

GREAT FUTURES START **HERE.**



PARENT HANDBOOK



We appreciate the ongoing support we receive from:



Our Mission

To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

Revised March 2021

GREAT FUTURES START **HERE.**



BOYS & GIRLS CLUBS
OF ST. LUCIE COUNTY

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Disclaimer

The Parent Handbook is for the convenience of parents, legal guardians, and members. The Handbook is intended to serve as a guide to help members and their families come to know Boys & Girls Clubs of St. Lucie County (BGCSLC) programs and opportunities as well as to set forth expectations and agreements. Take the time to familiarize yourself with the contents.

The Handbook will answer many questions you may have about programs, discipline, Club expectations, safety, locations, and other topics. No set of expectations or guidelines can cover every conceivable situation that might arise at a Club. The expectations, policies and procedures set forth in this Handbook are intended to apply under normal circumstances. However, from time to time, there may be situations that require immediate or nonstandard responses.

This Handbook does not limit the authority of Boys & Girls Clubs of St. Lucie County to deviate from the normal expectations and procedures set forth in this Handbook, and to deal with individual circumstances as they arise in the manner deemed most appropriate by BGCSLC taking into consideration the best interests of BGCSLC, its employees, Club members or overall organizational community.

The policies may also be revised or updated periodically, at any time during the year. Families will be advised of any changes as they are made either electronically (email) or by mail. Boys & Girls Clubs of St. Lucie County's website will have the most up-to-date version posted. Any member or parent with a question about any Handbook policy or statement should feel free to speak with the Club leadership. The Chief Executive Officer has the ultimate authority in all operating decisions.

NON-DISCRIMINATION STATEMENT

Boys & Girls Clubs of St. Lucie County does not discriminate on the basis of race, ethnicity, national origin or gender.

THE AMERICANS WITH DISABILITIES ACT

Boys & Girls Clubs of St. Lucie County is committed to enforce and implement all required provisions of the Americans with Disabilities Act, in both policy and practice. We will not deny admission based on disability or deny a request for reasonable accommodations without making an individualized assessment of a child's particular needs.

INCLUSIVE ENVIRONMENT

BGCSLC staff members will work with families to understand special needs of children seeking accommodation, and to identify modifications necessary to support the disability. Staff will work to integrate individual accommodations as safely and feasibly achievable.

PROFESSIONAL DEVELOPMENT AND SUPPORT FOR STAFF

Training and support is provided to ensure that staff members are competent to be aware of and to meet the developmental needs of club members for which an accommodation is being provided. The Club and staff will work with parents to understand specific or individualized needs, and to identify additional support and resources as appropriate.

ABOUT BOYS & GIRLS CLUBS OF ST. LUCIE COUNTY

For over 27 years, Boys & Girls Clubs of St. Lucie County has been at the forefront of youth development, working with young people from disadvantaged economic, social and family circumstances. With 23 locations throughout the county, we serve more than 8,000 youth annually with our afterschool, summer and outreach programming such as A+ Attendance.

The Clubs offer daily access to a broad range of programs that promote health, social, educational, vocational, character, and leadership development. Club programs foster a sense of belonging, competence, usefulness, and influence that builds self-confidence and self-esteem. The scope and depth of our programming addresses the community's need for positive programs for these at-risk youth. For example, our SMART Moves program teaches resistance skills when dealing with substance abuse, HIV/Aids, smoking and premature sexual activity.

Boys & Girls Club of SLC is part of Boys & Girls Clubs of America (BGCA), a national organization. BGCA provides assistance to local Clubs via program creation, staff and resource development; organizational planning and administration.

Vision

To provide a world class Club experience assuring that success is within reach of every young person who walks through our doors, with Club members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship and living healthy lifestyles.

Our Values

Respect, Work Ethic, Passion, Innovation, Caring, Commitment, Teamwork, and FUN!

5 CORE PROGRAMS

To ensure all of our members have great futures and to achieve three of our priority outcomes - academic success, good character and leadership, and living healthy lifestyles, we follow our Formula For Impact (FFI). The FFI combines youth that need us most with an outcome driven Club experience, which includes providing high-yield learning activities and targeted programs, actively encouraging young people to attend more frequently, and employing the Five Key Elements for Positive Youth Development: A Safe, Positive Environment; Fun; Supportive Relationships; Opportunities and Expectations; and Recognition.

The overall Club program encompasses an entire range of activities and services in five core areas:

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Character & Leadership Development: Empowers youth to support and influence their Club and community, sustain meaningful relationships with others, develop positive self-image, participate in the democratic process and respect their own culture and others' cultural identities.

Education & Career Development: Enables youth to become proficient in basic educational discipline, to instill good study habits, apply learning to everyday situations and embrace technology to achieve success in a career.

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

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

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

HOURS OF OPERATION DURING THE SCHOOL YEAR

School-based Clubs are open Monday-Friday from 7 am until school begins and after school dismissal until 6:00 pm. Our neighborhood Clubhouses are open Monday-Friday from 1:45 pm until 7 pm. On single day holidays and teacher workdays, neighborhood Clubhouses are open from 7:30 a.m. to 6:00 p.m. Consult your Club for Spring Break, Summer & Winter Break hours.

HOLIDAY OBSERVANCES

BGCSLC observes and is typically closed for the following holidays:

Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving ("Black Friday")
Christmas Eve
Christmas Day
New Year's Eve
New Year's Day

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

LOCATIONS

Neighborhood Clubhouses

Chuck Hill Clubhouse 198 NW Marion Ave. Port St. Lucie 34983 772.249.4173	Ken Pruitt Clubhouse 10673 SE Lennard Rd. Port St. Lucie 34952 772.398.0028	Garden Terrace Clubhouse 3104 Avenue J Fort Pierce, FL 34947 772.464.6634	Westside Club Complex 3361 S. Jenkins Rd Fort Pierce 34981 772.464.6634	Infinity Clubhouse 1110 N. 23 rd Street Fort Pierce 34947 772.242.1599	Percy Peek Teen Center 2902 Avenue D Fort Pierce 34947 772.460.7868
Mid Florida Event Center Summer Only 9221 SE Civic Center PL, Port St. Lucie 34952 772.398.3003 772.380.4052					

School-based Clubs

Boys & Girls Clubs of St. Lucie County is located at the following school-based locations:

Allapattah Flats K-8 (After school ONLY)	772-408-9600
Northport K-8 (Morning ONLY)	772-494-5802
Bayshore Elementary	772-801-0510
Floresta Elementary	772-335-6210
Lakewood Park Elementary	772-494-5802
Manatee K-8	772-398-3003
Mariposa Elementary	772-335-6180
Morningside Elementary	772-419-9110 ext.407
Oak Hammock K-8	772-918-3005
Palm Pointe K-8	772-675-5003
Rivers Edge Elementary	772-448-7660
St. Lucie West K-8	772-448-3701
West Gate K-8	772-783-2330
Windmill Point Elementary	772-380-4052
Forest Grove Middle School	772-408-9600

Business Office Locations

Corporate Office 3104 Avenue J Fort Pierce, FL 34947 8:30am-5:00pm 772.460.9918	Operations Office 584 NW University Blvd. # 300 Port St. Lucie, FL 34986 8:30am-5:00pm 772-460-9918	A+ Attendance Office 607 N 7 th Street Fort Pierce, FL 34950 8:30am-5:00pm 772-409-4491
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ELIGIBILITY/ENROLLMENT

Boys & Girls Clubs of St. Lucie County accepts applications for children in grades Kindergarten through grade 12. Annual Registration/Membership fee is \$30 per year. Membership applications can be printed at <http://bgcofslc.org/become-member/>

EXPECTATIONS

Parents/Guardians May Expect:

- Their children to be cared for in a safe supportive environment.
- To visit with the Club/Program Director about concerns related to their child or the program.
- To be informed about their child's behavior.
- To be informed about program activities and upcoming events.

The Club Expects That Parents Will:

- Keep child's records up-to-date; including changes to address and phone numbers
- Pick up children on time.
- Follow Club policy.
- Contact the Club/Program Director regarding issues or concerns relating to their child.
- Pay attention to any communications from the Club/Program Director regarding child's behavior and cooperate in efforts to bring about improvements.
- Respect and treat staff with courtesy at all times.
- Attend parent meetings and **MANDATORY** orientations.

Children May Expect:

- A safe, structured, and supportive environment.
- To use all program equipment, materials, and facilities on an equal basis.
- To receive respectful treatment.
- To have discipline that is fair.
- To receive nurturing care from staff members who are actively involved with them.

Parent/Guardian Meetings & Orientation

There will be two **MANDATORY** parent orientation meetings: Fall programming and summer programming. Throughout the year, the Club Director reserves the right to request parent meetings beyond orientation. Parent meetings are important because they provide the opportunity to discuss Club experiences, upcoming events, and, most importantly, they give parents a chance to provide us with feedback that can be used to improve our services.

Child Safety: Our Number One Priority

At Boys & Girls Clubs of St. Lucie County, child safety is our number one priority. Our dedicated and professional staff use daily procedures to ensure the safety of every child who walks through our doors.

Drop Off/Pick up Procedures

Parents, Guardians and/or those authorized to pick up club members are not permitted to escort a club member past the designated check-in station. Members, from school-based clubs or dismissing from the school bus, must enter the building and check in at the designated check-in station, where the information will be recorded in our membership management system. After signing in, members will go to the designated area to join their group. Members will remain with their group until pick up.

Parents, Guardians and/or those authorized to pick up club members must come into the building for member check-out. If you arrive before the bus to pick up your child, they must still enter to building to check in before they leave with you. Please do not call to request your child to get ready for pick up or to meet you in the parking lot.

Safety is our number one priority at BGCSLC, and Club members will not be permitted to leave the Club unless the parent/guardian has authorized in the enrollment form that the Club member can leave the Club on their own volition. Only authorized adults may pick up members and they will be required to show a photo ID. Even as staff gets to know authorized adults, we will run random ID checks on all persons picking up members.

It is Club Policy that Club members be picked up on or before Club closure time. If a parent, guardian and/or those authorized to pick up a club member arrives after Club closure they may be subject to a late fee of \$1.00 (per member) for every minute after the Club closure time. If your child/ren have not been picked up after one hour of the Club closing, staff will make every attempt to contact you and those who you have listed as emergency contacts. If we are unsuccessful in contacting someone, we will have to notify the proper authorities and your child may be turned over to the Sheriff's Department and/or the Department of Children and Families (DCF).

Staff to Member Ratio and Training

All Club activities are under continuous adult supervision with an appropriate ratio of adult staff or volunteer – to– members.

The ratio complies with Boys & Girls Clubs of America best practices:

- Programs: 1 adult Staff to 20 youth/Club member
- Field Trips: 1 adult Staff to 10 youth/Club member

Boys & Girls Clubs of St. Lucie County prides itself on being a safe place for kids. Our staff and volunteers receive a very thorough orientation and training process in the following areas:

Background screening

- Appropriate interactions between adults and members
- Safe supervision of Club activities
- Reporting accidents and incidents
- Emergency response procedures CPR/First AID
- Social and Emotional Learning
- Trauma-Informed Care Interventions
- Abuse and Neglect awareness and reporting
- Professionalism

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DISCIPLINE

Discipline Policy

The member code of conduct is effective during the following times and in the following places:

1. Club facilities including School-based Clubs.
2. Off site at any Club activity, function or event and while traveling to and from such events.
3. Club vehicles provided for members' transportation by the Clubs.

Member Code of Conduct

Membership in the Club is a privilege, and the focus of our programs is impacting our members' lives in a positive manner. Members of Boys & Girls Clubs have high standards for their behavior. Acceptable behavior is defined by the following:

- Respect for themselves
- Respect for others
- Respect for staff
- Respect for Boys & Girls Clubs & Property

While our primary focus in working with members is to acknowledge positive behavior, at times consequences are necessary. As often as possible, Club staff will attempt to use the following methods before resorting to a more formal disciplinary procedure:

- Reminding members that certain behavior is inappropriate and using redirection to positive activities
- Using preventive management techniques and encouraging self-discipline
- Stressing positive behaviors
- Providing an enriching environment to diminish disruptive behavior
- Offering a selection of interesting activities and giving choices
- Changing environments (i.e. removal from program) before behaviors escalate
- Facilitating the settlement of disputes versus intervening
- Letting children experience the consequences of their actions when appropriate
- Establishing mutual respect

We ask parent/guardians to please let us know if anything exceptional or unusual is happening at home or in other aspects of the child's life. Having this information will help us when working with your child(ren). Occasionally, misbehavior is so severe, repetitive or the code of conduct has been violated that additional steps must be taken. In these cases, a progressive discipline policy will be implemented. When this occurs, the Club Staff will select an appropriate level of discipline.

Those levels include the following:

- **Verbal Redirection** - Club staff will ask the member to choose a different behavior and give them logical consequences for failure to comply. (i.e. apology, sitting out for a period of time, leaving the area, etc.)
- **Think Time** - Required time away from the group to reflect on how positive choices could have changed outcomes, also time to refocus and regain self-control.

- **Written Warning** - Member's behavior is formally documented and parents/guardians are notified of the member's behavior. Written warnings are given to ensure parents/guardians know that continued behavioral issues may result in future suspension.
- **Suspension** - Member is removed from Club programs for 1 or more days. The Club may also include certain requirements for a member to return to the Club.

Suspension/Termination of Membership - May result in response to continued inappropriate behavior. The Club Director and any member of the Senior Management Team are the only staff persons authorized to suspend members. **The Chief Operating Officer and Chief Executive Officer are the only staff authorized to terminate membership.** (Parents will be notified by phone call and/or conference when the child is picked up) Actions that may result in suspension and/or termination are listed below but are not limited to:

- Violent behavior that may endanger other Club members or staff
- Striking a staff member in any way
- Excessive or abusive language
- Not complying with the Club expectations
- Bringing a weapon into the Club or onto Club property
- Fighting
- Theft
- Vandalism or abuse to building property or equipment
- Bullying or harassing of another member (we define bullying as any repeated behavior that places one person in power over another including verbal or physical threats and/or actions.)
- Excessive arguing
- Anything in the form of sexual misconduct
- Bringing illegal drugs/alcohol into the Club
- Attending the Club while under the influence of an illegal drug and/or alcohol
- Excessive continual suspensions could lead to termination of membership

Any level of disciplinary action may occur on the first offense or any subsequent offense depending upon the nature of the situation and the age/maturity of the member involved. Each member shall be informed of the offense and shall be afforded an opportunity to explain his/her behavior before disciplinary action is taken.

Please discuss these policies with your child

- Club members are respectful to staff, volunteers, visitors, parents and other members.
- Club members play fairly and are honest.
- Club members applaud the efforts of others.
- Club members resolve disagreements in a positive manner.
- Club members take care of Club equipment.
- Club members do not use inappropriate language or gestures.
- Club members always dress appropriately.
- Club members know the importance of listening during Club meetings and while instructions are being given.
- Club members run ONLY in designated areas.
- Club members adhere to the code of conduct.
- All cell phones must be turned off and kept out of sight while members are in the Club program.

***The Club is not responsible for personal items brought from home.**

What We Need From You as a Parent/Guardian

Club staff will use training, and support to act in a manner that helps to de-escalate members' behavior. This will be done in a manner that is mindful of the individual, responsive to the specific situation, and done with respect, care, and concern for the child. Staff will interact with parents/guardians in the same regard.

As a parent/guardian, it is expected that conflicts/challenges/concerns are addressed with Club staff in a manner that is mutually respectful. Staff will not be yelled at, threatened, or demeaned by parents/guardians. Every effort to reach an agreement should be done with reasonable attempts made from both sides (staff and family). In the event that this does not happen, parents/guardians will be addressed via the senior management team regarding resolution to the problem.

The Club is frequently confronted with conflicting requests from the parents of our members – parents who may be separated or divorced, parents may argue about who is to deliver or pick up the child, parents may demand that the Club prohibit one or the other from taking the child. **It is our policy to deliver the child to either parent, guardian, or authorized caregiver unless a court order regarding the subject is presented to the Club directing us to act in a specific manner.** In addition, the Club will not disclose attendance information contained on our membership tracking system without an order from an appropriate court requiring us to do so.

GRIEVANCE POLICY

Our grievance policy has been established to provide an opportunity for parents/guardians of Club members to bring to the attention of Club management any complaints, grievances, or situations that the parent/guardian feels need to be addressed. A grievance is defined as an alleged violation of a specific provision of the parent handbook. It is the intent and desire of Boys & Girls Clubs of St. Lucie County to resolve complaints and/or grievances informally and Club/Program Director(s) are expected to make every effort to resolve issues as they arise. However, if a parent/guardian has concerns, they are instructed to handle them in the following manner:

Step One: an aggrieved parent/guardian shall present the complaint to the Club/Program Director(s) at the site where the member is attending within 48 hours from the time of the occurring issue. The Club/Program Director(s) shall attempt to resolve the issue at the Club level.

Step Two: if the parent/guardian feels the answer received is not satisfactory he/she can submit a written complaint to the Chief Operating Officer within five days from the date of discussion with the Club/Program Director(s). The Chief Operating Officer will investigate the areas of concern and notify the parent/guardian of his/her decision in writing within five working days of receiving the grievance.

Step Three: if the grievance is not resolved by the Chief Operating Officer, the parent/guardian may submit the grievance in writing to the Chief Executive Officer, who will then consider the grievance, weighing all pertinent information and notify all parties involved of his/her decision within ten business days. The decision

of the Chief Executive Officer shall be final and binding and the parent/guardian shall have no further right of appeal.

BRING YOUR OWN DEVICE POLICY

A personally owned device includes all member-owned existing and emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media, and transmit or receive messages or images.

Emerging technologies and devices include but are not limited to cell phones, computers, tablets and storage media (e.g., flash drives), as well as communication tools including social media sites, text messages, chat and websites. Not all devices are covered within this policy. Unacceptable devices in this policy include, but are not limited to, gaming devices or consoles, laser pointers, modems or routers and televisions.

Club purposes include program activities, career development, communication with experts and/or Club peer members, homework and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to ask staff when they aren't sure of the permissibility of a particular use of technology prior to engaging in the use.

Personally owned devices are permitted for use during Club time for Club purposes and in approved locations only. The Club expressly prohibits the use of personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy.

Any inappropriate use of a personally owned device, as determined by Club staff, can lead to disciplinary action including, but not limited to, confiscation of the device, immediate suspension from the Club, termination of membership, or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Inappropriate communication includes, but is not limited to, 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 community, or create the danger of disruption of the Club environment; personal attacks, including prejudicial or discriminatory attacks; harassment (persistently acting in a manner that distresses or annoys another person) or stalking others; knowingly or recklessly posting false or defamatory information about a person or organization; and communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices. If a member is told to stop sending communications, that member must cease the activity immediately.

Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. This behavior is cyberbullying, which is bullying that takes place using emerging technologies and devices. Examples of cyberbullying include mean text messages or emails; rumors sent by email or posted on social networking sites; and embarrassing pictures, videos, websites or fake profiles. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club member, Club

staff or community is subject to disciplinary action.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public messages, private messages and material posted online by members.

Monitoring and inspection. Boys & Girls Clubs of St. Lucie County reserves the right to monitor, inspect, copy and review a personally owned device that is brought to the Club. Parents/Guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/Guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

Internet access. Personally owned devices used at the Club are not permitted to directly connect to the internet through a phone network or other content service provider. Personally owned devices must access the internet via the Club's content-filtered wireless network. Boys & Girls Clubs of St. Lucie County reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks or other services. Members must follow Club procedures to access the Club's internet service.

Loss and damage. Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

Parental notification and responsibility. Boys & Girls Clubs of St. Lucie County Internet Acceptable Use Policy restricts the access of inappropriate material. However, supervision of usage may not always be possible while members use the internet. Due to the wide range of material available on the internet, some material may not fit the particular values of members and their families. Because of this, it is not practical for Boys & Girls Clubs of St. Lucie County to monitor and enforce a wide range of social values in student use of the internet. If parents do not want members to access information beyond the scope of the Internet Acceptable Use Policy, parents should instruct members not to access such materials.

ENROLLMENT AND PAYMENTS

Visit <https://parentportal.bgcofslc.org/>, if you are a new user, click "New User? Click here to Register!" You will be directed to the Register page where you will enter your email, create a password, and a security question. You will receive an email to verify your email address. Once it is verified, you will go back to the parent portal and log in.

The screenshot shows the login page for the Boys & Girls Clubs of St. Lucie County. At the top, there is a blue header with the organization's logo on the left, a photo of a child reading a book in the center, and 'Log In | Register' and 'Select Language' on the right. Below the header is a dark navigation bar with links for 'Login', 'Register', 'Forgot Password', 'Faq', and 'Contact Us'. The main content area is light blue and features a 'LOGIN' section. It includes a welcome message, a 'Log In' label above the email and password input fields, a 'Remember me next time.' checkbox, and a 'Log In' button. A prominent blue button with white text says 'New User? Click Here to Register!'. Below the login fields are links for 'Create new account' and 'Forgot your password?'. At the bottom, a bulleted list describes the benefits of being a registered user, such as enrolling children, managing payment accounts, and updating contact information.

If you are a returning user, please log in to your parent portal account, select the Club member you are enrolling, select the Club location and select the program you want to enroll them in. Once completed, information will be sent to the Finance Department, who will finalize your enrollment and let the Club Director know that your member is ready to attend.

The Club Director will send you an email with information about your selected Club site location. Computer access and assistance is available at any Club location during program hours.

Payment Policy

Membership fees are \$30 per year. All memberships expire on July 31st of each year. Parents will be required to renew their child's membership annually. The regular weekly fee for school-based clubs is \$57 a week for the morning and afternoon program. All fees must be paid one week in advance. There will be a \$5 late fee for payment not received on time. Please note that fees are non-refundable.

Summer Registration for Westside Club and Mid Florida Event Center will have a \$15.00 registration fee.

We accept payments through our parent portal, <https://parentportal.bgcofslc.org/>. You can do this by logging into your account, click the "Pay" menu tab, click make payment, and click on the next tab, then enter your debit or credit card information. To pay with a check or money order, you must visit the Administrative Office located at 3104 Avenue J, Fort Pierce, FL. Parents will be charged a **\$20 fee** for returned checks. Upon notification and receipt of the returned check, parents will have two program days to pay the charge and membership/weekly fee. Two returned checks will require fees to be paid by money order.

SEVERE WEATHER

In the event of severe weather including tropical storms, hurricanes, tornadoes and any other severe weather system, Boys & Girls Clubs of St. Lucie County will exercise extreme caution to ensure the safety of all children, staff, volunteers and visitors. **Please note that Boys & Girls Clubs of St. Lucie County will follow the St. Lucie County School District's schedule when it comes to closing our Clubs.** In the event of any weather system that results in winds of 35 MPH or more, the Boys & Girls Clubs will suspend all transportation and the Club van will be prohibited from leaving the grounds.

In the event that a severe weather system is approaching, and we need to close our Clubs, we will use multiple methods to contact parents to inform them of the closing, including: phone calls, emails, posting on our Facebook and web site pages, Twitter, text messages, community television, radio and TV announcements.

Despite the use of these outlets, we may not be able to reach every parent to inform them of our closing. During severe weather, or before a severe storm approaches, you can check our opening and closing schedule by:

- Calling our administrative office at 772.460.9918
- Visiting our website at www.bgcofslc.org
- Visit us on Facebook at facebook.com/bgcofslc

In the event that we do close for inclement weather, you can use the above methods to find out when we will re-open.

HEALTH AND SAFETY POLICY

If your child has a known medical condition (asthma, diabetes, seizure disorder, food allergy, etc.), we need to be informed. Please identify the medical condition and or medication on the enrollment form in the applicable areas. If your child takes medication or has a specific need, you will be required to have your child's physician fill out an Individualized Care Plan. The plan outlines what should be done if a problem should occur during program hours. Please make sure that any medication is available and that the appropriate information has been provided to us in writing, with instructions for us to follow in the event of emergency.

Use of Medication/Sunscreen

Medicine must be kept at the Club in a secure area – members are not allowed to keep their own medications, except in certain, medically necessary circumstances.

The Club cannot administer any medication to any member, except in life-threatening situations. Members requiring medication during Club hours must self-administer medicine in the presence of a staff member. To accomplish this, a member must be able to read the instructions for the medication as well as dispense and take the correct dose. Further, the member must have previously taken at least one dose of the medicine away from the Club to help ensure members will not have unexpected reactions to medicine at the Club. Club Staff must be thoroughly apprised of any possible reactions to and the storage needs of the medicine. To ensure this process occurs, a meeting must be arranged with the Club Director before any medicines are brought to the Club.

Parents who wish staff to administer sunscreen to child's face and arms must provide the sunscreen marked with the child's name and written permission to administer the sunscreen on the medication and/or field trip permission form.

Additionally, a member must present a physician's order for us to file on all medications. All medication must be delivered to the Club Director in the original packaging or prescription bottle. This includes non-prescription medicine such as Tylenol. Prescription medication must be in its original container, with current label, and physician's instructions for administration. Any medication or medication containers not collected by parent/guardian will be thrown out upon expiration or membership lapse.

Medical Emergency of Illness

If your child becomes ill (vomiting, accident, fever, etc.) he/she will be comforted away from program areas. Parents/Guardians will be notified and asked to pick up the child as soon as possible. Please be aware that these guidelines are set forth to help maintain the health and safety of your child and other children as well. Children should be symptom free for 24 hours to return to the Club.

In the event of a medical emergency or accident, staff (after attending to the child) will attempt to contact parents or legal guardians. **If parents/guardians cannot be reached, staff will take whatever emergency medical measures necessary for the care and protection of the child.** If your child should receive a minor injury, they will be given first aid and you will be notified at pick up.

CHILD ABUSE/NEGLECT REPORTING

Boys & Girls Clubs of St. Lucie County employees are required by state law to report any suspected physical abuse or neglect of a child to the Chief Executive Officer, Chief Operations Officer, and to the proper public authorities, including the Department of Children & Families (DCF). Staff is not allowed to comment to parents, other staff or any other persons on the subject of reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. Child abuse investigations are a matter for DCF.

EMERGENCY EVACUATIONS

In the rare case of an evacuation of the facilities for a period exceeding two hours, the following procedure will be implemented:

- Staff will telephone parents, if possible, to inform them of the evacuation.
- If parents believe that an evacuation is taking place, they may call the Club or the administrative office. If communications are not functioning at either location, parents should assume that an evacuation is taking place.
- Parents should pick-up their children from the Club as soon as possible.
- If children must be relocated from the Club, the locations of the children who have been relocated to other areas will be posted at the center.
- The Club will resume operations as soon as it is safe and legally able to do so. Information may be obtained by calling the Center or the administrative office.

DRESS CODE

- Members are required to wear close-toed shoes
- Club t-shirts must be worn on all field trips and special events
- Spaghetti strap shirts/dresses and midriffs are not allowed
- Skirts, shorts, and skorts must be 5 inches from the knee in length
- All pants are to be securely fastened at the waist

ELECTRONICS POLICY

Members are not permitted to use personal video games, cell phones or tablets while at the Club. Members at the Teen Center only are permitted to use cell phones if used responsibly. No pictures or video should be taken at the Club. **Boys & Girls Clubs of St. Lucie County is not responsible for lost, stolen, or damaged items.**

FIELD TRIPS

Field trips are a privilege. Field trips are on a first-come, first-served basis with limited space available. All members going on field trips must have a signed permission slip from the parent or guardian. **Field trips are contracted and are non-refundable.** This includes if your child misbehaves before leaving for a trip or if your child does not attend the Club that day.

IRS STATEMENTS

Boys & Girls Clubs of St. Lucie County is a non-profit (501c) organization. Our taxpayer identification number is 65-0505369. We provide itemized statements for tax purposes through the Parent Portal.

For Additional Information, please visit our website and social media pages.

www.bgcofslc.org



Revised March 2021

ACKNOWLEDGEMENT & ACCEPTANCE
BOYS & GIRLS CLUBS OF ST LUCIE COUNTY PARENT HAND BOOK

PRINT PARENT/GUARDIAN NAME:

PARENT / GUARDIAN SIGNATURE:

DATE:

CHILD'S NAME:

CHILD'S NAME:

CHILD'S NAME:

STAFF INITIALS:

ACKNOWLEDGEMENT & ACCEPTANCE
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