

PARENT HANDBOOK



BOYS & GIRLS CLUBS OF INDIAN RIVER COUNTY

ADMINISTRATION
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Vero Beach, FL 32960
Phone: (772) 299-7449
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All Mail to this Address

SEBASTIAN CLUB
1415 Friendship Ln.
Sebastian, FL 32958
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VERO BEACH CLUB
1729 17th Avenue
Vero Beach, FL 32960
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FELLSMERE CLUB
22 South Orange St.
Fellsmere, FL 32948
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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 Clubs practice 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.

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 program 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 every day after school for 30-45 minutes. Power Hour is a fun name for homework time. Please ask your child to bring homework, a book, or something quiet to do. 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.

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 toe shoes are necessary, no flip flops or sandals please. Children must be able to run safely in the shoes provided.

Membership Expectations

1. Bring membership card with you every day 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 touching of other club members is allowed. 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 the 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, and visitors.
10. Drugs, alcohol, tobacco products and weapons are strictly forbidden in the Club. The Club reserves the right to inspect all personal items such as backpacks, purses, jackets, etc.
11. Only staff will be allowed inside offices or storage areas, unless given specific permission.
12. Be respectful towards Club equipment or furnishings at all times. (Pounding, kicking, knocking, or tapping of the equipment or furnishings is not allowed).
13. There will be no swearing or foul language allowed at any time in the Club or outside program areas.
14. 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:
 - a) Participant is removed from program
 - b) Parents/Guardians are notified in person or by phone
 - c) Reduced privileges i.e. “No field trips for a week”
 - d) Behavior contract is implemented
 - e) Suspension
 - f) Expulsion

Continuous behavior problems may result in permanent loss of Club privileges.

Three Strike Policy

Pre-Strike: Staff member will inform Club member that he/she is breaking a rule and will provide an example of alternative behavior.

First Strike: Staff member tells Club member that he/she has continued breaking rules. Member will be “written up” and parent/guardian will be informed of the situation. Parent/Guardian and member will also be informed that if member does not start abiding by rules, next strike will result in a 2- day suspension.

Second Strike: Staff member will remind Club member that he/ she will be suspended for 2 days. Parent/Guardian will be informed of suspension and situation causing suspension. Re-entry into Club will be allowed with written letter of apology to Club members and staff. Staff, parent/guardian, and member will then sit down and determine a “strategy” to prevent member from reaching Strike Three.

Third Strike: Member and parent/guardian will be informed of the situation and member will be suspended from Club and not permitted on Club property for two weeks. Re-entry into Club will be allowed only with a meeting of staff, parent/guardian, and member discussing the problems that resulted in the suspension. A corrective plan will be developed and agreed to by staff,

parent/guardian, and member before re-entry is permitted. Information on self-control, anger management, and conflict resolution will be provided to the member.

Irrespective of the Three Strike Policy, Club staff may take any action deemed appropriate, including immediate and permanent dismissal of an offending member, to ensure the safety of members and staff, to protect property, and/ or to ensure orderly conduction of Club activities.

Club Management reserves the right to inspect member back packs, purses, instrument cases, etc. for drugs, alcohol, tobacco products, or weapons. As a condition of membership, Club members and parents are required to sign and date the Three Strike Policy.

Bullying Prevention Policy

The Boys & Girls Clubs of Indian River County is committed to providing all members with a safe and civil environment, and will not tolerate any form of bullying at any Club activity on or off Club property.

Bullying shall mean any written, electronic, verbal, physical or social act that willfully harms another. Aggravated bullying shall mean willful harm motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, appearance or socioeconomic status.

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 Clubs for their child with a disability to spend an afternoon visiting a Club and talking with the Branch 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 Branch 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.

Transportation Policy

Bus Policy:

Transportation is a vital resource of the Club. 99% of Club members arrive at the Club through the generous, and free, service of the Department of Transportation and School District. It allows your children to be bussed from their school to the Club and allows for field trips

throughout the year. Behavior must always be at the highest level to ensure safety for both the driver and fellow riders. If behavioral issues occur on the bus the consequences will be the following, but not limited to:

- Verbal warning from the bus driver
- Written referral to your child's school
- Suspension of bus privileges
- Removal of transportation route from school to Club PERMANENTLY

Bus Behavior Expectations:

- Will follow Bus Driver's instructions at ALL times
- Will remain seated until destination has been reached and approval to get up by the Bus Driver
- Refrain from using inappropriate language and behavior
- Will not damage or write on bus seats and/or equipment

Vero Beach Elementary Transportation:

The School District of Indian River County does NOT provide bus transportation from Vero Beach Elementary to the Club because it is within a two-mile radius. Therefore, the Club must pick up your child(ren) using the Club's bus. To help defray costs, we charge \$5.00 per month, per child for this service. This charge will be added to your invoice monthly.

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/guardians will complete and return these surveys in a timely manner. One of the reasons we are able to maintain such affordable fees for our members is because we compile the results of the surveys we give to our parents/guardians 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 Branch Director.

Report Cards

An important part of the Club experience is participation in programs that focus on the five core areas of the Club. In order to gauge the effectiveness of some programs, it is critical that we track academic progress. As a condition of membership, we require parents/guardians to complete the School District of Indian River County Release or Transfer of Student Information document for each child. This document is forwarded to the School District of Indian River

County to allow the Club to utilize the FOCUS program to allow access to each child's report cards.

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 PROGRAM & SCHOOL BREAKS

Fellsmere, Sebastian & Vero Beach Branches: **7:30 a.m. – 6:00 p.m.**

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

- New Year's Day (January 1st)
- Good Friday (Friday before Easter)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (First Monday in September)
- Thanksgiving (Fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24th)
- Christmas Day (December 25th)
- 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 thirty (30) minutes 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 thirty (30) minutes 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 to be paid at the time of pick-up. If payment is not made at that time, the member's account will be charged and membership may be suspended until payment is made.

MEMBERSHIP INFORMATION

Club Membership

The Annual Membership fee is \$35 for each child. There are monthly school year and summer program fees at each Club, so please inquire directly to any Club 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. Any member failing to bring their card for five consecutive days will have their accounts charged and will be responsible for payment. Replacement cards are \$5.00.

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

Program Fees

Along with the Annual Membership Fee of \$35 for each child, there are monthly school year and summer program fees. Monthly fees are due no later than the 5th of each month. Summer Program 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.

Once a monthly fee or a summer deposit is made, there are no refunds given should you decide to not attend the Club.

All fees are non-refundable.

Scholarships

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

Scholarship Attendance Policy

The Boys & Girls Clubs of IRC has implemented a mandatory attendance policy for families who receive a partial or whole scholarship. As a condition of your scholarship, your child(ren) must attend the Club a **minimum** of three days per week.

IRS Statements

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

Non Sufficient Fund Checks

Parents/Guardians will be invoiced by Administration upon receipt of a Non Sufficient Fund check. There will be an \$10.00 Bank fee charge added to your account in addition to the amount of the check. If there are two or more returned checks, you may be asked to pay in cash for all future payments.

Delinquent Account Policy

EFFECTIVE DATE

This Delinquent Account Policy is effective as of March 1, 2018, and will be enforced for all members of the Boys & Girls Clubs of Indian River County.

PURPOSE

The purpose of this policy is to establish a procedure concerning any and all member accounts that carry a past due balance. It is the Club's policy to never turn members away from the Clubs due to an inability to pay. It is the parent's/guardian's responsibility to communicate directly with your Club Director if there is a financial situation which adversely impacts their ability to make payments as outlined in the Parent Handbook. However, any account that has been unpaid for sixty (60) days with two (2) written attempts to resolve their past due balance, will be deemed as a refusal to pay, and the child will be removed from the Club as a member. The parent/guardian is responsible for establishing and upholding a **written** payment plan with the Club Director to resolve any past due balances in order for their child to continue as a Club member.

RULES, REGULATIONS, AND ALLOWANCES

1. Accounts are due on the 5th of every month during the school year. Summer Program Fees are due per the Summer Program Handbook Policy.
2. The Staff also reserves the right to prevent a child from attending field trips if their account balances are not current.
3. Accounts are considered delinquent after 6:00 PM on the 5th of every month.
4. A thirty (30) day delinquency will result in the issuance of the first delinquent account notice.

5. After the third and final delinquent account notice is provided and the parent/guardian has still not paid their balance or signed a payment plan, the members will lose their privilege to attend the Club.

DELINQUENT ACCOUNT NOTICES

1. After an account has gone unpaid after thirty (30) days, the first delinquent account notice will be provided.
2. After an account has gone unpaid two (2) weeks **after the issuance** of the first delinquent account notice, the second delinquent account notice will be provided to the head of the household.
3. After an account has gone unpaid four (4) weeks **after the issuance** of the first delinquent account notice, the third and final delinquent account notice will be provided.

REASONS FOR LOCKING A DELINQUENT ACCOUNT

Accounts can be disconnected for any of the following reasons:

1. Failure of the parent/guardian to pay any past due charges up to sixty (60) days. (First Notice after 30 days, Second notice (2) weeks after first notice, Third notice (4) weeks after first notice.)
2. Failure of the parent/guardian to pay any past due charges when transitioning between programs (i.e. Summer Program to After School Program OR After School Program to Summer Program).

PROCESS FOR IDENTIFYING A DELINQUENT ACCOUNT

A monthly audit of all accounts will be conducted by the Membership Coordinator to determine a list of delinquent accounts.

PROCESS FOR UNLOCKING A DELINQUENT ACCOUNT

1. The parent/guardian must pay the entire past due balance before their child can become a member of the Club again.
2. Cash, certified checks, or money orders will be accepted on any service that has been disconnected for delinquency. We will NOT accept personal checks as payment for delinquent accounts.

FIELD TRIPS

A signed permission slip, a membership card and cash payment are required for a member to participate on a field trip. 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/guardians are not acceptable.)*

ALL FIELD TRIPS HAVE A LIMITED CAPACITY so everyone will not be able to participate in every field trip. 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.

The staff also reserves the right to prevent a child from field trips if their account balances are not up-to-date.

PERSONAL PROPERTY

The Club is not responsible for any articles missing, lost, or stolen.

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. At that time, any unclaimed items will 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.

HEALTH POLICIES

Head Lice

We adhere to the following policy regarding Head Lice:

1. 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.

2. After the member has been picked up, the room they were staying in will be disinfected with appropriate cleaners and treatments.
3. The member, upon return to the Club 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.
4. 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.
5. The Executive Director 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 with the Branch Director. *A Medication Permission Form must be filled out before staff can supervise your child taking their medication.* A Medication Log which clearly lists the name of the medication, the dosage and the administered times will be kept for each member. The log is initialed by the administering staff.

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.