

# PARENT



BOYS & GIRLS CLUBS  
OF GREATER SAN DIEGO  
CHANGING LIVES.

# HANDBOOK

## Branches



# Welcome

Dear Parents,

I would like to welcome you to the Boys & Girls Clubs of Greater San Diego! For 80+ years, we have provided safe and quality afterschool and camp programs for children throughout San Diego County, and we are excited to have you as part of our Boys & Girls Clubs family. We want you and your children to feel at home while you are here and we do that by providing fun, enriching activities.

Your child will have the opportunity to participate in a variety of programs including homework assistance, arts & crafts, STEM, cooking, games, sports and much more. We also keep your evening at home in mind by providing a quiet space for your kids to complete homework for one hour each day. Our hope is that your experience at the Club is rewarding.

If you have any questions please feel free to meet directly with your Club's Manager. We know that you have many choices for the care of your children and we are honored you have chosen us.

Sincerely,



Danny Sherlock  
President & CEO



# Mission Statement

To inspire and enable youth to achieve academic success,  
build good character and responsible citizenship,  
and make healthy lifestyle choices.

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# **CHANGING LIVES.**

## General Information

Boys & Girls Clubs of Greater San Diego is a private, non-profit agency serving school age youth through programs and activities which promote Academic Success, Good Character & Citizenship, and Healthy Lifestyles. The Boys & Girls Clubs offer a variety of recreational, cultural, social and sports-oriented experiences for members.

## Optimal Club Experience For Our Members

Boys & Girls Clubs of Greater San Diego is a private, non-profit agency serving school age youth through programs and activities which promote Academic Success, Good Character & Citizenship, and Healthy Lifestyles. The Boys & Girls Clubs offer a variety of recreational, cultural, social and sports-oriented experiences for members.

- Staff believes that all members can succeed.
- Staff set clear expectations and rules are enforced.
- Members are acknowledged and recognized by staff.
- Members are respected by staff and other members.
- Facilities are safe, clean, well-maintained and inviting.
- Facilities are appropriately staffed and effectively managed.
- Staff are professional, caring and well-trained.
- Staff are actively engaged with members.
- Programs are meaningful and impactful.
- Programs provide opportunities to have fun.



# Days of Operation

Branches are open each weekday except those holidays below.

- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving & Day After
- Christmas through New Year's Day
- Martin Luther King Day
- Memorial Day

Some locations may have additional closure dates based on the local school schedule. Please check with the Branch Manager or Membership Clerk for the complete schedule for your location.

School site locations only operate on school days and are closed any time the school is closed to students.

# Hours of Care/Late Pick Up

Our Clubs are open after school until 6:00pm Monday through Friday. When schools have early release days, our Clubs will also be open earlier. During school breaks, camp hours are 7:30am to 5:30pm.

All children must be picked up before 6:00pm (or 5:30 pm on camp dates). Any pick up after closing time is considered a late pick up. After three (3) late pick ups, your child/ren may be dropped from the program. If you know you will be late please contact the Branch.

# Membership, Fees & Registration Information

## Membership

Payment of the annual fee and completion of the membership application are all that is required to join our Clubs. Memberships are accepted any time and are effective from July 1 to June 30. The membership fee is not pro-rated; it is the same regardless of when you join the Club.

## Fees

Licensed child care, after school, day camp, adventure club, sports transportation and enrichment programs have fees in addition to the yearly membership fee. Financial assistance is available for those who qualify. Not all programs are offered at all locations.

## Registration

Space in all fee-based programs is limited. Registration is accepted on a first come, first served basis. Completed registration forms and payment of fees shall hold a space for your child. Please see your branch's fee schedule for site specific fees.

# Payment Policies

Fees must be paid in full, in advance, no exceptions.

Payments may be made by cash or check at the Bronner, Borrego Springs, Encanto, and Oakes Branches.

Payments may be made by cash, check or credit card at the Clairemont, Conrad Prebys Escondido, Baker, Roberts, 4S Ranch, Sulpizio.

Advance payments are accepted and will be credited to your child's account. Please write your child's full name and program on your check.

- Please give a minimum of two weeks notice if you are withdrawing your child from any program.
- All refund requests must be made in advance of the program start date, or the start of a new month. A Refund Request Form must be completed in person, with the Membership Clerk or Branch Manager.
- Financial assistance is available for families who demonstrate financial or special needs. Please complete an Application Form and submit proof of income. Scholarships will not be valid unless fees are paid in advance.
- Other discounts are invalid for scholarship recipients.
- There is a \$25 service charge for any returned check. After a check is returned, fees must be paid in cash or money order.
- The Club does not issue refunds or credits for days/activities missed due to illness or other circumstances.
- It is the sole responsibility of the parents to retain receipts for child care tax credits. The Boys & Girls Clubs cannot provide a tax statement regarding child care expenses.
- Payments will not be accepted in the office after 6:00pm for any program year-round.
- Children of parents who are chronically late making payments will be denied continued service.

# **CHANGING LIVES.**

# Transportation

Each school day the Boys & Girls Clubs provides transportation services for members from select schools to the Club. Each vehicle used in this program has received California Highway Patrol Certification and each driver has a youth bus or school bus license.

Parents may enroll their children in the on-going transportation program by completing the necessary paperwork at the branch. Enrollment and payment reserves a space on the bus/van. Because of the large number of passengers in this program, staff cannot wait beyond a reasonable time nor search for tardy children. All members should be at pickup location at the school within 10 minutes. We never leave any school until 10 minutes after the dismissal bell.

As a parent of a child in the transportation program, it is your responsibility to instruct your child:

- Where the pick-up point is located at the school;
- To go directly to the pick-up point each day after school;
- What to do if the bus is late or your child misses the bus.

Please be aware:

- Pets are not permitted on the bus;
- Once our driver has received the child and they are in our vehicle, the child cannot exit the bus until we arrive at the Club. For the safety of our members, drivers will release members to the care of Boys & Girls Clubs staff only, as drivers do not have authorized pick up information;
- Parents must call the branch if their child will not be riding the bus.
- If your child is not waiting at the pick-up point at his/her school and misses the bus, it is assumed that the child will not be attending that day and it is the parent's responsibility to provide alternate transportation.
- We will not provide late transportation for members enrolled in programs afterschool on school campuses, such as tutoring, sports or safety patrol.
- For transportation schedules on school minimum days, please speak with the Branch Manager of your Club.
- See the fee schedule for transportation fees and a list of schools included in the transportation program at your local Branch.



# Field Trip Policies

Occasionally, the Boys & Girls Clubs are able to enhance programming through field trips to local venues. Field trips can take place any time throughout the year. The following policies are in place to ensure the safety of your child while on a field trip.

- Your child must be a member and have a signed permission slip to attend field trips.
- All children must leave and return from field trips in Club vehicles or walking groups supervised by Club staff.
- Parents may not take their child to the field trip (if they miss the bus) or pick them up at the field trip. You must wait until your child's group returns to the Club.
- At some sites, there is no on-site supervision at the Club for children who are dropped off after their group has left on the trip. If you drop your child off at the Club after their group has left on the trip and the office is open, your child will sit in the office until a parent/guardian retrieves them. If the office is closed, no care will be available for your child. Please make sure you understand the rules of your branch.
- When children participate in field trips or outings, they must remain with staff at all times. Parents of children in grades 6 and above may give written permission for their children to travel in small groups without staff, provided they stay within given boundaries and meet back with the group at specific times.
- Any child in violation of these policies will be subject to suspension from further trips.
- For trips not included in child care or day camp programs: Cost of trips vary based on destination and entrance fees. Trips are non-refundable and non-transferable.
- For field trips during Summer Camp programs, your child will be required to wear a Club shirt. One shirt will be provided to your child with the option of purchasing additional shirts.





# Behavior Management Philosophy

Club programs are designed to help young people gain self-confidence, increase knowledge, develop mentally and physically, and gain perspective on their future opportunities. Through the teaching of honest values and concern for others, Club programs foster positive attitudes and behavior.

The Club is committed to providing the best possible experience for your child. In order to ensure participant safety and maintain a positive environment, rules of the Club will be posted and staff will use behavior management procedures with members who exhibit inappropriate behavior.

The most common behavior management technique used by our staff is redirection to another activity or behavior. Our staff are trained to redirect children away from situations in which the child is not engaged or is facing a challenge. Our goal is for each child to benefit from programming throughout the day, so if a child is having a bad day or is struggling we will offer alternatives for them.

In some cases, if redirection is not effective, the child may be asked to sit with a Membership Clerk or the Branch Manager in order to give them time to refocus. Our hope is that the child will be able to rejoin their group successfully. If the child is unable to return to their group, a parent will be called to speak with the child.

Occasionally, our staff will need to follow further procedures in order to keep all children safe and maintain a positive environment in the Club. These procedures will be followed by all staff and approved by the Branch Manager of the Club.



# Behavior Management Procedures

The following steps will be utilized with the child and may require parent support to assist in carrying out the established rules and policies of the Club. The severity or nature of the conduct at issue will determine the level of discipline and some of the following steps may be bypassed if the behavior is unsafe for the member or others.

## **Step 1**

Redirection to more appropriate choices

## **Step 2**

Sit with Membership Clerk or Branch Manager

## **Step 3**

Phone parent for further redirection

## **Step 4**

First written notice sent home to parents

If behavior continues on subsequent days, steps 1, 2 and 3 above will continue with the following further steps involving the parent

## **Step 5**

Second written notice given to parent and conference with parent scheduled

## **Step 6**

Temporary Suspension from programs between 2 and 5 days

## **Step 7**

Expulsion from the Club

Members expelled from one site are automatically ineligible for membership at any of the Boys & Girls Clubs of Greater San Diego locations.



# Expectations for Club Members

BGCGSD requires all members to meet the following expectations. Each Branch may have additional expectations specific to their site.

- Members are expected to enter and exit the Club through the main entrance only, unless directed otherwise.
- Lockers and/ or cubbies may be provided but are not locked and may be shared by other members. The Club is not responsible for lost or stolen items. Members are encouraged to leave personal or valuable items at home.
- While in attendance at the Club, members are expected to participate in the activities with their group.
- Members are expected to treat themselves and others with kindness and respect. No violent behavior will be accepted.
- Members are expected to maintain the cleanliness and organization of the spaces they are using.
- Members are expected to listen to the staff and follow directions given by staff.
- While in attendance, members are expected to stay within the areas of the Club allowed by staff and only when a staff is present to supervise them, except when using the restroom.
- Members are expected to obtain a pass to travel from their group to the restroom and back.
- Members are expected to walk from place to place within the Club. Running is only allowed in the gym and outdoors.
- Members are expected to dress appropriately at all times.
- Members are not allowed to smoke, gamble, use drugs, drink alcoholic beverages, have weapons of any kind in their possession or use obscene language in the Club at anytime.
- Members attending a Club on campus of a school or housing unit will observe all rules of that location as well as Club expectations.

# Parent Expectations

We acknowledge that our greatest ally in behavior management of children are the parents of the children. It is our desire to work side by side with you everyday. In our efforts to do so, we ask that all parents, guardians and family members please show respect to our staff, volunteers and other members. Any aggressive or disrespectful behavior will not be tolerated and will be subject to removal from the program.

# Safe Passage Policy

In the interest of your child's safety, BGCSD has adopted policies we call our Safe Passage Policy.

- Members under the age of 12 must be retrieved by a parent, guardian or other authorized adult (e.g. family member, nanny).
- Members age 12 and older may leave the club unescorted with prior written permission from parent or guardian and a signed release of liability.
- Members 12 and older may also escort other members of their household from the Club with prior written permission and a signed release of liability.
- No member, regardless of age, will be allowed to return to the Club once they leave the premises for the day. The primary reason is to encourage members to stay at the Club for as long as possible, rather than leave the premises unsupervised where they may be exposed to dangers that are beyond the control of our staff.
- Only pre-authorized adults will be allowed to pick up children from the Club. All authorized adults must be listed on the membership application.
- Parents/guardians/authorized adults are required to enter and exit through the main door to drop off or pick up children. Staff will not respond to phone calls requesting a member to be dismissed unescorted.
- Parents/guardians/authorized adults should be prepared to show ID at all times.
- The Club will not physically restrain a member that insists on leaving the Club, nor block the facility's exits. Therefore, it is each parent's responsibility to discuss the Club's Safe Passage Policy with his or her child and ensure that he or she complies. The Club will not accept responsibility for members that leave the Club unsupervised and in breach of this policy.
- The Club reserves the right to suspend or discontinue services for violation of the above procedures by an adult or child.



# Commitment to Safety

BGCGSD is committed to the young people we serve. The most important thing we do is provide a safe environment for our Club members. If the Club is not safe, nothing else we do will matter. BGCGSD has policies in place to help ensure a safe environment. A complete list can be found on our website at [www.sdyouth.org/safety-policies](http://www.sdyouth.org/safety-policies). Below is a summary of the key components.

- Everyone (parents, vendors, guests, staff and members) will enter and exit the building through a main entrance.
- Staff are not allowed to assist members in the restroom or with changing clothes, regardless of the age of the member.
- The number of members allowed in the restroom at one time will be limited.
- Staff are not permitted to exchange personal contact information with members or have a private meeting/communication with a member away from the Club. This includes in person meetings and virtual communications such as texting, video chat and social media.
- Proper ratios of children to staff will be maintained.
- BGCGSD adheres to all CHP regulations regarding vehicles, drivers and safety procedures. Each vehicle used in this program has received California Highway Patrol Certification and each driver has a Youth Bus or School Bus Certification.
- Staff members may not transport members or teen volunteers in personal vehicles.
- The Club is committed to maintaining a drug-free workplace. Alcohol and/or drugs are strictly prohibited.
- Smoking and/or the use of any tobacco, E-Cigs, Vaping or spit tobacco are prohibited inside all areas of the Club buildings, on Club property (whether owned or leased), in Club vehicles, or within the proximity of the youth we serve.
- Communications Systems may only be used for BGCGSD business purposes.
- Staff members may not engage in any discriminatory, harassing or retaliatory behavior or violate the privacy of others.
- Staff Members and Club Members may not post confidential information about BGCGSD, its employees or its Club Members and must respect the rights and privacy of others.
- Members may only access the internet when they have the permission of staff and will only visit approved sites.
- Staff/Members may not view or spread any obscene, offensive, pornographic or illegal materials. If they accidentally come across something, they should clear the screen and tell a staff member.
- Staff/Members may not engage in cyberbullying, threaten abuse or harass any other youth or staff.
- Members may not print information without permission from a staff member.
- Members may not use chat channels or any other social networks.
- Members who require a personal aide while attending school must have an aide accompany them while at the Club. The Club cannot provide the one-on-one assistance.
- Members whose behavior is likely to result in injuries to themselves or others or who are a risk to leave the premises without permission will be removed from the program.

## Other Important Things To Know...

### **BICYCLES**

If your child arrives by bicycle, he/she should use the bicycle rack. Provide your child with a bicycle lock and instruct him or her to use it.

### **LOITERING**

To ensure the safety of our members, the Club does not allow members to congregate and loiter around Club facilities and adjacent properties. Parents are asked to instruct their children to participate in activities at the Club or go elsewhere, but not to loiter. Repeat offenders will be suspended or terminated from the program.

### **DRESS CODE**

Shoes and shirts must be worn in the Clubs at all times. Clothing should contain only appropriate images or slogans.

### **ILL CHILDREN**

Please do not bring your child/ren to the Club if he/she has missed a day at school, has a cold, cough or any other signs of illness. It is important to notify staff of any illness that may be communicable. Children who are ill will be refused admission. If a child becomes ill while at the Club, parents will be immediately notified to come and pick up their child. In order to protect all the children at the Club, we require the children to be free of lice and nits in order to attend Club activities. If you suspect that your child has lice, please bring it to the attention of the staff who may be able to advise you regarding lice control. Club staff may perform periodic screenings for lice on all members.

### **CELL PHONES**

Members will be allowed to use their cell phones for communication with parents or guardians only. Members will be responsible for keeping track of cell phones and the Club will not be held responsible for lost or stolen valuables. Members are required to receive permission from a staff member before using cell phones.

### **CLUB PROPERTY**

All members are expected to respect Club Property. Any damage to property will be the responsibility of the member and his/her family to repair or pay for repairs.

### **CUBBIES / LOCKERS**

Cubbies and/or lockers are available to store backpacks, outerwear, snacks etc. In many cases, there will not be enough available cubbies for each child to have their own and cubbies will be shared.

### **LUNCHES**

If your child is spending the entire day at the Club, pack him/her a sack lunch and snack, putting first and last name on the bag.

The Baker, Clairemont, Encanto, Conrad Prebys Escondido, Payne, Bronner, Oakes, and Ron Roberts Branches provide a free lunch and snack during the summer months. Check with the Club for times and menus.

In accordance with Federal law and United States Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-@, Whitten Bldg, 1400 Independence Ave, S Washington, D.C. 20250-9410 or call (202) 720-5964 (voice & TDD). USDA is an equal opportunity provider and employer.

**MEDICATION**

If your child is to receive medication prescribed by a physician, please make sure to complete a Medication Administration Permission form. All medication must be in the original container with a Pharmacy prescription label showing child's name, doctor's name, medication being given, dosage and administering directions.

**PHONES**

Club phones are for official Club business only. Only emergency calls will be relayed from parents to members.

**LOST OR STOLEN ITEMS**

The Clubs are not responsible for any item that is lost or stolen. We encourage all members to leave valuable items at home. Staff can not hold items for members.

**SUPERVISION**

All members are expected to remain in areas supervised by adult staff. The only exception is if a member has a pass to utilize the restroom. The member will be expected to go straight to the restroom and return as soon as they are finished.



# Branch Locations

For site specific information on your Branch, please contact our staff at the following phone numbers.

## North County Locations

### 4S Ranch

**Mollenkopf Family Branch**  
**16118 4S Ranch Parkway**  
**San Diego, 92127**  
**Phone: 858-676-2230**

### Borrego Springs

**Borrego Springs Branch**  
**630 Cahuilla Road**  
**Borrego Springs, CA 92004**  
**Phone: 760-767-9989**

### Escondido

**Baker Family Branch**  
**835 W. 15th Avenue**  
**Escondido, CA 92025**  
**Phone: 760-745-0515**

**Conrad Prebys Escondido Branch**  
**115 West Woodward Avenue**  
**Escondido, CA 92025**  
**Phone: 760-746-3315**

### Poway

**Sulpizio Family Branch**  
**12988 Bowron Rd.**  
**Poway, CA 92064**  
**Phone: 858-748-9933**

### Ramona

**Conrad Prebys Ramona Branch**  
**622 E Street**  
**Ramona, CA 92065**  
**Phone: 760-789-1416**

## Valley Center/Pauma Valley

**James A. Bronner Family Branch**  
**28751 Cole Grade Road**  
**Valley Center, CA 92082**  
**Phone: 760-749-9822**

## San Diego Locations

**Clairemont Branch**  
**4635 Clairemont Mesa Blvd**  
**San Diego, CA 92117**  
**Phone: 858-273-1645**

**Geneius Branch**  
**6785 Imperial Avenue**  
**San Diego, CA 92114**  
**Phone: 619-263-6407**

**William J. Oakes Branch**  
**2930 Marcy Avenue**  
**San Diego, CA 92113**  
**Phone: 619-525-1739**

**Ron Roberts Family Branch**  
**2230 East Jewett Street**  
**San Diego, CA 92111**  
**Phone: 858-277-6670**

## National City

**Bob Payne Family Branch**  
**1430 D Avenue**  
**National City, CA 91950**  
**Phone: 619-477-5445**