, and accessories, and it is virtually impossible to tell them apart without names.

### **Money**

The Club is not responsible for member's money. If you must send your child with cash, please send only a minimal amount. You will not be reimbursed for lost or stolen money.

## VIII. HEALTH POLICIES

### Head Lice

We adhere to the following policy:

- A. When a member has been diagnosed as having head lice, the parent/guardian will be notified and the student will be sent home as soon as possible. The child will be segregated from other members until they are picked up. The parent/guardian will be informed of the proper treatment for removal of lice/nits, both verbally and written.
- B. After the member has been picked up, the room they were staying in will be disinfected with appropriate cleaners and treatments.
- C. The member, upon return to school will be checked by the unit director or a staff member they designate. If there is evidence of lice/nits, the member will be sent home. If the member has three or more occurrences, a referral will be made to the public health nurse.
- D. Public Health will make a home visit and discuss with the parent/guardian necessary actions needed to resolve the lice/nit problem. A written report by the public health nurse will be given to the unit director for follow-up as needed.
- E. The Director of Operations will be notified if the lice/nit problem persists. A meeting will be held with public health and club staff for resolution of the problem.

### Prescription Medication

Please leave all medications at the front desk and ask your child to come to the desk to take the medication. ***An Authorization to Administer Medication form must be filled out before staff can supervise your child taking their medication. All medication must be clearly marked and in its original container with member's name and physician contact information. Members are not allowed to carry medication on their person.***

### CLIENT RIGHTS (Club Members)

397.501 Rights of clients.

397.581 Unlawful activities relating to client assessment and treatment; penalties.

**397.501 Rights of clients.**--Clients receiving substance abuse services from any service provider are guaranteed protection of the rights specified in this section, unless otherwise expressly provided, and service providers must ensure the protection of such rights. A more detailed description of client rights is kept in a binder at the front desk and is available to you at any time.

(1) RIGHT TO INDIVIDUAL DIGNITY

- (2) RIGHT TO NONDISCRIMINATORY SERVICES
- (3) RIGHT TO QUALITY SERVICES
- (4) RIGHT TO COMMUNICATION
- (5) RIGHT TO CARE AND CUSTODY OF PERSONAL EFFECTS OF CLIENTS
- (6) RIGHT TO EDUCATION OF MINORS
- (7) RIGHT TO CONFIDENTIALITY OF CLIENT RECORDS
- (8) RIGHT TO COUNSEL
- (9) RIGHT TO HABEAS CORPUS
- (10) LIABILITY AND IMMUNITY

### **CLIENT (Member) GRIEVANCE PROCEDURE**

The Club wants to assure its clients (members) that ideas, suggestions and complaints will be heard. It is also the Club's policy to attempt to resolve disputes that may arise between clients and other clients and clients and employees.

Open communication between clients and staff is encouraged. Clients should feel free to voice ideas, suggestions or complaints without fear of reprisal or retribution. If a client wishes to remain completely anonymous, he or she can write the idea, suggestion or complaint down on paper and drop it off at the Branch Director's office or mail it to 1729 17<sup>th</sup> Avenue, Vero Beach, Florida 32960. Otherwise, if clients have ideas, suggestions or complaints to share, they are directed to follow these simple steps:

- STEP 1: The client is directed to discuss complaints directly with the staff member involved within 2 working days of the matter causing the complaint. Most matters can be resolved at Step 1.
- STEP 2: If the client is not satisfied with the results of a discussion with the staff member involved or was uncomfortable talking to them about it directly, the employee is directed to take the matter to the staff member's supervisor (in other words, his or her immediate supervisor's supervisor).
- STEP 3: If the client believes that the matter remains unresolved, he or she is directed to present the matter in writing to the Executive Director within 5 working days. The Executive Director shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the Executive Director shall be final.

In the event of a complaint involving the Executive Director, another Club official will fulfill the investigatory and decision making role in this process.

**Client abuse must be reported to the Department of Children and Families: 1 (800) FL-ABUSE, or the Substance Abuse and Mental Health Office Department of Children and Families Central Region, (772) 595-1315.**



**BOYS & GIRLS CLUB**  
OF INDIAN RIVER COUNTY

**PARENT COMMITMENT FORM**

**Please return this form on or before your first day in the program.**

I have read the Parent Handbook Packet with my child(ren) and will cooperate with the requested items.

Child(ren)'s Name(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Child(ren)'s Signature(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Parent's Name: \_\_\_\_\_

Parent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_