

Parent Handbook

Club Policies and Procedures



BOYS & GIRLS CLUBS
OF NORTHEAST FLORIDA

© Boys & Girls Clubs of Northeast Florida

P.O. Box 2059

Jacksonville, FL 32203-2059

After-school Programming & Club Information: 904.396.4435

Corporate Office: 904.913.8100

bgcnf.org

Revised: May 19, 2022

Mission

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

Vision

Provide a world-class Club Experience that assures success is within reach of every young person who enters our doors, with all members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship, and living a healthy lifestyle.

Boys & Girls Clubs Code

I believe in God and the Right to Worship According to My own Faith & 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 all these things.



GREAT FUTURES START [HERE.](#)

Table of Contents

Welcome	1
Club Policies	2
Attendance & Waiting List	2
Dress Code	2
Personal Property	3
One-on-One Contact	4
Cell Phone Policy	5
Restroom Policy	6
Investigation & Searches	7
Injury	8
Distribution of Medication	8
Smoking	8
Meals	9
IRS/Tax Statements	9
Use of Club Electronic Communications.....	9
Late Pickup Policy	11
Bus/Van Behavior Policy.....	12
Code of Conduct	14
Discipline Procedures	15
Helpful Tips	18
Handbook Receipt & Acknowledgment	19

Welcome to the Club

Thank you for choosing Boys & Girls Clubs of Northeast Florida. It is an honor and a privilege to serve you, your child, and your family. It is our goal at Boys & Girls Clubs of Northeast Florida to provide your child, not only with a safe environment, but also an opportunity to connect with other members. We strive to inspire and enable your child to enhance their own self-esteem and realize their full potential, by providing national evidence-based programs that emphasize the physical, emotional, cultural and social needs with your child's interests in mind. Our programs focus on five core areas:

- 1) Character & Leadership
- 2) Education & Workforce Readiness
- 3) The Arts
- 4) Health & Wellness
- 5) Sports & Recreation

It is through these programs and activities that we hope to provide a world-class Club Experience where your child feels safe, valued, connected and engaged. This handbook is a helpful tool to inform you and your child of the guidelines and expectations of what to expect as a participating member of our Boys & Girls Clubs.

Thank you again for choosing Boys & Girls Clubs of Northeast Florida as your after-school and summer program provider.

Sincerely,

Paul Martinez

President & CEO
Boys & Girls Clubs of Northeast Florida

Club Policies

These policies and procedures have been established to ensure that all who encounter Boys & Girls Clubs of Northeast Florida ("Club") will have a positive and safe experience.

ATTENDANCE & WAITING LIST POLICY

Members are encouraged to attend as often as possible, but it is required to attend at least two hours per day during after-school hours and at least six hours per day during Summer Academy hours and non-school days. Attendance will be reviewed every two weeks. If your child does not attend the required days, he or she will be put on a waiting list. A parent or guardian will be contacted before removing or adding your child to the waiting list for not attending the required time.

DRESS CODE

Members are expected to maintain appropriate standards of personal cleanliness and dress at all times. It is the policy of the Club that a member's clothing and grooming should be, in the Club's opinion, appropriate dress for Club activities and also appropriate for safe programming. The following types of clothing are prohibited:

- Tank tops, tube tops or tight-fitting or revealing clothing.
- Any clothing that exposes the midriff.
- See-through or mesh clothing, unless worn over other appropriate material.
- Shoes with cleats, flip-flops, or any open back shoes.
- Bare feet at the Club or on the van/bus.
- Biking shorts or short-shorts.

- Garments or accessories which display emblems relating to abusive substances, sexual in nature, and/or obscenities.
- Nothing can be worn on the head while in the Club - no hats of any nature, wraps or scarves (unless as part of religious beliefs).
- Pants/shorts are to be worn, and remain, at appropriate waist level at all times.

Members reporting to the Club improperly dressed may be sent home by Club staff to change clothing. The Club reserves the right in all situations to decide whether any member is in violation of this policy. Continual violations of this policy may also result in disciplinary action, up to and including possible suspension.

PERSONAL PROPERTY

Member's personal property (such as coats, clothing, bags, lunchboxes, etc.) must be cleared from the Club at the end of each day. Any articles left are not the responsibility of the Club.

Boys & Girls Clubs of Northeast Florida has adopted a Bring Your Own Device (BYOD) policy for its Clubs. This policy will allow members to bring many of their own technology devices, including laptops, tablets and/or smartphones, to the Club for educational use in our facilities during approved times.

However, members are never required to bring their personal technology to the Club. All members will be able to continue to utilize our Club technology equipment, and no member will be left out of a program experience because they do not have a personal device.

- If you would like your child to participate in this program, please read and discuss the Acceptable Use Policy with

your child. If you and your child agree, return the permission form to Club staff.

- No action is needed if you do not want to have your child participate.

ONE-ON-ONE CONTACT

Boys & Girls Clubs of Northeast Florida is committed to providing a safe environment for members, staff and volunteers. To further ensure their safety, the Organization prohibits all one-on-one interactions between young people and staff/volunteers, including board members.

Staff shall NOT:

- Initiate one-on-one contact with a member.
- Have a private meeting or communication with a member. This includes in-person meetings and virtual communications such as texting, video chat and social media.
- Transport one member at a time. This includes personal and private vehicles.

Staff shall:

- Ensure meetings and communications (in-person and virtual) between members and staff/volunteers include at least three individuals.
- Ensure in-person meetings take place in areas where other staff and/or members are present.
- Communicate to another staff if an emergency arises.

Exceptions may only be made when delivering medical or counseling services by a licensed, trained therapist, or similar professional or in an emergency. All exceptions shall be documented and provided to Club leadership.

Staff shall immediately inform Club leadership if a staff member, volunteer or board member violates this policy. Should any adult staff, volunteer or board member violate this policy, the Organization will take appropriate disciplinary action, up to and including termination.

CELL PHONES

1. Phones are a Privilege

- Students who comply shall be allowed to bring phones.
- Students who do not comply will have their privileges revoked.
- Privilege is based on age - for MS and HS only.

2. Designated Times/Spaces

- Before and After Set Club Activities
- In-between Breaks
- Only in designated areas (Teen Room, Cafeteria)
- No phones in bathrooms, period

3. Nonnegotiable

- NO pictures or videos to be taken at all
- NO cyber bullying
- NO sexting
- NO use of BGCNF WiFi for personal use

4. Consequences

- Phone may be confiscated
- Phone may be returned home
- Loss of privilege altogether

5. Rights & Responsibilities

- BGCNF is not responsible for loss, damage or if stolen
- BGCNF has the right to take the phone

- BGCNF has the right to view content if believed to possess inappropriate content
- Can be reported to police (sexting, pornography, cyber bullying)

RESTROOM POLICY

- Only one member is to be in a stall at a time.
- Members will use quiet voices (“inside voices”).
- Members will leave stalls unlocked after use.
- Members will keep all areas and fixtures as clean as possible and will not use excessive toilet paper.
- Members will wash and dry hands appropriately after using the restroom.
- Use water appropriately, soap and hand dryers/paper towels appropriately.
- Use hand sanitizer if hand washing is not an option.
- Members will refrain from playing or climbing and will respect the privacy of others at all times.
- Members will not bring cell phones in the bathrooms.
- Members will report problems to the closest adult. (When in doubt, don’t flush.)
- Unit Director will schedule appropriate times for bathroom breaks for staff & members.

We discourage restroom trips during Power Hour periods; but, if a member finds it necessary to go to the restroom during times other than the class break, the member must first have permission from the Teacher/YDP and then will be expected to follow the rules for responsible restroom behavior. The member may be accompanied by an adult or teacher-chosen partner. All Club staff will closely monitor restrooms.

Staff restrooms are designated as separate facilities from members when possible. If staff and members must use the

same facilities, the Unit Director will have designated scheduled usage times for staff and members. At no time should staff and students use the restrooms at the same time.

INVESTIGATION & SEARCHES

To ensure its ability to conduct member safety efficiently and effectively and to protect itself against the unauthorized use and removal of Club property, the Club may conduct internal investigations including inspections, searches and audits on Club premises.

The Club reserves the right to conduct a routine inspection, search or audit at any time for Club property or Club-related information. The Club reserves the right to inspect the following, including but not limited to: personal property brought onto or taken from the premises; any schoolwork; restroom or storage areas; all Club vehicles; and all desks, lockers, computers, etc. that are within the member's possession or control.

A routine search or inspection may result in the discovery of personal possessions or those of others. Members are discouraged from bringing into the Club items of personal property they do not want revealed to management. Under certain circumstances, the Club will attempt to obtain parent/member consent before conducting a search or inspection, but the Club may not always be able to do so.

If a member becomes aware of any theft, misuse or unauthorized removal of Club property, he or she is directed to notify the Unit Director immediately. The theft, misuse or unauthorized removal of Club property is cause for immediate discipline, up to and including expulsion from the Club.

INJURY

The Club wants all locations to be safe and injury free. As a result, all members should always use common sense to avoid accidents and injuries and should pay attention to all safety rules and practices.

If a member is injured, that person should report the injury immediately to Club staff, no matter how minor the injury may appear. This is important; not only to ensure that the member receives proper and timely medical treatment, but also make certain that any unsafe condition can be remedied.

Members who participate in, or are aware of, activities that create a danger to themselves, other members or others in the Club will be subject to disciplinary action, up to and including immediate expulsion. Remember, safety is everyone's responsibility.

DISTRIBUTION OF MEDICATION

Club staff **ARE NOT ALLOWED** at any time to dispense any type of medication or prescription to a member attending the Club. The member must be able to self-administer their own medication. Medication must be in the original prescription bottle with the member's name clearly marked on the medication. A Medical Authorization form must be on file with the Club. Club staff **WILL NOT BE RESPONSIBLE** for reminding the member when to take medication.

SMOKING

Smoking is prohibited in all Club facilities, vehicles and areas where program activities are conducted.

MEALS

Members will not have access at any time to any Club kitchen appliances, such as microwave, range or refrigerator. Any food or meals should be ready to eat.

IRS/TAX STATEMENTS

The Club does not provide an itemized statement for tax purposes. We suggest that all parents keep their records of payment, as well as keep the Club receipt issued by Club staff at time of payment.

USE OF CLUB ELECTRONIC COMMUNICATIONS

Members of the Club should recognize and understand that the Club's Electronic Communication Systems are to be used for conducting the Club's programming only. The member should understand that:

- The E-mail and Internet systems and all information transmitted by, received from, or stored in those systems are the property of the Club.
- The member has no expectation of privacy in connection with the use of those systems or with the transmission, receipt or storage of information in those systems.
- Member is aware that the Club reserves and will exercise the right to review, audit, intercept, access and disclose all matters on the Club's computer, E-mail, EDT and Internet systems at any time, with or without notice to member, and that such access may occur during, before or after working hours. Member is also aware that the Club may purge files at any time, without notice.

- Member agrees not to use a code, access a file or retrieve stored communications unless authorized.
- Member is aware that personal use of the Electronic Communication Systems, including E-mail and the Internet, is subject to the same review, audit, interception, access and disclosure provisions described above.
- Member will presume that when online, every statement made and every website or Internet location visited will be attributable to the Club.
- Member is aware that there are potential copyright violations for downloading and printing from the Internet and will not violate the law by unauthorized use of such materials.
- Member is aware that the use of the Electronic Communications Systems for the procurement or distribution of materials and information that are pornographic, threatening, harassing, obscene, defamatory, illegal or unethical could result in immediate expulsion.

Late Pickup Policy

Any member(s) that is picked up after the posted Club closing time will be considered a late pickup. The clock located at the main Club office will be used to determine the time. The parent/legal guardian is responsible for any late pickups by any other individual picking up any members.

1st Late Pickup

Parent Notification of Late Pickup: Please contact the Unit Director at your designated club to advise them you are running late and of your anticipated time of pickup.

2ND Late Pickup

Warning: Unit Director will advise parents that all Club members are expected to be picked up by a parent or authorized guardian. This may vary by location during the school year. The pickup time is 5:00 p.m. for Summer Academy and 3:00 p.m. for Summer Boost. **(Please note pickup times may be subject to change.)**

3rd & 4th Late Pickup

Written Warning: Parent must sign out their child with the accurate time of pickup on the late pickup form. The clock located at the Club office will be used to determine the time.

5th Late Pickup

Suspension: Consistent late pickups without significant communication may lead to 2-day suspension from the program.

Note: *The Organization reserves the right to contact The Jacksonville or St. John's Sheriff's Office for any assistance necessary.*

Bus/Van Behavior Policy

Failure to comply with the following regulations may result in a member being denied the privilege of riding the bus/van, at the discretion of Club staff, for a minimum of one day to an indefinite maximum. Some offenses on the bus/van may also result in suspension from the Club.

To preserve the safety and welfare of our members, it is imperative that members obey the rules of the bus driver and the Club staff. The bus/van is considered an extension of the Club grounds. Parents and members must understand that Club bus/van transportation is a privilege of the members and NOT a right.

The following behaviors will be considered violations of this policy. These violations will result in immediate discipline and will need to be corrected immediately:

- Unnecessary loud noise
- Safety violations
- Eating, drinking, littering
- Failure to remain seated
- Vandalism
- Hitting/kicking the seat of others
- Unacceptable language
- Disorderly when loading and unloading
- Fighting or provoking a fight
- Not keeping hand(s) to self
- Refusing to follow driver's instructions
- Purposely diverting driver's attention
- Throwing object(s) around or out of the van
- Refusing to wear a seat belt

* Any behavior the Club staff or driver deems inappropriate.

The Club procedure for violations of the Club Bus/Van Policy is as follows:

1st Offense: Conference with member

2nd Offense: Parent conference

3rd Offense: Suspension from bus/van privileges

4th Offense: Loss of bus/van privileges

The safety of our members is our primary concern. We are asking for the cooperation and assistance of parents and members to prevent violations and ensure member safety.

☑ **Code of Conduct**

Staff will fill out an incident report for each of the following incidents. Members will be redirected to a more positive activity or program, placed in timeout, be restricted from activities, or be suspended, depending on the severity and frequency of the following incidents:

- Swearing
- Bullying
- Mistreatment of Club equipment
- Eating/drinking in undesignated areas
- Not following instructions
- Being disrespectful toward staff, members or visitors
- Disrupting Club programming
- Inappropriate behavior

The following may result in immediate suspension:

- Fighting
- Excessive bullying
- Threatening staff, members or guest
- Vandalism
- Endangering self, staff, members and/or guest
- Bringing a weapon to the Club
- Extreme inappropriate behavior

⊗ **Discipline Procedures**

These policies and procedures have been established to ensure that all who encounter Boys & Girls Clubs of Northeast Florida will have a positive and safe experience.

When having to discipline members, we believe that **prevention** is the most helpful. If staff notices that a member is starting to lose control, they will stop them before an incident occurs. These helpful hints will be referred to as assistance in preventing incidents from happening. Usually discipline procedures should occur in this order:

- Positive discussion with member in order to **redirect the** young person to an activity or program that is of interest to them.
- If appropriate and needed, use consequences such as “timeout,” writing sentences or activity restrictions. The staff’s goal is to make the consequence fit the behavior and be meaningful.
- Meeting with the parents/guardians and the member. The Unit Director must be involved at this point, and an incident report must be completed.
- Suspension from the Club after all positive redirection efforts have been exhausted. Only the Unit Director can make this decision.
- Expulsion from the Club. Only the Area Executive Director can make this decision after a thorough investigation.

The following are examples of discipline:

REDIRECTION

- After speaking to the young person about inappropriate behavior, staff will redirect them to an activity or program that is of interest to the young person.

TIMEOUT/WRITE ACADEMIC SENTENCES

- Staff will designate an area for “timeout” where they are able to supervise the member.
- Members will serve a minimum of one (1) minute per year of the member’s age (i.e. 8 years old = 8 minutes in timeout) OR will be required to write sentences.

CLUB SERVICE

- Members are not to clean with any chemicals (i.e. bleach, glass cleaner, etc.)
- Members will serve a maximum of one (1) hour of service to the Club on the day of the incident.

SUSPENSION

- Under no circumstances are members to be sent home without a completed incident report and contact with a parent or legal guardian.
- Unit Directors must make the decision for suspension. The length of the suspension will vary depending on the severity of the member’s incident.
- Automatic three (3) days of suspension after three (3) incident reports have been written throughout the membership year.
- All members will begin each year with zero (0) incidents

(Fresh Start Policy).

- Suspensions are only to be issued after all positive redirections have been exhausted.

EXPULSION

- The Unit Director must notify the Area Executive Director and submit an incident report before an expulsion occurs. Area Executive Directors will determine if expulsion is necessary after completing a full and thorough investigation.

① Helpful Tips

FOR PARENTS

- Bring an I.D. with you when you come to pick up your child(ren).
- For safety reasons, always make sure your child(ren) wears his or her Club shirt on field trip days.
- Club shirts help identify members during trips.
- Send children to the Club with appropriate clothing and footwear.
- Always update your file with BGCNF. It is essential that we have current phone numbers, emergency contacts and addresses.
- Fundraisers and events are run throughout the year. Your participation is greatly needed and appreciated whenever possible.

FOR MEMBERS

- If members choose to bring electronic devices or personal items to the Club, the Club is not responsible if these items are lost, stolen or damaged.

Please be sure to take all personal items home at the end of the day. The Club will not be responsible for items left in the building.



Handbook Receipt & Acknowledgement

I have received and read Boys & Girls Clubs of Northeast Florida Parent Handbook. I understand that by signing this document I am agreeing to abide by Boys & Girls Clubs' rules, policies and expectations. I agree to discuss this handbook with my child prior to the first day at the Club.

I also understand that the information contained in this policy may be added to, deleted or changed by the Club at any time.

If I have any questions regarding the content or interpretation of these Club Policies and Procedures, I will bring them to the attention of the Club Unit Director.

Parent/Guardian's Name (printed): _____

Parent/Guardian's Signature: _____

Member's Name: _____

Date: _____

*For more information about Boys & Girls Clubs of Northeast Florida,
please visit bgcnf.org.*