



**BOYS & GIRLS CLUBS  
OF PALM BEACH COUNTY**

# **BOYS & GIRLS CLUBS OF PALM BEACH COUNTY, INC.**

## **2022 – 2023 PARENT HANDBOOK**



## **GREAT FUTURES START HERE**

Boys & Girls Clubs of Palm Beach County, Inc.

800 Northpoint Parkway, Suite 204  
West Palm Beach, FL 33407

[www.bgcpbc.org](http://www.bgcpbc.org) | (561) 683-3287



## **CEO WELCOME**

“It is my honor and privilege to welcome you and your child to the Boys & Girls Clubs of Palm Beach County. Our dedicated staff are committed to providing a positive, safe environment for your child. Our goal is to instill in your child a sense of belonging, competence and usefulness. We look forward to fulfilling our mission of serving ‘children who need us most.’”

**Jaene Miranda, President & CEO**

## **THE MISSION**

The mission of the Boys & Girls Clubs of Palm Beach County is to enable all young people; especially those who need us most to reach their full potential as productive, caring, responsible citizens.

## **BOYS & GIRLS CLUB CODE**

I believe in the right to worship according to my own faith and religion.

I believe in America and the American way of life...in the Constitution and the Bill of Rights.

I believe in fair play, honesty, and sportsmanship.

I believe in my Boys & Girls Club, which stands for these things.



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## CULTURE OF SAFETY

The Boys & Girls Clubs of Palm Beach County top priority is ensuring child safety is fundamental to the mission of The Boys & Girls clubs of Palm Beach County.

- The Safety and Wellbeing of Young People is Our Number One Priority
- We work every day to create a safe, fun environment so kids can have every opportunity to be successful in life. We have ZERO tolerance for inappropriate behavior of any kind, and we put resources behind that stance.
- Culture of Safety Boys & Girls Clubs of Palm Beach County continually updates 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. We implement layers of safety policies and guidelines to keep our members safe.
- TOLL-FREE CHILD SAFETY HELPLINE: Through our partnership with Praesidium, one of the nation's leading safety experts, Boys & Girls Clubs of America provides a confidential, toll-free Child Safety Helpline to all current or previous Club staff, members or families to report any incident or situation in which they feel unsafe. To access the Child Safety Helpline, call 866-607-SAFE (7233) or email [SafeClub@Praesidiuminc.com](mailto:SafeClub@Praesidiuminc.com).

## SAFE PASSAGE

The Board of Directors of the Boys & Girls Clubs of Palm Beach County is committed to developing and sustaining the highest level of safety for members and staff. The Boys & Girls Clubs of Palm Beach County, Inc. ("Club") does not discriminate against any individual with regard to race, color, religion, sex, national origin, age, disability, sexual orientation or other protected status.

## YOUTH PROGRAM MODEL

The Boys & Girls Clubs of Palm Beach County's programs are designed to address the following targeted priority youth outcomes:

### Academic Success

Increases grade-level advancement and reduces high school dropout rates

### Good Character & Citizenship

Increases community service and reduces juvenile crime rates

### Healthy Lifestyles

Encourages healthy behaviors and decreases drug use and obesity rates

## FEE STRUCTURE

The Clubs believe that all children should have the opportunity to attend a Club regardless of their economic situation. Our fees have always been based on this premise and we provide either a sliding scale fee and/or scholarships for families in need. This is why we have continued to offer an annual membership/registration fee of \$30.00 and low summer fees. **Certain fee structures may fluctuate due to funding opportunities/restrictions.** Contact your Club Director for more information.



**Club Fees** (all fees are based on a sliding scale)

<b>Annual Membership/Registration</b>	<b>\$30.00</b>
<b>Full Time Daily Rate</b>	<b>\$20.85</b>
<b>Part Time Daily Rate</b>	<b>\$11.48</b>
<b>Drop Rate</b>	<b>\$10.00</b>
<b>Winter, Spring, Summer Fees – Published Rate (Full Day)</b>	<b>\$109.25/WKLY</b>

*\*Only families who exceed income limits are charged. Families participating in the Early Learning Coalition or PBC Youth Services Scholarship Voucher Program are not charged this fee*

*\*Summer PBCYS Scholarship Voucher Program must meet minimum attendance policy or fees may be applied.*

**Transportation Fees (Monthly)**

<b>Boca Raton</b>	<b>\$35.00</b>	<b>Delray Beach</b>	<b>\$35.00</b>
<b>Florence De George</b>	<b>\$35.00</b>	<b>Marjorie S. Fisher</b>	<b>\$40.00</b>
<b>Max M. Fisher</b>	<b>\$35.00</b>	<b>Neil S. Hirsch Family</b>	<b>\$45.00</b>

**Field Trips** **VARIES**

*\*All 21st CCLC program scheduled field trips are free of charge for all 21st CCLC participants*

**Excursions** **VARIES**

*\*Fees will be charged for optional excursions, which are recreational in nature and not covered by other funding sources*

**School Year Fees – Published Rate (Partial Day / After School)** **\$57.40/WKLY**

*\*Only families who exceed income limits are charged. Families participating in the Early Learning Coalition, PBC Youth Services Scholarship Voucher Program or families covered by another grant source, i.e. 21st CCLC are not charged this fee*

**ANNUAL MEMBERSHIP REGISTRATION (August 10, 2022 – August 08, 2023)**

A completed registration form and \$30.00 registration fee is due and will hold a Club member’s place in the Club. The \$30.00 registration fee is non-refundable.

Current Club Members will register on a first-come, first-serve basis, based on space availability and staffing. A wait list will be established when the program is filled. As space become available, families will be contacted starting with the first families to apply and working forward. The Clubs will then open enrollment for new Club Members. Registration for the school year begins in July. Memberships for 2022-2023 year will expire on August 08, 2023.



## MEMBERSHIP GUIDELINES

Memberships are transferable from Club to Club within Palm Beach County.

### Membership Application

The membership application must be completed and signed by a parent/guardian.

### Membership Card

All youth will receive a membership card upon becoming a member. This card is to be used for admittance to the Club on a daily basis. **Member must have their cards to access the building.**

**MEMBER AGE VERIFICATION:** Each youth registering for the first time at the Boys & Girls Club will be required to show age verification in the form of a certificate of birth. Any legal type of verification can be approved at the discretion of the Club Director; i.e.; passport, Government issued ID card, school picture ID card.

## PAYMENT POLICIES & LATE PICKUP FEES

Dues for all Boys & Girls Club members will be paid annually upon registration. Members will be issued a membership card and a Club number upon registration and receipt of dues. Membership is open to youth ages 6 through 18 (School based sites accept 5 year olds). Clubs may be limited in terms of the number of members they can accommodate. We accept cash, checks, credit cards, debit cards and money orders.

## WEEKLY SCHOOL YEAR FEES

Weekly fees are not charged for children who participate in the 21st CCLC program. In addition, families who are eligible for Early Learning Coalition funding will not be charged weekly fees during the school year as the fees are covered by Early Learning Coalition. Parents who have not yet been approved for Early Learning Coalition funding, but document that they have contacted Early Learning Coalition and are eligible for funding and are on the waiting list will be eligible for fee waivers. Fees waived do not include the annual membership or transportation fees.

## SPRING & WINTER BREAK FEES

All non-scholarship families will be charged an average of \$30.00-\$50.00 per week. Weekly fees will not be charged to families who are funded through Early Learning Coalition. Fees will be charged for optional field trips, which are recreational in nature and not covered by other funding.

## SUMMER CAMP FEES

Weekly fees will not be charged for Club members participating in the 21st CCLC (6 hour or less) program. However, Club participants who choose to participate in the full-day program will be charged a reduced weekly summer rate of \$30.00. All other non-scholarship families will be charged an average of \$50.00 per week. Weekly summer fees will not be charged to families who are participating in the Palm Beach County Summer Voucher Program or are funded through Early Learning Coalition. Fees will be charged for optional field trips, which are recreational in nature and not covered by other funding.

*\*All 21st CCLC program scheduled field trips are free of charge for all 21st CCLC participants*

## LATE FEES

Any Club member left after Club hours will be charged a late fee of one dollar for every minute. This must be paid before a member returns or is transported from school to the Club. Parent/guardian will be contacted if the child is brought to the Club without a late fee payment.



21st CCLC participants are welcome to attend regular BGC programming after 21st CCLC hours without added fee. Late fee will apply to all participants that are left at the club after operating hours.

## TRANSPORTATION FEES

The transportation fee per month varies from Club to Club. Van/bus fee(s) are due the **first of the month**. Any member(s) who has not paid by the **5th of the month (excluding weekends)** will be charged a **\$5.00 per day late fee** and will not be transported and will be replaced by a Club member on the transportation waiting list. No space will be held for a child whose fee(s) are not paid. Failure to pay will result in transportation privileges being suspended.

*\*21st CCLC participants are not charged this fee*

**Please know that it is not our intent or mission to turn a child away because of a fee. We will work with each and every family in need to make sure your child/children have the opportunity to attend the club.**

## HOURS OF OPERATION

The Club's normal school year schedule is Monday through Friday from 2:00 PM to 8:00 PM. Belle Glade school sites generally are open between 2:00 PM and 6:00 PM (subject to change).

The Club's normal summer schedule is Monday through Friday from 7:30 AM to 6:00 PM.

When public schools are closed, Club facilities may be open from 7:30 AM to 6:00 PM, but only if it is not a Club-recognized holiday.

On early release days from the public schools, Club facilities may be open from 11:00 AM to 6:00 PM.

In the event schools are closed due to severe weather, our stand-alone and school sites Clubs will also be closed. Once our stand-alone Clubs are able to open, which may or may not be before the schools open, we will work diligently to reopen as quickly as possible. We will continuously update our website ([www.bgcpbc.org](http://www.bgcpbc.org)), Dial 211 and Facebook page regarding the openings of our Clubs. We also notify all local radio and television stations and the newspaper so they too can provide Club opening information.

The Clubs will be closed in observance of the following holidays:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Week (December 25th-31st)

If one of the above holidays falls on Saturday, the holiday will be observed on the preceding Friday; if one falls on Sunday, it will be observed on the following Monday.

## CLUB CARDS

Each Club member is required to carry his/her Club membership card at all times while at the Club. This membership card is provided to all members upon registration at no cost. Club members must



scan their membership card when they arrive and when they leave for statistical and safety purposes. Should a card be lost, replacement cards can be purchased for a nominal fee. Failure to bring your membership card will result in disciplinary action up to and including suspension of membership.

## **ATTENDANCE REQUIREMENTS**

We value your commitment to supporting this program. In order to keep your child's eligibility and active membership with the BGCPC, parent communication is required if a child will be missing more than 3 days. Your child's attendance is important in achieving our collaborative goals for each member. Therefore, members are required to participate in the program during the dedicated hours to receive the complete benefits of the program. Any member(s) not attending the program for more than 2 weeks without a parent notice, will lose their active membership and be put on a waiting list.

## **SIGN IN PROCEDURES**

Club members must scan in each day with their Membership card for statistical and safety purposes. Only authorized persons can sign in/out the Club members. Parent/Guardian/Authorized Person must come to the Club to sign his/her complete legal name/signature, date and time on a sign in/out sheet, per requirements.

## **DISMISSAL/SIGN OUT PROCEDURES**

Club members must scan out each day with their Membership card for statistical and safety purposes. Only authorized persons, as designated in the Pick Up Authorization Form, can pick up a Club member. For safety reasons, calls from parents/guardians are not adequate for dismissal. Authorized persons must be of 18 years of age or older and have a photo I.D. card to show daily to the Club staff to release a Club member. Unless there is a specific State of Florida (any other state is not valid) custody order on file with the Club, a Club member may be released to a non-custodial parent if they are on the Club Member's Pick Up Authorization form. Parent/Guardian/Authorized Person must come to the Club to sign his/her complete legal name/signature, date and time on a sign in/out sheet for any ELC participants. The staff will not accept phone calls from parents/guardians requesting that an unidentified contact escort a Club member out of the Club. The Club will not release a child to an unauthorized individual. The parent/guardian/emergency contact will be called and be required to pick up the child. The parent/guardian of the Club member must make any necessary changes to the membership application in person at the Club member's respective Club. Phone calls, emails and/or faxes for change in authorization WILL NOT be accepted. Younger members are allowed to walk home with their 13 and older sibling. Parents/Guardians must indicate that in writing on the Authorization to Leave the Club Form.

## **REASONABLE ACCOMMODATIONS FOR YOUTH WITH DISABILITIES**

Administrative Staff reserves the right to make program-related decisions regarding reasonable accommodations for youth with disabilities. The goal of Boys & Girls Clubs of Palm Beach County is to be as inclusive as reasonably possible in providing recreational opportunities or all youth, if accommodations that may be required to do not pose an undue hardship on the organization or jeopardize the safety of any youth with a disability or of any other members or employees. By enrolling your child in the Club, you acknowledge that your child can participate, is able to use the restroom facilities without assistance, and can eat meals and snacks unassisted. If there are any questions regarding the ability to participate in our program, Boys & Girls Clubs of Palm Beach County may require an individualized assessment. Please note that we are not able to provide one on-one supervision of your child.





## CONFIDENTIAL INFORMATION

Club employees have access to confidential information related to the Club and, particularly, its members. Except with the express permission of the President & CEO, employees may not at any time during or after their employment, use, duplicate, or disclose by any means, any such information to any unauthorized person or Club entity. Moreover, the very fact that an individual is served by the Club must be kept private and confidential; disclosure can be made only under specific conditions described below for reasons relating to law enforcement and fulfillment of the Club's mission. As such, employees shall not disclose any information about a person, including the fact that he/she is or is not served by the Club, to anyone outside of the Club unless authorized by the President & CEO or other authorized personnel or in some cases with a signed parental permission form. The principle of confidentiality must be maintained in all programs, departments, functions and activities. No information requested by someone outside the Club may be given over the telephone. Release of Member Information forms must be explained and completed in the presence of the parent/guardian of the child about whom any information is requested before it is released. The Club will not release any reports. All Club documentation is the property of the Boys & Girls Clubs of Palm Beach County, Inc.

## TRANSPORTATION EXPECTATIONS

Members participating in the transportation program must ride the bus consistently to maintain their spot on the bus roster. Ridership is considered at least 60% and is assessed regularly. Parents of any member who is not meeting the transportation (ridership) minimum will be notified and an assessment made in determining whether to cancel transportation. If it is decided to cancel, parents will be notified in writing. Please note that all members that are riders **MUST** be in designated pick-up area within (8) minutes of school dismissal. The bus **WILL NOT** return for any members who were not in the assigned pick-up area by the time the bus departs.

For members participating in a BGCPBC sponsored field trip in which organization vehicles will be used to transport members, parents must sign and submit the accompanying permission slip authorizing their child to participate and be transported to and/or from the activity.

## PARENT/GUARDIAN EXPECTATIONS

The Boys & Girls Clubs of Palm Beach County strives to maintain a club environment that is built on respect for all. As such, there is a zero-tolerance policy for any derogatory or disrespectful behavior exhibited by parents/guardians during any organization related interaction. This includes the following:

- Physically or verbally engaging in any negative manner towards club staff.
- Attempting to interact negatively with other children/parents including attempts to address behavioral concerns involving another child.
- Refusing to adhere to organizational policy and procedure.
- Entering any organization facility under the influence of drugs or alcohol.
- Smoking or utilization of tobacco products on organization property.
- Habitually arriving late to pick up a child(ren).
- Failure to comply with organization fee collection policy.
- Any other actions that present a challenge in the organization's ability to operate in a safe and positive fashion.
- Parents / guardians are asked to not routinely pick up their child(ren) immediately after bus runs. For an optimal Club experience, members should regularly participate in programming.



Please note that the Boys & Girls Clubs of Palm Beach County reserves the right to terminate any membership based on the behavior of the parent/guardian. Negative behavior by a parent/guardian will be viewed as a serious violation of organizational policies and will be addressed immediately with consequences up to and including suspension or termination of membership. In the instance of a membership termination due to parent/guardian behavior, a refund will not be issued.

## **BEHAVIOR GUIDELINES**

Every Club member is responsible for his/her own actions. The Club has three basic codes of conduct that every member must follow. These three codes will help to ensure the safety of all members and will contribute to creating a fun, positive and memorable experience at the Club.

### The three rules are as follow:

- Respect yourself and other members
- Respect all staff and volunteers
- Respect all Club property and equipment

### The following are strictly prohibited:

- Swearing
- Verbal abuse
- Inappropriate and/or sexual physical contact
- Fighting or any other form of physical abuse
- Use or possession of controlled substances, or any tobacco product
- Weapons on premises
- Bullying or cyber bullying

All Club members are expected to abide by the rules and regulations in relation to dress, manners, sportsmanship, respect and cooperation. Failure to adhere to such rules will result in disciplinary action. The Club has established rules and regulations for the convenience and protection of all of its Club members and staff. A violation of any of the rules/regulations is considered misconduct and appropriate disciplinary action will be initiated. Negative behavior among Club members prevents the Club from providing activities that are engaging, fun and foster positive moral values.

Parents will be notified of these instances when a violation of the rules has occurred. Club staff will endeavor to rectify such problems, but cooperation on the part of the Club member and the parent/step-parent/guardian is a necessity.

Our basic goal is youth development and our goal can be reached through the willingness of all parties to render their assistance.

The disciplinary step system and suspension protocol is enforced by Club Leadership under the direction of the CCOO.

### **Disciplinary Step System**

1. Redirection
  - Redirection is intervening before an unwanted behavior occurs. Some forms of redirection are offering alternative choices to behavior and positive reinforcement for wanted behavior. When behavior is unacceptable, staff will explain clearly to the child what is expected. Children will be reminded that we are working toward a RESPECTFUL,



- RESPONSIBLE, CARING, and HONEST atmosphere. The child's self-esteem is the primary concern when a child needs to be redirected.
2. Verbal Warning
    - Youth showing inappropriate behavior, language, gestures, or hygiene will be given a verbal warning by the staff after each incident. Failure to adhere to the first verbal warning will lead to additional consequences. Staff will only issue the verbal warning once before moving forward with additional disciplinary actions.
  3. Cool Off Period / Reflection Time
    - Club members who have been given a verbal warning but fail to adhere to the instruction given by staff will then be given a COOL OFF period or a time to reflect on their actions.
  4. Time Out in Designated Area Outside of Normal Programming
    - If a member continues to violate rules within a programming area, they will be sent out of the area and placed in time out in an area designated for this purpose. This time out may not last longer than the duration of one rotation period. Upon the implementation of this step, a member behavior report will be filled out by staff and must be presented to and signed by the parent/guardian.
  5. Sent Home for the Day
    - After a member receives two write-ups or more than one out of area time out in one day, the parent will be called and that member will be sent home for the day. Additional days of suspension can be implemented at the discretion of the Executive Club Director if warranted by the member's behavior.
      - \*Any Club member suspended from the Club will be required to have a parent/stepparent/guardian meet with the Executive Club Director prior to being readmitted to the Club.
  6. Suspension (indefinite)
  7. Increased Levels of Suspension/Membership Termination
    - If a member's behavior warrants additional suspensions, the amount of time will continue to increase at the Clubs Leadership Team discretion. Multiple suspensions for behavioral problems and/or incidents may result in termination of membership. Please be advised that suspensions / membership terminations apply to all Boys & Girls of Palm Beach County locations.

The Boys & Girls Clubs of Palm Beach County reserves the right to suspend or expel any club member at any given moment. This policy is at the total discretion of the Boys & Girls Clubs of Palm Beach County. The Parent or guardian will be notified if his/her child(ren) is suspended or expelled from the club.

When a member is suspended/expelled from their home club, they are suspended from ALL clubs at the Boys & Girls Clubs of Palm Beach County.

There will be NO refunds for any fees, including field trips, for a Club member that is suspended.

Extreme discipline methods are prohibited. Examples of extreme discipline methods would include:

1. Corporal punishment;
2. Aversive stimuli
3. Withholding nutrition or hydration;
4. Inflicting physical or psychological pain;
5. Demeaning, shaming, or degrading language or activities;
6. Unnecessary punitive restrictions;
7. Forced physical exercise to eliminate behaviors;



8. Punitive work assignments;
9. Punishment by peers; and
10. Group punishment or discipline for individual behavior

**NON-NEGOTIABLE/OR IMMEDIATE SUSPENSION:** The Club may take immediate steps to suspend a member or terminate a membership if we deem that behavior was serious enough, that the child was aware of the consequences of such behavior, and/or that the child's behavior puts themselves or others at risk.

**CLUB SEARCH POLICY:** To provide youth with a safe environment, the Boys & Girls Club of Palm Beach County reserves the right to search any individual that enters the building as well as their belongings. If anyone should refuse, staff reserves the right to ask them to leave immediately.

## **PERSONAL BELONGINGS**

Please have your child leave all personal belongings at home. The Club will not be held responsible for loss, theft or damage of any items that are brought to the Club and/or on field trips. The Club will not provide reimbursement for any lost, stolen, or damaged items. No member will be permitted to carry book bags, purses, tote bags, etc. around the club. All items must be stored in designated area.

## **PERSONAL ELECTRONIC DEVICES**

### *Cell Phone & Personal Device Policy (Grade K-5th)*

Cell phones or personal devices such as iPods, iPhones, MP3 players, iPads, and tablets. Are not to be used while at the club. This includes but is not limited to texting, gaming, video capturing, picture taking, Internet usage and the use of social media i.e., dot Twitter, Instagram, Tick Tock, etc. If a club member possesses personal technology, it should be silenced and kept out of sight including inside a pocket, book bag, or purse. If these devices disrupt our daily process or are out at any point while the member is at the club, progressive discipline will be implemented and the item in question will be confiscated. The item will be released to a parent or guardian upon pick up. Boys & Girls Clubs employees will not be held liable for wireless communication or other electronic devices that are lost, stolen or damaged. The club does have a phone line for members use in case of an urgent matter.

### *Cell Phone/ Personal Device Policy (Grade 6th -12th)*

Members grades 6th through 12th can use their personal technology devices including laptops tablets and or smart phones at the club. Devices can be used in approved locations throughout the club only, otherwise, the device must be put away and muted. The club prohibits the use of personal devices in restrooms and other areas where there is an expectation of privacy. Members are expected to act responsibly and thoughtfully when using devices. Any inappropriate use of a personally owned device, can lead to disciplinary actions including confiscation of the device, immediate suspension from the Boys and Girls Club to Palm Beach County, expulsion and if applicable referral to local law enforcement.

### *Inappropriate communication includes:*

Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images, typed, posted, or spoken by members; information that could cause damage to an individual or the club BGCPBC or endanger the club environment; personal attacks, harassment and stalking of others;



recklessly posting false information about a person or BGCPBC. If a member is told to stop sending communications, that member must cease the activity immediately.

Members may not utilize technology to harass, threaten, demean, humiliate, intimidate, embarrass, or ignore their peers or others in the community. This behavior is cyber bullying. Any cyber bullying that disrupts the safety and or well-being of the club, club members, club Staff, BGCPBC, or the community is subject to disciplinary action as stated above.

BGCPBC reserves the right to monitor, inspect, and review personally owned devices that are brought into the club. Parents/guardians will be notified before such an inspection takes place and may be present during the inspection. Parents/guardians may refuse to allow such inspections, but the member may be barred from bringing personally own devices to the club. In addition, the club reserves the right to suspend or expel a member for not following the policy. BGCPBC staff are not liable for the loss damage, misuse, theft of any personal device brought to the club.

## **WEAPONS**

Possession and/or use of a weapon or replica of a weapon in the Club, on Club premises, on Club vans or busses, Club field trips or any Club activity is strictly prohibited. Prohibited weapons include, but are not limited to, guns, bombs, explosives, and all firearms as that term is defined in Section 921 of Title 18 of the U.S. Code (18 U.S.C. S921), including parts from which firearms may be assembled. Prohibited weapons also included axes, clubs, bludgeons, knives, artificial knuckles, slingshots, firecrackers or similar devices, mace, pepper spray, stun guns, air guns, pellet guns, and any other type of devise designed to inflict bodily harm or to cause serious physical discomfort. Bullets and other types of ammunition for weapons are also prohibited. Violation of this policy will subject the Club member to immediate expulsion. All incidents involving the presence of weapons in the Club, on Club premises, in Club vans or busses, Club field trips or any Club activity is a violation of federal or state law shall be reported to the appropriate law enforcement authorities.

## **SNACKS/MEALS**

The Club offers a free healthy snack program to all members (including 21st CCLC participants), which consists of a fruit or fruit drink (100% juice) and at least one health food choice. The healthy meal program consists of a fruit drink (100% juice) or water and a meat choice, such as a hamburger, chicken breast, etc. Meal schedules are set by funding guidelines and cannot be deviated from.

## **ILLNESS/INJURY**

Club members unable to stay with their groups due to injury or illness will be taken to the front desk. The parent/guardian will be notified immediately and the Club member will remain in the administrative offices. The parent/guardian will immediately need to pick up the child. If necessary, minor first aid will be administered by staff, and parents/guardians will be notified at sign-out. For serious illness or injury, the Club Director or their designee will call 911/Ambulance, and then contact parents/guardians immediately. Immediate pick-up will be necessary. Club staff will document the illness/injury including the time the parent/guardian was contacted.

**Club may require a doctor's note before allowing Member to return to Club.**

In order to avoid injury, Club members are expected to follow the school day dress code and wear closed-toed shoes at all times for their safety.



## MEDICINE

Club staff will not administer any type of medication (prescription and/or non-prescription). Club staff will not keep any type of medication (prescription and/or non-prescription) for a Club member at any time. Club members are not allowed to possess any medication at any time, with the exception of prescribed asthma inhalers and epi-pens.

## DRESS CODE

The safety and well-being of all our Club Members is our primary goal. Club members are expected to dress in appropriate attire.

The following are **NOT** acceptable:

- Open-toe or open-back shoes. Flip Flops, sandals, crocs, etc.
- Shoes with wheels
- No halter or tank tops or undershirts can be worn as outer garments
- Garments that expose the midriff
- Skirts or shorts that are 4" or more above the knee
- Thong bathing suits
- See-through or mesh clothing unless worn over other apparel
- Head coverings worn indoors
- Drooping or sagging pants
- Clothing and/or accessories which display emblems relating to abusive substances, sex, gangs, obscenities and/or support discrimination

The following are acceptable:

- Closed and laced shoes only – athletic shoes
- Shorts (of appropriate length)
- Pants
- Skirts (of appropriate length)
- Club Shirts
- Plain t-shirts
- One-piece bathing suits or appropriate two-piece bathing suits
- Flip flops and sandals are allowed ONLY at Waterpark field trips

If Club members come to the Club dressed in a manner that is inconsistent with the Dress Code, parent/stepparent/guardian will be contacted, and the issue will be addressed.

## NO SMOKING

The Club is a smoke-free workplace. In compliance with Florida law, no person may smoke in any indoor area of a Club facility. In addition, persons may not smoke on Club premises, in Club facilities, in Club vans or busses or while on Club business and/or with Club members. This policy extends to the use of E-Cigarettes.

## PARKING

Parking is not allowed in Fire Zones. Vehicles will be towed at the owner's expense.



## **PARENT RESOLUTION POLICY**

The Club wants to ensure parents/guardians understand that ideas, suggestions and complaints will be heard. It is also the policy of management to attempt to resolve disputes that may arise between or among fellow members or between employees and parents. Open and respectful communication between parents and the Club Director or Vice President & COO is encouraged. Parents/Guardians have the right to file a grievance without interference or retaliation from the Club.

If parents have ideas, suggestions or complaints to share, the organization directs them to follow these simple steps:

### **STEP 1:**

A parent is directed to discuss a complaint with the Club Director within three (3) working days of the matter causing the complaint. Most matters can be resolved at Step 1.

### **STEP 2:**

If the parent is not satisfied with the results of a discussion with the Club's Director the parent is directed to take the matter to the CCOO within three (3) working days after meeting with the Club Director.

### **STEP 3:**

The CCOO will speak with the parent and work to resolve the issue.

### **STEP 4:**

If the parent believes the matter remains unresolved, the CCOO will schedule a final meeting with those individuals who have a legitimate business reason to know.

The CCOO shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the CCOO shall be final. The parties involved will be notified of the CCOO's decision by phone or written documentation in a timely manner.

## **PARENT BEHAVIOR**

All parents/guardians are expected to abide by the rules and regulations in relations to manners, respect, sportsmanship and cooperation with Club staff. The Club has established rules and regulations for the convenience and protection of all of its Club members, parents/guardians and staff. Parents should feel free to voice ideas, suggestions or complaints in a professional manner without fear of reprisal or retribution. A Club member will not be released to any parent/guardian suspected to be under the influence of a controlled and/or illegal substance.

A violation of any of the rules/regulations is considered misconduct and appropriate disciplinary action will be initiated. Disciplinary action could include but, is not limited to, suspension of the Club member and/or no trespassing order for the parent/guardian.

## **FAMILY INVOLVEMENT & RESOURCES**

As we strive to serve families, please remember that our door is always open! Parents are partners in our program. We encourage our parents are encouraged to visit the Club during regular operating hours as well as during our evening special family programs.

## **DOCUMENTATION/REPORTS**

The Club will not release any Club documentation or reports. All Club documentation or reports remain the property of the Boys & Girls Clubs of Palm Beach County, Inc.



## LOCATIONS

### **Belle Glade Elementary School**

500 N.W. Avenue “L”  
Belle Glade, Florida 33430  
(561) 829-4862

### **Belle Glade Teen Center**

350 S.W. 10th Street  
Belle Glade, Florida 33430  
(561) 992-5399

### **Boca Raton**

300 Newcastle Street  
Boca Raton, Florida 33487  
(561) 994-7551

### **Canal Point Elementary School**

300 Main Street  
Canal Point, Florida 33438  
(561) 924-0095

### **Delray Beach Club**

1451 S.W. 7th Street  
Delray Beach, Florida 33444  
(561) 279-0251

### **Florence De George Club**

4105 Pinewood Avenue  
West Palm Beach, Florida 33407  
(561) 881-9565

### **Forest Hill Community High School**

6901 Parker Avenue  
West Palm Beach, Florida 33405  
(561) 540-2400

### **Glade View Elementary School**

1100 S.W. Avenue “G”  
Belle Glade, Florida 33430  
(561) 993-8800

### **Gove Elementary School**

900 S.E. Avenue “G”  
Belle Glade, Florida 33430  
(561) 993-8747

### **John I. Leonard High School**

4701 10th Avenue N  
Greenacres, Florida 33463  
(561) 641-1200

### **Lake Worth Community High School**

1701 Lake Worth Road  
Lake Worth, Florida 33460  
(561) 533-6300

### **Marjorie S. Fisher Club**

905 Drexel Road  
West Palm Beach, Florida 33413  
(561) 683-3392

### **Max M. Fisher Club**

221 W. 13th Street  
Riviera Beach, Florida 33404  
(561) 842-5234

### **Neil S. Hirsch Family Club**

1080 Wellington Trace  
Wellington, Florida 33414  
(561) 790-0343

### **Pioneer Park Elementary School**

39500 Pioneer Park Road  
Belle Glade, Florida 33430  
(561) 261-3352

### **Rosenwald Elementary School**

1321 Martin Luther King Blvd.  
South Bay, Florida 33493  
(561) 993-8900

### **Santaluces Community High School**

6880 Lawrence Road  
Lantana, Florida 33462  
(561) 642-6200

### **Smith & Moore Family Teen Center**

341 SW 12th Street  
Belle Glade, Florida 33430  
(561) 992-5399

### **General Service Center (Administrative)**

800 Northpoint Parkway, Suite 204  
West Palm Beach, Florida 33407  
(561) 683-3287







# RECEIPT & ACCEPTANCE OF PARENT HANDBOOK

\_\_\_\_\_ Please add my cell phone number to the Remind app. I understand that I must download this app to receive communications from the Boys & Girls Club. The purpose of this communication is to update you of unexpected closings/emergency situations or to remind you of upcoming events.

### Receipt and Acceptance of Parent Handbook

I understand that my child(ren) and I are expected to follow the policies/rules/regulations. I also understand that any violations of these or any other Club policy, practice or procedure will subject my child(ren) to disciplinary action up to and including expulsion from the Club.

If I have any questions regarding the content or interpretation of these Policies/rules/regulations, I will bring them to the immediate attention of the Club Director.

Parent/Stepparent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Stepparent/Guardian Print Name \_\_\_\_\_

#### Child(ren) Names *(Please Print):*

Child 1	_____	Age _____
Child 2	_____	Age _____
Child 3	_____	Age _____
Child 4	_____	Age _____
Child 5	_____	Age _____
Child 6	_____	Age _____
Child 7	_____	Age _____
Child 8	_____	Age _____
Child 9	_____	Age _____
Child 10	_____	Age _____