



**BOYS & GIRLS CLUBS**  
OF EAST COUNTY

# PARENT HANDBOOK

**LA MESA CLUBHOUSE**

7775 Junior High Dr.  
(Next to Highwood Park)  
619-303-0268

**EL CAJON CLUBHOUSE**

1171 E. Madison Avenue  
(Next to Wells Park)  
619-442-0371

**THE CLUB – EL CAJON  
TEEN CENTER**

1153 E. Madison Ave.  
619-444-1500

**SANTEE CLUBHOUSE**

8820 Tamberly Way  
619-938-2582

**LAKESIDE CLUBHOUSE**

12824 Lakeshore Drive  
(Behind Lindo Park)  
619-443-9293

[www.bgcec.org](http://www.bgcec.org)

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# WELCOME TO THE BOYS & GIRLS CLUBS OF EAST COUNTY

**OUR PURPOSE:** The Boys & Girls Clubs are a youth development organization dedicated to promoting the health, social, educational, vocational and character development for youths 6-18. Our purpose is to help young people improve their lives by building self-esteem and developing skills as well as values. This handbook is designed to inform parents of the policies and practices of the Boys & Girls Clubs of East County. It contains rules by which the Clubhouses are operated and helpful hints which will make your child's experience more enjoyable.

**NON-DISCRIMINATION POLICY:** The Boys & Girls Clubs of East County, Inc. has a policy of non-discrimination in all programs and services. No one shall be excluded on the basis of race, color, national origin, gender, sexual orientation, religion, age, marital status, veteran and military status or disability unless required by the eligibility guidelines for services.

**PERSONNEL:** Prior to being hired, each staff must undergo a background check and in depth screening process. They are required to complete ongoing training each year related to child development, program administration, safety or disaster preparedness, and cultural awareness.

**CORE PROGRAM:** In order to provide a well-rounded variety of activities that meet the development needs of the youth we serve, the Boys and Girls Clubs of East County provides programs in the following 5 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 achieve success in a career.*
- **HEALTH AND LIFE SKILLS:** *Develop young people's capacity to engage in positive behaviors that nurture their own well-being, set personal goals and live successfully as self-sufficient adults.*
- **THE ARTS:** *Enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts and creative writing.*
- **SPORTS, FITNESS AND RECREATION:** *Develop fitness, positive use of leisure time, skills for stress management, appreciation for the environment and social skills.*

**MEMBERSHIP:** Membership is open to all children ages 6-18\* and is valid June 1<sup>st</sup> to May 31<sup>st</sup>. The membership is good exclusively at the Clubhouse where it was purchased and must be renewed annually. Additional fees are charged for special events, such as league sports, field trips, classes, transportation routes, Kindergarten program and day camps. All registrations are on a first-come, first-served basis and a wait list is created when we have reached capacity. To enroll your child, complete and return to us prior to your child's first day:

- Membership Form (all information must be complete)
- Proof of identification (for age verification)
- Club membership fee (varies by location)

As a partnership between the Joint Military Families and the Boys and Girls Clubs of America, children of active, guard, or reserve military members will receive a membership at NO COST. Please present military ID when registering members.

\*Six year olds must be in the first grade.

\*Eighteen year olds must be enrolled in high school.

**KINDER PROGRAM:** Children five years old by June 1st and going into Kindergarten are eligible for membership into the program. Membership is valid June 1st to May 31st. An orientation is required and parents of kindergartners must provide a birth certificate or other proof of identification (for age verification) at the time of registration. Membership will be sold on a first come and first serve basis and space is limited. The membership is good exclusively a the Clubhouse where it was purchased.

**TRANSPORTATION:** Available during the school year to members for an additional fee at select locations; in El Cajon, Lakeside, and Santee. A collaborative success between the Boys & Girls Clubs of East County and our School District partners.

**ATTENDANCE:** The Club has an attendance policy that prohibits members from coming and going as they please. Once a child has entered the premises, they will not be able to leave until a parent/guardian/ adult arrives to retrieve them. The Club is not a licensed day care facility and that staff will not physically restrain children who insist on leaving without parent permission.

**RUN AWAY POLICY:** A rare though serious incident is when a child chooses to leave the club or their field trip group. This is very different from a lost child situation; children who run away force others into unsafe situations. Staff are instructed NOT to leave the rest of the group by following children who leave on their own. After repeated attempts to call the child back to the group, the adult on file will be notified of the child's last location. Staff will remain in the same location unless it is unsafe to do so. Staff will notify police of a runaway child and give their description and whereabouts. In running away, a child has placed the staff and other children at risk. This is grounds for expulsion.

**ILLNESS:** The Department of Health recommends us to exclude children with symptoms of communicable diseases. If it is evident your child shows any of these symptoms while in our care you will be contacted to pick them up immediately.

- Diarrhea (three or more times in a 24 hour period)
- Vomiting (twice or more in a 24 hour period)
- Body/ Infectious Rashes (not from diapering, heat or allergies)
- Children with infections rashes such as Ringworm, Impetigo, and Scabies must be under effective treatment (medication) for 24 hours before returning to the Club.
- Pink eye or eyes with pus or mucus draining from them
- Sore throat - especially with fever or swollen glands
- The presence of lice, nits or scabies (may return as soon as all presence is eliminated)
- Pertusis (whooping cough)
- Unusually tired, pale, lack of appetite, difficult to wake, confused or unusually irritable or noticeable fever

If your child shows these symptoms prior to entering our program, please keep them comfortable at home. If it is a communicable disease, it is important and expected you inform us. While your names will remain confidential, we may be required by the DOH to share with others the nature of the illness.

If a child displays any symptoms of illness while at the Club, the parents will be notified. Staff members are trained in first aid, C.P.R., as well as being able to handle everyday bumps and bruises. Should an emergency arise and medical attention is required, parents will be notified immediately. If parents cannot be reached, the person listed as the emergency contact on the membership form will be called. Please keep all emergency information up to date with the staff.

**MEDICATIONS:** Medications for children must be brought to the front counter by the parent. Only one week's supply will be accepted. We are required by law to only accept medications in their original prescription containers and must be clearly labeled with:

- Child's full name (first and last)
- Name and strength of medication
- Storage instruction (i.e. "to be refrigerated")
- Time, dosage and method of administration
- Physician's name on the container is required for all prescription medications.

Non-prescription medications must be in their original container and will be given only when the dosage and frequency are on the label and they are listed as age-appropriate for your child.

If your child is prescribed an EpiPen, we treat immediately in the event they are

exposed to an allergen.

It is the responsibility of the child to come to the front counter at the appropriate time for the prescribed dosage.

**PAYMENTS:** Hold on to your receipts. An end of the year statement may be requested for a \$5 fee. Our Tax Id # is 95-2088013.

**REFUNDS:** One week notice is required for all Club refunds and credits. A \$5.00 processing fee will be deducted from the total refund. Credits must be used during the current membership year expiring May 31st. Cash refunds are not authorized and it may take up to two weeks for refund processing. All payments made towards Athletic Programs are non-refundable unless a medical condition occurs preventing your child from participating.

**NON-SUFFICIENT FUNDS:** A fee is assessed for each check returned (the bank fee and a \$3.00 processing fee) and then only cash or credit card will be accepted.

**OVERDUE ACCOUNTS:** If your account becomes overdue, you will receive notice and may be assessed a late fee after the due date. Services can be interrupted, including suspension of membership, if accounts are not paid in full.

**SCHOLARSHIPS:** We have a limited scholarship fund to assist families who may need a reduction in membership fees. Financial assistance applications are available at our front desk. They require monthly income verification (W-2, pay stubs, voucher, SSI, etc.) and take approximately ten business days to be processed. Assistance is granted based on need and availability. Donations to our scholarship fund are always appreciated and are tax deductible.

**MEMBERSHIP CARDS:** At the beginning of each day, we ask that all children scan in using their membership card. Children must bring their membership cards every day. It is the responsibility of the member to bring and keep track of their card on a daily basis. There is a 25¢ charge for lost & found cards and a 50¢ charge for replacement cards.

**VISITORS:** Each child may visit the Club for one afternoon before becoming a member. He or she must first check in at the front counter to meet the staff and receive a membership form which must be filled out and signed by a parent. Visitors may not participate in field trips, special events, camps or outings. Each child must become a member upon his or her second day of attendance.

**FIELD TRIPS:** Children walk, take the bus or use a Club van on field trips. When traveling in the van, children will wear seat belts. We do not use personal vehicles to transport children. There is limited seating so spaces are reserved on a first come, first served basis. Permission slips and payments must be received in advance. No refund will be given for field trips missed without a week's notice. It is the parent's responsibility to see that the member arrives on time.

**CONFIDENTIALITY:** Families enrolled in our programs have a right to privacy and protection of their information. Only staff has access to information provided by the parent and we do not share information regarding a child's placement, education records, attendance, home life or development.

We will not discuss behavior issues related to a member with others, without the permission of their parent/guardian. School and staff are, however, on a "need to know" basis regarding children in our care.

Exceptions to this are the release of information to appropriate child regulatory authorities.

**CHILD ABUSE AND NEGLECT:** The Child Abuse and Neglect Reporting Act (CANRA) requires us, having reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect or child exploitation to report their suspicions to Child Protective Services. The identity of the reporting individual is kept confidential and referrals may be made to CPS without conferring with parents. Additionally, we will not release a child to a parent/guardian or others who appear intoxicated.

**DISCIPLINE POLICY:** A serious discipline problem can lead to suspension or expulsion if a child is engaging in behavior which includes (but is not limited to) the following:

- Dangerous - causing purposeful, physical or emotional harm to themselves or others
- Destructive - destroying, damaging or defacing property
- Disruptive - interrupting the program so normal operation is not possible
- Disrespectful - repeated defiance/ disrespect towards staff

We are committed to providing the best possible experience for your child at the Club. In order to ensure safety and maintain a positive environment, staff must use discipline procedures with members who exhibit inappropriate behavior. The following steps may be utilized to assist in the enforcement of established rules and policies at the Club:

- Step 1: Verbal warning
- Step 2: Time out and Alternative Choice Form.
- Step 3: Discipline form and conference with parents.
- Step 4: Suspension or permanent loss of Club privileges.

**REMOVAL FROM THE PROGRAM:** We reserve the right to suspend a child for disciplinary reasons. Other causes for suspension or removal from the program are defiance, failure by parents or children to comply with site policies, chronic late pickup, non-payment of tuition, failure to complete requirements for enrollment or other standards of policy indicated in this handbook. In such cases, fees will not be refunded.

We are committed to ensuring safe clubhouses for our students. Staff enforces policies which establish rules for appropriate member conduct. Bullying, cyberbullying, harassment, intimidation, hazing, other violence or threats of violence against students and staff, and alcohol, tobacco and other drug use are all prohibited behaviors.

Attending the Boys and Girls Clubs of East County is a privilege. We appreciate your support of our policies and reinforcement of our discipline at home.

**RULES:** Please familiarize your child with these rules:

- Treat staff, members and property with respect.
- Follow staff instructions.
- Walk inside at all times.
- Pushing, shoving or fighting is not allowed.
- Use appropriate language.
- No gum or sun flower seeds.
- Food and drink in designated areas.
- No rock throwing.
- Always keep your shoes on.
- No climbing (ie. fences, trees, toilets, etc.)
- Kids allowed in supervised areas only.
- Member must have independent bathroom habits.

Additional rules may apply at individual Clubs.

**EARLY DROP-OFF/LATE PICK-UP:** The Club opens and closes promptly as posted. We ask that parents ensure that their children do not arrive early or leave late. Children remaining at or near the Club will be taken inside and a staff member will remain with them until they are picked up. The parent will be called at closing. 15 minutes past closing, the emergency contact will be called and 1 hour after closing, the local law enforcement will be contacted. There is a late fee for children left at the Club before and after operating hours:

- **First Occurrence of less than 5 minutes:** Warning. (More than 5 minutes will result in a late fee of \$5.00 for every 15 minutes or portion thereof.)
- **Second Occurrence:** Late fee of \$5.00 for every 15 minutes or portion thereof.
- **Third Occurrence:** A late fee will be assessed and membership may be temporarily suspended.

Abuse of our early/late policy (repeated occurrences) will lead to revocation of membership. This action is necessary for the children's safety and security. We appreciate your cooperation.

**PARENT CODE OF CONDUCT:** We work to provide a positive environment where a child can grow, learn and develop. For this reason, we ask parents and other family members to behave in a manner which shows courtesy, decency, and respect.



Individuals entering the center and grounds are required to behave in a manner which fosters this ideal environment. Individuals who violate this Code of Conduct will not be permitted in the facility thereafter.

No person is permitted to curse or use other inappropriate language on the grounds at any time, whether in the presence of a child or not. At no time shall inappropriate language be directed towards, or during conversations with staff.

All threats to persons or property will be taken seriously and reported to the appropriate authorities. Adults are asked to take control of, and responsibility for, their behavior at all times. Threats of any kind will not be tolerated.

Parents and other family members are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. If an adult should witness a child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is appropriate for them to direct their concern to a staff or the director.

It is wholly inappropriate for one parent or family member to seek out, telephone or email another parent to discuss their child's alleged misbehavior. All behavior concerns should be brought to the staff or director's attention. At that point, the director will address the issue with the other parent. Keep in mind; because families are protected by our confidentiality policy, staff is strictly prohibited from discussing anything about a child with an individual who is not their parent.

**GRIEVANCE PROCEDURE:** Adults are encouraged to bring their concerns to the attention of the director by asking to meet and, in privacy, address their concern. All decisions regarding the resolution of a grievance remain in our discretion. Because our goal is to provide a quality, safe place for youth, this procedure does not include the option of airing grievances while children are present. Any situation deemed a threat to the safety and well-being of children in our care or a disruption to the operation of our programs will not be tolerated.

**MEDIA POLICY:** The Boys & Girls Clubs of East County occasionally makes use of photos and/or videos of members and member activities for advertising and publicity purposes. Photos could be used and not limited to the following: newspaper, media, internet, flyers, brochures, etc.

**INTERNET POLICY:** The Boys and Girls Clubs of East County believe that the benefits to the Clubhouse and its members from access to the internet, in the form of information resources and opportunities for collaboration, far exceed any disadvantages of access. Although it attempts to provide prudent and available barriers, the Club does not have control of the information on the internet. Ultimately, the parent(s)/guardian(s) is responsible for setting and conveying the standards their children should follow.

**EMERGENCY RESPONSE PLAN:** The Boys and Girls Clubs of East County's number one priority is the safety of our members. We have been working diligently to create a plan of action in order to best assure that in emergency situations, such as a lockdown, that your child is as safe as possible. The Boys and Girls Clubs of East County would like to take this opportunity to inform our parents about the process that will take place in such situations.

In the event of a lockdown the following will occur:

- All bus riders will remain at the school that they attend. If the bus has already left their school and is headed to the Boys and Girls Club, the bus will be re-routed back to your child's school, where your child will remain until picked up by a parent.
- All parents of Boys and Girls Club members that participate in the transportation program will be notified immediately by Club personnel to inform them of the lockdown and to remind them that their child will remain at the school they attend.
- The Club will allow no one to enter the building other than law enforcement once we are in lockdown. Doors and surrounding gates will remain locked until Club personnel have been informed by law enforcement that the lockdown has been lifted. Parents may then pick their child up from the Club.
- If your child is in or near the parameters of the Club at the time a lockdown is occurring, they will be brought into the Club and held there until the lockdown is lifted.

**FOOD PROGRAM:** We provide a snack and lunch during our full day program with some exceptions. Weekly food menus are posted throughout the Club. Special accommodations are available

**VENDING MACHINES:** Members use the vending machines at their own risk. Club staff does not have keys to these machines and are therefore unable to give refunds. Members may eat and drink in designated areas only.

**PAY PHONES:** Incoming and outgoing calls can be made on the kid's line. We ask that parents and members use the pay phone to communicate and reserve the main line for parents and staff.

Lakeside Clubhouse: (619) 443-9592

La Mesa Clubhouse: (619) 466-4890

El Cajon Clubhouse: (619) 447-4985

Santee Clubhouse: (619) 562-8216

**LOST & FOUND:** Personal belongings should be properly marked and stored as directed. Any articles missing, lost or stolen are not the responsibility of the Club, this includes electronic devices such as tablets, cell phones and hand held game systems. All projects and personal belongings should be taken home each day. Stray clothing or unclaimed items will be placed in our Lost and Found bin. Lost & found items are collected and kept for two weeks. If they are not claimed, they are donated to

charity. Although we are not responsible for lost or stolen items, we do make every attempt to reunite these to their owners. Please help us by labeling items such as coats, back packs, towels, etc.

**ITEMS TO BRING OR NOT TO BRING:**

- If children are riding bikes or skating, helmets are required.
- Chewing gum and sunflower seeds are not allowed.
- This is not the place for toy guns of any size.
- THERE IS A ZERO TOLERANCE POLICY TOWARD DRUGS,ALCOHOL AND WEAPONS.

**CLUBS CLOSED:** Dates are subject to change and additional closures may occur as needed for facility maintenance and professional development. Our programs are closed on the following holidays during the year:

New Year's Day	January 1
Martin Luther King Day	3 <sup>rd</sup> Monday in January
Presidents Day	3 <sup>rd</sup> Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Veterans Day	November 11
Thanksgiving	4th Thursday/Friday in November

Day before or after Christmas (as deemed appropriate)

Day before or after New Year's (as deemed appropriate)

Again, welcome to the Boys & Girls Clubs of East County. Be sure to ask a staff member if you have any questions.

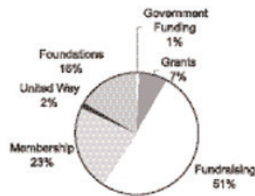
## WHERE DOES THE MONEY COME FROM?

Money is raised by the Board of Directors, a group of local citizens that see the need for the Clubs and the programs they provide. Board members are from all walks of life and provide volunteer effort to fundraise for the clubs. However, they cannot do this alone, everyone that cares about the children and their future should do their part as well.

The majority of the funds for programs, facilities and staff are raised through private donations. Other funds are received from various sources including; grants (\$), foundations (\$\$) and United Way (\$).

Only one percent of our funding comes from government sources.

**Where the Money Comes From**



There are ways you as a parent can help.  
We have four fundraising events each year:

East County Children's Ball - Spring  
Ca\$h for Kid\$ - late Spring  
Golf Day – Summer  
Auction Stampede – Fall

These events are supported by donations from throughout the community. We always need guests to attend and volunteers to gather auction and monetary donations. Please consider helping us find these guests and donations to keep the quality programs and staff at the clubs for your kids!

Please contact us if you would like to be a part of our community outreach.



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