

BOYS & GIRLS CLUBS OF GREATER OXNARD AND PORT HUENEME

FAMILY HANDBOOK

ADMINISTRATION OFFICE 1900 West 5th Street Oxnard, CA 93030 (805) 815-4959 | BGCOP.org

BEYOND THE CLUB...

Visit us anytime, wherever you are!





Boys & Girls Clubs of Greater Oxnard and Port Hueneme Locations

CLUBHOUSES

MARTIN V. SMITH YOUTH CENTER

1900 W. Fifth Street Oxnard, CA 93030 O: 805.815.4959 | F: 805.815.4709

PORT HUENEME CLUBHOUSE

590 E. Pleasant Valley Road Port Hueneme, CA 93041 0: 805.248.7172

HARRIET H. SAMUELSSSON "THE CLUB" TEEN CENTER

126 E. 7th Street Oxnard, CA 93030 O: 805.483.1118 | F: 805.483.1108

SATELITE LOCATIONS

JUVENILE JUSTICE CENTER	SQUIRES HOUSING UNIT
4333 Vineyard Avenue	5243 Squires Drive
Oxnard, CA 93036	Oxnard, CA 93033
805.981.5565	805.385.7985
REITER FAMILY YOUTH CENTER (NYELAND)	PORT HUENEME TEEN CENTER
3334 Santa Clara Santa Clara Ave.	550 Park Ave
Oxnard, CA 93041	Port Hueneme, CA 93041
O: 805.846.0131	805.986.6542



RIO SCHOOL DISTRICT AFTER SCHOOL PROGRAM SITES

RIO LINDO	RIO DEL MAR
213 Snow Avenue 0: 805.365.5231	3150 Thames River Drive 0: 805.365.5252
RIO PLAZA	RIO REAL
600 Simon Way 0: 805.365.5233	1140 Kenny Street 0: 805.365.5230
RIO DEL NORTE	RIO ROSALES
2500 Lobelia Drive 0: 805.331.4531	2501 Jacinto Drive 0: 805.827.7951
RIO DEL VALLE	RIO VISTA
3100 Rose Avenue 0: 805.365.5223	3050 Thames River Road 0: 805.827.7568
RIO DEL SOL	
3001 N. Ventura Rd. 0: 805.307.0080	

OCEAN VIEW SCHOOL DISTRICT AFTER SCHOOL PROGRAM SITES

LAGUNA VISTA	MAR VISTA	
5084 Etting Road 0: 805.204.6481	2382 Etting Road 0: 805.512.5196	
TIERRA VISTA	OCEAN VIEW JR HIGH	
2001 Sanford Street 0: 805.365.5234	4300 Olds Road 0: 805.982.0517	
HOLLYWOOD BEACH		
4000 Sunset Ln 0: 805.986.8720		

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WE DO NOT EXCLUDE ANYONE:

- During our hiring process
- During enrollment of members
- During activities we promote
- On the grounds of race or national origin
- On the grounds of personal creed

- Because of the color of skin
- Because of gender
- Because of disability
- Because of religious practices
- Because of sexual orientation

If a staff has acted in a discriminatory manner toward you please contact, the Boys & Girls Club of Greater Oxnard and Port Hueneme (BGCOP) Chief Executive Officer, Erin Antrim at 815-4959 ext. 203.

BGCOP STAFF ••••••

Our program staff are caring individuals and professionals who take seriously the work they do with the youth. Prior to being hired, each staff member must undergo in-depth interviews and a criminal background check through cooperation with local and federal law enforcement agencies. Once hired, staff members receive ongoing training year-round. Evaluation of their work is also an ongoing process with input from parents, the Unit or Program Director, co-workers and club members.

OPEN DOOR POLICY ------

You are invite to visit the BGCOP facilities at any time. Staff members are available to talk to you about ongoing activities. However, we do ask that you make an appointment if you need to discuss any issues with the Unit Director. If you are interested in spending some time in any of our facilities, you will be asked to complete a background investigation consent.

In the case of a natural disaster such as an earthquake or flood, we are equipped to accommodate all of the members in our program for 48 hours. If the site is uninhabitable for youth and staff, we will move to safer accommodations and post a notice giving directions. If it is available, please call the answering machine for detailed information after a natural disaster.

State law requires that an instance when BGCOP staff has reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect or child exploitation be reported to Child Protective Services (CPS). Reports are kept confidential and referrals may be made to CPS without conferring with parents. We will **NOT** release a youth to a family member who is intoxicated.

DRESS CODE •••••••

A strict dress code is enforced members should dress comfortably and wear clothing that allows them to participate in physical activities and programs. Shoes must be worn at all times and should not be open toed, flip-flops, cleats or sandals. Youth should be able to walk and run safely and will not be allowed to participate in some activities for their own safety based upon their shoes.

Clothing may get some paint, grass stains or other materials on them depending on daily activities. Clothing needs to fit appropriately. No excessively loose or tight fitted clothing is allowed. Clothing should not be too revealing or have questionable or distasteful advertising. Clothing with obscene language or depiction, drug endorsements, ethnic or sexual slurs or in poor taste are not permitted. Clothing affiliated to gangs such as hats, certain colors, sport logos or baggy clothes will not be allowed. Youth will be asked to turn inappropriate clothing inside out, we will offered lost and found clothing for use that day or asked to leave the facility immediately. Judgment on interpretation of the dress code will be left solely at the discretion of staff.

DISCIPLINE POLICY

While we strive to be sensitive to all youth, acceptable age appropriate behavior is expected for all members. New members are given a "New Member Orientation" before they receive their membership cards. Rules are clearly posted and discussed with members regularly.

- Discipline is based on an understanding of the member's developmental needs
- We encourage the youth to develop self-control, appropriate behavior, and respect for the rights of others
- We will listen and treat each member with respect
- Our program uses conflict resolution, problem solving, alternative activities and quiet time as tools to assist youth in developing their own self-control

Members demonstrating lack of direction, sensitivity or respect may be disciplined using the following steps. These are not necessarily in descending order but depend on the severity of the member's action.

- 1. Re-Direction and individual discussion with a member of the staff
- 2. Discussion with the Unit or Program Director
- 3. Loss of specific center privileges relating to the offense for an amount of time to be determined
- 4. Contact of the member's parent or guardian by the Unit or Program Director to discuss issues relating to the lack of safety or concern regarding property or other members
- 5. Suspension from all BGCOP clubhouses for 1-5 days
- 6. Expulsion from BGCOP and loss of BGCOP membership

A serious discipline problem is defined as one in which the Unit or Program Director determines that the youth is engaging in inappropriate behavior including drugs, violence and other illegal activities. Police may be called.

RUN AWAY POLICY

A very rare though it is serious an incident is when a member chooses to leave the grounds or breaks away from their field trip group. Running away places the youth in control by forcing others into unsafe situations. Our staff are instructed **NOT** to leave the rest of the group or risk the safety of the group by following members who leave on their own. The following policy is in place:

- If a member leaves the group and the supervision of staff members, he/she will not be chased or followed
- Staff will immediately notify police of a runaway youth and give a description and general whereabouts
- Parent/guardian will be notified immediately, if unable to contact we will contact emergency numbers
- A runaway situation, where a member places others at risk, is grounds for suspension or expulsion

We reserve the right to suspend or expel any child for disciplinary reasons. In such cases, membership fees will not be refunded. The staff and parent/guardian have the right to request a parent conference at any time. Removal can be utilized for the following behaviors:

- 1. Inflicting physical or emotional harm to self or others
- 2. Destroying property
- 3. Disrupting the facility program

- 4. Failure to adequately respond to regular discipline
- 5. Repetitive ignoring of staff requests
- 6. Drugs, violence or illegal activities

GRIEVANCE PROCEDURE •••••••

Honest differences of opinion regarding conditions of care or procedures will arise from time to time. When problems arise, families are encouraged first to bring the matter to the attention of the Unit or Program Director by asking to meet in private where your concerns can be addressed. We recognize that not all problems can be remedied through this informal basis. The following more formal, systematic, procedure should be initiated:

- 1. Address a letter to the Vice President of Operations, Mariana Cazares stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss. Director of Operations will either return a written reply or schedule to meet with you and give you a response at that time.
- 2. If this discussion does not resolve the concern, you may request to meet with the Chief Executive Officer, Erin Antrim. After listening to your concerns and reviewing management's response, we will work toward a solution. This decision will be final.
- 3. The resolution policy is only a guideline. We may decide, in some circumstances in our discretion, to use a different procedure to look into or resolve problems or complaints. All decision regarding the resolution of problems or complaints remain in our discretion and shall be final.

Because our goal is to provide a quality, safe place for school age youth our procedure to air grievances does not include the option of confrontation while children are present. We strive for a positive working relationship with parents. However, any situation where it is deemed a threat to the safety and well-being of children in our care or a disruption to the regular operation of our programs will not be tolerated and may be cause for termination of family memberships.

FAMILIES IN TRANSITION

Families in transition through personal loss, loss of job, separation of spouse or partner or other difficult changes should know we want to offer support. Let us know about concerns in your child's life. Changes outside of school may have an impact on a child's interactions while in our care. Our policy is to maintain a quality program while enduring to be a neutral and confidential party during family difficulties.

We work closely with community organizations to provide families with resources such as counseling services, observation of children with chronic behavior problems and numerous other referrals. For more information, please request to meet with the Unit or Program Director.

ILLNESS •••••••••••••••••••••••••••••

We follow the advice of the Ventura County Health Department in excluding youth with symptoms of communicable diseases. If your child has any of the following, symptoms please keep them at home or make appropriate arrangements for their care. If any of these symptoms are exhibited while in our care, you will be required to pick your child up **immediately**.

- Diarrhea (3 or more times in 24 hours)
- Vomiting (2 or more times in 24 hours)
- Body rash (not from diapering, heat or allergies)
- Pink eye or eyes with pus or mucus draining from them
- Sore throat especially with fever or swollen glands
- Unusually tired, pale, lack of appetite, difficult to wake, confused or irritable.

- Fever in the last 24 hours
- H1N1 Influenza (Swine Flu) Symptoms
- Lice, Scabies
- Pertussis (whooping cough)
- COVID-19 Symptoms

ACCIDENT POLICY / EMERGENCY MEDICAL TREATMENT

Emergency Treatment

Examples of some emergency treatment accidents:

Uncontrolled bleeding

- Seizures
- Second and third degree burns

Steps we follow:

- 1. Provide 1^{st} aid treatment
- 2. Call 911 stating the address and nature of the injury/illness. Stay on line until 911 hangs up
- 3. Select an adult to stay with the child at all times
- 4. Secure the child's medical and parent authorization information

Non-emergency Treatment

Examples of some non-emergency accidents or illnesses:

- Extreme vomiting
- Severe pain

Steps we follow:

- 1. Provide 1^{st} aid treatment
- 2. Involve the Unit or Program Director or Lead staff to assist and contact parents
- 3. If parents or emergency contact cannot be notified the child will be transported to St. John's Hospital

First Aid Treatment Only

Examples of first aid only injuries or illnesses:

- Minor cuts, scrapes, bumps
- Low grade fever, headaches

Steps we follow:

- 1. Provide first aid treatment
- 2. Document in accident log book
- 3. Advise the Unit or Program Director or Lead staff of the accident or illness

MEDICATION

An "Authorization to Administer Medication" form must be completed for any over-the-counter or prescription medication you are requesting staff to administer to your child. Please be sure that medications are stored in original containers and clearly labeled with the following:

- Member's full name
- Name & strength of medication
- Directions, time, dosage and method of administration
- Length of time to be given

Physician's name and authorization are required for prescription medications. Non-prescription medication must be in their original container and will be given only when the dosage and frequency are on the label, and is age-appropriate for your child. The parent may authorize the following classifications of non-prescription medications: Antihistamines, non-aspirin fever reducers/ pain relievers, decongestants, anti-itching ointments and sunscreen.

- Shock
- Fractured bones
- 5. Staff will cover site while injured child is transported
- 6. The Unit or Program Director or Lead staff will notify parents
- 7. The staff will complete an incident report
- Fever
- Cuts that require stitches
- 4. Staff will bring Parent Authorization Form to the hospital
- 5. Staff will complete an incident report
- "Need to lie down"
- 4. Notify parents
- 5. Staff will complete an incident report

MEMBERSHIP FEES •••••••

BGCOP charges a yearly \$20.00 membership fee, valid from the original date of purchase and renewable at the same time each year. This helps to cover the administration fees of belonging to the national organization and the use of the BGCOP facility during its open hours. Membership is required for enrollment in any of the BGCOP programs.

All Day Camp fees are assessed in advance on a weekly basis. A \$25 non-refundable deposit is due in advance to hold your spot for each week(s) of Day Camp. The remainder of the fees for the week are due on the first day of member's attendance for the week(s) reserved. Payments may be in person at the front desk, online at our website **www.BGCOP.org** or mailed to our administration office. We accept cash, personal checks or credit cards (VISA, MasterCard or American Express).

We are unable to provide credit for Day Camp or fee based programs. We do not keep petty cash and therefore please be aware that we cannot provide change for parents or club members so it is important to bring exact amounts to pay for Day Camp or any fee based programs.

NON-SUFFICIENT FUNDS CHECK

A \$20 fee will be assessed for each returned check with non-sufficient funds. Parents may not utilize our Day Camp and fee based programs if non-sufficient funds checks have not been honored.

We maintain a scholarship fund to assist families in need of a temporary reduction in membership and Day Camp fees. Scholarships are awarded on a first come, first served, need only basis. Scholarships are calculated by using the free / reduced lunch programs guidelines of local public schools and public assistance programs. Donations to our scholarship fund are always appreciated and are tax deductible. You may request a scholarship by seeing the Unit or Program Director and requesting an application.

REFUNDS •••••••••••••••••••••••••••••

Refunds are not given for annual membership fees or Day Camp deposits. Refunds for program fees may be requested if cancellation is given within a reasonable time. Refunds will be allowed for any program which we had to cancel. Please speak to the Unit or Program Director about applying for refunds. It may take up to two weeks to process a refund after approval.

TAX INFORMATION ••••••••••••••••••••••••••••

A receipt is provided in a written format for each payment and includes the following:

- (1) Date
- (2) Member's Full Name,
- (3) Check Number,
- (4) Total Amount Paid
- (5) Signature & name on the check.

Please keep these receipts for your tax records. We are not responsible for lost or misplaced receipts. Our Federal Income Tax Identification Number is 95-1785162.

MEMBERSHIP CARDS ••••••••••••••••••••••••••••••••

All new members receive one membership card. Members should bring the card with them everyday. Cards can be used to check out games, materials and billiard supplies. If a member loses the membership card, another may be purchased the cost of the replacement fee is \$2.

Our traditional BGCOP programs are at the after school programs and Clubhouses. Regular hours of operation for most of our sites are from 2:00 PM – 6:00 PM for youth between the ages of 6-12 year olds. Members at our Teen Centers hours of operations are from 3:00 PM – 8:00 PM for teens between the ages of 13-18 year old. These programs include the \$20 annual membership fee. *Sites hours may vary

SIGN-IN & SIGN-OUT PROCEDURES ••••••••••••••••••••••••

The traditional program is an open door program and does not require a parent or guardian's signature for members to leave the site. This policy allows members to come and go at any time during the BGCOP operating hours. Members are **NOT** required to sign in & out, under normal circumstances, we are not allowed to prohibit members from leaving the facility. It is important to remember that the BGCOP is not a licensed childcare facility. Thus, it is the responsibility of the member and the parent/guardian to determine, understand and enforce an arrival and departure method. Please note that the youth are not allowed on the BGCOP grounds during operating hours unless they are signed in and participating in BGCOP activities. Members should not be dropped off prior to the opening of any facility, as BGCOP cannot be held responsible for the supervision of the youth during those times. Day Camp participants <u>ARE</u> required to be sign in and out by a parent or guardian.

DAY CAMP

Our Day Camp Programs are offer at the Martin V. Smith Youth Center (MVS) and Port Hueneme Clubhouse (PH) drop off starts at 7:00 AM for youth between the ages of 6-12. The program is widely used for summer and other holiday vacation days when school is not in session. The cost for this program is \$105 per week (we do not offer daily rates during the summer full weeklong camps, only non-school days/\$25 per day) and is paid in advance of the first day. There is a \$25 non-refundable deposit due to reserve your spot for each week(s). Day Camp is unavailable whenever BGCOP is schedule for closure.

BGCOP does not allow youth to sign-in & out themselves from the Day Camp programs. When anyone other than the routine person is picking up the youth, they will be required be on the list provided by the parent or guardian and to show photo identification to one of the staff before leaving with the youth.

The goal of our Day Camp is to provide school age programs that instill a sense of confidence, usefulness, belonging, and influence in the youth we serve. We encourage youth to develop positive habits, attitudes, behaviors and choices with activities that build self-esteem, self-discipline, and respect for others. Our programs strives to accommodate the needs of today's diverse families and offers members a safe & fun environment and planned activities.

SUBSIDIES FOR DAY CAMP

We accept Child Development Resources, Inc. (CDR) and state funding as part of your Day Camp payments. Check with the Unit or Program Director to see if you qualify. Complete forms are required and returned to us within two weeks prior to your youth's first day.

ABSENT FROM DAY CAMP

Please be sure to contact us if your child will be absent from the Day Camp program. Our phone voicemail is available 24 hours everyday.

LATE PICK-UP POLICY & FEES ••••••••••••••••••••••••

Programs for members ages 6 - 12 and under end promptly at 6:00 PM. Teen Center programs for ages 13 – 18 end at 8:00 PM. A \$1, per minute, per youth late charge will be charged for each minute after closing. This fee is due at time of pick-up and is payable in cash or check Boys & Girls Clubs of Greater Oxnard ad Port Hueneme. If attempts to reach out to parent/guardians or emergency contacts are unsuccessful after 30 minutes after closing, youth will be placed in the custody of Oxnard Police Department.



BGCOP CLOSURE DAYS

We will not be open during the following days: New Year's Eve New Year's Day Martin Luther King Jr. Day Fourth of July Labor Day

Thanksgiving Day Day after Thanksgiving Christmas Eve Christmas Day The week between Christmas and New years day

We will also close for three days at the end of the summer for staff training. You will be notified in advance about these days and for other additional closures.

CELEBRATION OF HOLIDAYS ------

The Boys & Girls Club is a non-sectarian organization and does not prescribe to any particular religious beliefs or practices. Holidays are often recognized and celebrated in a carnival fashion with games and activities that reflect the season. Information, rituals, and customs from many different cultures and belief systems are shared and celebrated.

PROGRAM CALENDARS •••••••

Program calendars are posted for you to see on a monthly basis. These calendars will give you a description of daily activity options, any fieldtrips being offered and any supplies needed. Each staff member organizing the activities can be contacted for further information, if needed.

Power Hour will be provided Monday-Thursday during the school year for youth to receive assistance with their homework. While staff members encourage all members to do their best work, we are not able to tutor each child on an individual basis daily. Members attending Power Hour can earn points toward incentives and special activities.

INTERNET & COMPUTER USE

Each BGCOP locations has one or more technology centers for members. Some computers are available for homework and projects while others are geared specifically for programs we offer. We have a wide variety of Digital Arts programs including; Graphic Design, Photo Illustration, Web Design, Music Making and Move Making. All programs culminate in local festivals. We provide the internet for these programs and others on state of the art computers and laptops. Members must first provide a signed "Acceptable Use Agreement" for Technology Coordinators before being allowed to use any BGCOP computer for any reason. This agreement is to be read and signed by the member and the parent or guardian.

FIELD TRIPS & TRANSPORTATION •••••••••••••••••••••••••••••

Permission for your child to attend field trips the youth needs to obtain authorized signature on the permission slip form to attend the field trip. If your child cannot attend a particular field trip, please inform the Unit or Program Director and together we may develop alternative activity that day. Price of field trips will be in addition to weekly Day Camp fees, and should be paid by the day requested.

The transportation to the field trips youth will need to walk, take the bus or ride in a BGCOP van. When traveling in the van, youth are required by law to wear their seat belts at all times and children weighing under 60 pounds are required to use a booster seat.

FOOD & SNACK

We provide afternoon snacks daily. If your child has any dietary restrictions or food allergies, please keep us informed. Sack lunches need to be brought from home during Day Camp and should include an ice pack to avoid spoilage. No glass containers, please or any food that requires heating.

THINGS TO BRING & NOT TO BRING

During school breaks or holiday, caring for your child the member needs to come prepared with the following:

- Clothing & shoes appropriate for the weather •
- Sunscreen •
- A sack lunch with a cold pack, which includes a . drink in a non glass container (for Day Camp and field trips)
- Any items requested on their activity calendar for • the day

In addition, please speak to you child that they are not

allow your children to bring these items to the club

A book or quiet activity for down time

We discourage members from bringing more than \$5 in cash (we cannot make change), trading cards, video games or other valuable items to the Club. Because we cannot be responsible for their belongings, valuables should be left at home.

NO DRUGS

- Youth may NOT bring toys from home
- If a youth is riding a bike or skating outside, helmets are required and a lock is recommended
- No gum chewing please
- No weapons

LOST & FOUND exceedes a second second

Please label all clothing and personal items with youth's name. We cannot be held responsible for lost or stolen items. All unclaimed articles will be placed in the lost & found and unclaimed items will be given away at the end of each month.

PHONE CALLS TO & FROM MEMBERS

Our phones are for business calls only. Members should use phones to make and receive calls strictly for emergencies only. Our lines need to remain open in the event of an emergency. Please make any necessary arrangements before your child comes to the Club. We cannot release a child by telephone. Parents who need to sign out their child must come inside and do so in person. Should members use our phones, they will be allotted no more than 3 minutes for their call except in an emergency.

PHOTOGRAPHS & VIDEOTAPING OF MEMBERS

We take many pictures and videotape activities at BGCOP. We share them with in our social media platforms, Board Members, Community Leaders, other parents, and the community as a whole how we affect the lives of the youth we serve. As a non-profit organization, we may use these photos and video representations during fundraising functions. It is understood as a condition of membership that we cannot compensate youth or their families for such. Should you not want your child's photo used in any of our public relations materials or in the media please send us written notification.

VIDEO SURVEILLANCE POLICY

We work every day to create a safe, fun environment so our club members can have every opportunity to be successful in life. We make sure that our employees and volunteers are properly trained, comply with all Club policies and guidelines, and that our clubhouses are properly maintained and under 24 hour surveillance.

SAFETY POLICIES

Boys & Girls Clubs of Greater Oxnard and Port Hueneme has comprehensive safety policies in place that protect youth including, but not limited to, supervision, transportation, communication, and prohibiting private one-on-one contact. You can find these on our website https://www.bgcop.org/club-safety

Policies, procedures and fees of the Boys & Girls Clubs of Greater Oxnard and Port Hueneme programs are subject to change as warranted by the needs of the program.

BOYS & GIRLS CLUBS OF GREATER OXNARD AND PORT HUENEME MISSION:

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