

GREAT FUTURES START **HERE.**



**BOYS & GIRLS CLUBS
OF SILICON VALLEY**

FAMILY HANDBOOK

2025-2026

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WELCOME

Dear Parents & Caregivers,

On behalf of all staff, welcome to Boys & Girls Clubs of Silicon Valley (BGCSV), '*Where GREAT Futures Start.*'

Deciding what youth program to enroll your child in is a difficult one: *Is it safe? What are Club hours? Is it a positive atmosphere where my child will thrive and be encouraged? Is it expensive?*

We are honored that you have selected our organization to serve your child's needs.

Founded in 1944, Boys & Girls Clubs of Silicon Valley (BGCSV) is a nationally recognized non-profit organization offering innovative and effective youth development programs. Our organization serves thousands of youth every year throughout **Contra Costa County, Santa Clara County and the broader Bay Area region**. BGCSV is a chartered affiliate of the Boys & Girls Clubs of America and utilizes a proven youth development strategy intended to nurture young people's self-confidence by instilling in them a sense of belonging, usefulness, influence and competence.

By providing neighborhood-based facilities designed specifically for youth and staffed with youth development professionals that care about your child's future, we offer programs and activities that develop the **21st century skills our kids need** to be successful in school, a career and life: Critical Thinking, Creativity, Collaboration, Communication and Community.

The success of all youth depends upon a supportive network of influential adults. Our organization is committed to our mission *to inspire and empower all young people, especially those who need us most, to realize their full potential as productive, responsible and caring adults.*

But we need your help. Without involved parents and family, our youth cannot benefit from a united community of caring adults. Be involved. Help us ensure a positive future for all **our** youth.

Thank you for entrusting our organization with the honor of providing them with a safe place to have fun, be themselves, learn, grow and achieve.

Sincerely,



Mark Washbush
Chief Program & Strategy Officer

ABOUT OUR ORGANIZATION

MISSION

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

VISION

To provide a world-class Club Experience that assures all our youth possess the 21st century skills they need to be successful in school, a career and life—Critical Thinking, Creativity, Collaboration, Communication and Community—so they become self-directed, lifelong learners and leaders.

OUR CORE VALUES

Safety We prioritize the physical, emotional, and psychological safety of youth above all else.	Service We honor and cultivate meaningful relationships that positively impact the lives of youth, families, and communities.	Growth We maintain an expansion mindset, empowering individuals and teams to continuously learn, adapt, and improve.
Accountability We act with integrity, we honor our commitments, and foster trust among our team members.	Mission-Driven We keep the main thing the main thing: providing a sense of belonging for youth. Our mission remains at the forefront of all interactions and decisions.	Teamwork We recognize the strength of our team, supporting and uplifting each other to achieve our shared goals.

OUR LOGIC MODEL

Formula for Impact is a research-based theory of change that describes how individual Clubs and the Movement as a whole can increase our impact – exponentially – on the young people of America. Our Formula begins with the youth and teens in our communities. It calls for us to consistently provide the most powerful Club Experience possible – by providing safe environments, high-quality targeted programs and experiences, and supportive relationships – all of which help youth achieve positive outcomes.



POSITIVE YOUTH DEVELOPMENT

Boys & Girls Clubs of Silicon Valley supports young people's growth through the following vehicles for positive youth development:

- **Environments that are safe and inclusive.**
Club professionals use specific practices to ensure physical and emotional safety, well-being, equity and inclusion in order to create a positive, youth-centered environment.
- **Relationships in which youth forge supportive, healthy connections with adults and peers.**
Club professionals use specific practices for forging what the Search Institute calls "developmental relationships" with youth,¹ as well as helping them learn how to build supportive relationships with each other.
- **Programs and Experiences that are meaningful to young people and build upon their strengths, foster a sense of belonging and purpose, and provide opportunities to lead and be heard.**
Club professionals use specific practices for engaging young people in high-quality targeted programs, activities, events and field trips that are fun and meet their needs and interests.

KEY ELEMENTS

Boys & Girls Clubs of Silicon Valley believes in Five Key Elements for positive youth development that are essential to our mission. Youth must have:

- 1) **A Safe, Positive Environment to Learn and Grow**

The Club is a safe haven where members feel physically and emotionally secure at all times.

2) Fun

Offer high-yield learning activities and programs that develop members' creativity, their critical thinking, communication, collaboration and computer literacy skills.

3) Supportive Relationships

The Club ensures that every young person feels connected to one or more adults and has friendships with peers.

4) Opportunities and Expectations

Club staff and programs consistently communicate the expectation that every child has the potential to excel, be productive and succeed at the Club, in school and in life.

5) Recognition

The Club takes every opportunity to recognize and validate Club members' achievements and accomplishments.

Committed to our principles, we incorporate a youth development strategy that recognizes Four Elements that are critical for young people in an effective out-of-school environment:

- 1) Extended practice time with school-related skills and information**
- 2) An environment that provides continuity between home and school**
- 3) An environment that cultivates innate ability and stimulates independent learning**
- 4) An environment that values and honors academic success**

CORE ENRICHMENT AREAS

Through our Core Enrichment Programs, we engage young people in learning, encourage them to succeed and help them become the self-directed, lifelong learners and leaders we want them to be. To achieve our priority outcomes, we offer project-based, experiential and contextual learning programs that have real-world applications that youth can use throughout their lives.

Programs are provided within the following Core Enrichment Areas that address skills our members need to be successful in school, a career and life— Critical Thinking, Creativity, Collaboration, Communication and Community:

- **Character and Leadership Development** – programs that empower young people to support and influence their Club and community; identify and apply learning to everyday situations and develop values as pertains to civic, community and personal responsibility through group decision-making and collaborative projects.
- **Education and Career Development** – programs that enable youth to strengthen critical thinking and digital literacy skills; and deepen proficiencies in basic educational disciplines (English-language arts, math, science) enabling youth to set goals, explore careers and prepare them for postsecondary education and/or employment.
- **Arts and Cultural Enrichment** – programs that develop members' creativity, awareness and appreciation of cultural diversity through the visual, written and performing arts; hands-on exploration of a variety of mediums emphasizing historical context and cultural significance.
- **Health and Life Skills** – programs that help young people resist alcohol, tobacco, drugs and early sexuality; develop members' self-concept, interpersonal communication and conflict resolution

abilities; set personal goals and live successfully as self-sufficient adults.

- **Sports, Fitness and Social Recreation** – programs that help members meet State physical fitness standards and address social-emotional development by building cooperation and team skills through structured activities.

OUR HISTORY

Boys & Girls Clubs of Silicon Valley's (BGCSV) mission is to *inspire and empower all young people, especially those who need us most, to realize their full potential as productive, responsible and caring adults*. Serving thousands of youth every year, ages 4-18+, we provide outcome- and needs-based programs that develop the 21st Century skills our members need to be successful in school, a career and life: **Critical Thinking, Creativity, Collaboration, Communication and Community**.

By providing youth with accessible out-of-school enrichment programs, assistance and mentorship, we are part of the solution to close the opportunity gap to achieve greater economic, political and social equality among youth and the communities in which they live, ensuring that members are proactive about their education, their life and their future.

What began over 80 years ago as a club serving boys who needed a positive alternative to the streets, has now expanded, comprising 45 clubhouses throughout **Contra Costa County, Santa Clara County and the broader Bay Area region**.

ABOUT THE CLUBS

MEMBERSHIP ELIGIBILITY & ENROLLMENT PROCESS

Membership at Boys & Girls Clubs of Silicon Valley is open to all youth ages 4-18+. The process for enrollment is first come, first served--and subject to availability. If the site has reached membership capacity, parents/guardians may elect to add their child to our waitlist—that is also first come, first served.

For sites partially funded by California Department of Education's *After School Education and Safety (ASES) Program*, the school is responsible for referring students to our program in the following order. First priority for enrollment is given to students who are identified in the district's student information system and/or on BGCSV's application as homeless youth or in foster care at the time of enrollment into the ASES program. Next priority is given to students who have not met state assessment standards in both language arts and math. Next priority is given to students that have met state assessment standards in either language arts and math. The school principal may decide to open enrollment to other students depending on individual cases with mitigating factors, subject to availability.

A completed membership application and fee (for some locations) is required for each member. Please notify the Site/Unit Director immediately if there is any change in your income, family size, residence, marital status, employment, your contact information and those authorized as your child's emergency contacts.

SPECIAL ACCOMMODATIONS

Boys & Girls Clubs of Silicon Valley is an *all abilities and inclusive* youth development organization. Those youth that require special accommodation (e.g., I.E.P., a diagnosed behavioral condition, developmental delay or disability) must submit a completed Special Accommodations Form along with their membership application. A one-to-one meeting with the Site/Unit Director will be arranged to discuss/determine eligibility. Eligibility criteria for enrollment are as follows:

- He/she uses the toilet or urinal like same age/gender peers
- He/she changes his/her volume depending upon the requirements of the setting (e.g., loud in gym, quiet in study room) like same age/gender peers
- He/she moves at the same speed as same age/gender peers
- He/she is willing to try new activities like same age/gender peers
- During play, he/she follows rules (stated and implied) like same age/gender peers
- He/she responds to communication of others like same age/gender peers
- He/she engages in a range of conversational topics with other children and adults like same age/gender peers
- He/she maintains his/her role in turn-taking activities like other same age/gender peers
- He/she follows routines and directions like same age/gender peers
- He/she is as emotionally regulated as same age/gender peers
- He/she manages transitions like same age/gender peers
- He/she initiates interactions with others like other same age/gender peers

MONTHLY FEES & PAYMENT OPTIONS

Some of our clubhouses charge monthly fees. We prefer payments by credit card (MasterCard or Visa), but checks and cash are also accepted.

If you believe you may qualify for a scholarship, please contact your clubhouse director for more information.

HOURS

After school services begin immediately upon the conclusion of the school day. Club hours vary by site. Please check with clubhouse staff for regular hours, early release days and teen night hours.

ATTENDANCE REQUIREMENT

Numerous studies show that children and youth that attend after school programs—like Boys & Girls Clubs—15-20 hours per week improve their grades in school, are more physically active and are more likely to avoid unhealthful behaviors. In order for your child to truly benefit from all of our enrichment programs we ask that you pick-up your child at the end of the programming day, typically at 6pm.

If your child is enrolled at a state-funded site, your child is expected to participate in the after school program everyday (Monday-Friday, five (5) days per week) and for a total of no less than fifteen (15) hours per week, excluding holidays and service days. This attendance requirement is strictly enforced. If there are more than three (3) unexcused early release days or absences, BGCSV reserves the right to drop your child from the program.

HOLIDAYS

Clubhouses are open Monday through Friday with the exception of the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

Each clubhouse has additional days that they are closed according to their school district calendar. Please see the Director for a copy.

CAMPS

Boys & Girls Clubs of Silicon Valley provides activities that develop the social, educational and leadership qualities of members during school-breaks for certain Club sites. A separate fee is required to attend each camp session.

Informational brochures are published and are available prior to each camp session detailing specific programs, activities, field trips and costs. A separate camp application must be completed for each attending child, per camp session.

AGE APPROPRIATE GROUPS

Youth 4 – 18 years old can attend our Clubs. In order for the Club to run a successful program, each child will be placed into a group according to their age and possibly their gender. Each group will be assigned leader(s), with each group rotating according to a pre-determined schedule.

SNACKS AND MEALS

Boys & Girls Clubs of Silicon Valley program provides a daily afternoon snack that is portioned appropriately and follows the “My Plate” guidelines. Your child is also permitted to bring a snack if he/she chooses. Members will only be allowed to eat snacks brought from home during the designated snack times. **Please make sure that any allergies or intolerances to foods are listed in the appropriate section on the membership application.** We are also encouraging each member to bring his/her own re-fillable water bottle.

Lunches and/or dinners are provided at certain locations. Please see Site/Unit Director for details.

HOMEWORK

Members will be offered homework assistance as a part of daily programming during Power Hour. It is important that parents understand that while given a chance to work on homework, homework may not be completed or corrected and it is ultimately the parent’s or caregiver’s responsibility to verify homework completion and accuracy.

PERSONAL BELONGINGS & DRESS CODE

BGCSV is not responsible for lost, stolen or damaged belongings.

BRING YOUR OWN DEVICE ACCEPTABLE USE POLICY

BGCSV 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 only for educational use in our facilities and at the direction and supervision of staff. However, members are never required to bring their personal technology to the Club. All members will be able to continue to use 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 have questions about the BYOD policy or would prefer your child not participate, please contact your Site/Unit Director.

Inappropriate use of technology will result in devices being confiscated and returned to the parent at the end of the day.

PHONE POLICY

The Club phone is a business phone. Members are permitted to use the phone only to place emergency calls at the discretion of the Site/Unit Director.

DRESS CODE

While at the Club, members participate in a variety of activities that include running, jumping, painting and sand/water play. Please send your child to the Club in washable, comfortable clothing that is okay for them to get dirty. Shoes should be safe and sturdy for running and climbing. **For their safety, please do not allow your child to wear flip flops, sandals, boots or shoes with heels or slick soles (dress/casual shoes).**

Clothing/accessories which feature obscene, suggestive or insulting words/pictures or feature violence, weapons, gang-affiliation and substances illegal to juveniles (e.g., alcohol, tobacco, drugs) are prohibited. Tank tops with low cut underarms or 'spaghetti straps' are prohibited. Shorts may be worn provided they are appropriate length (when arms extend downside of body, length of shorts should be no shorter than where fingertips reach). 'Sagging' is prohibited. Shirts must be at least waist length – no crop tops. Hats, caps, beanies or bandanas may not be worn.

Parents will be contacted to bring clothes immediately if the child does not have a change available when needed or when there has been soiling.

This expectation also applies to parents/guardians or guests who attend BGCSV functions.

CODE OF CONDUCT

In order to promote your child's physical, intellectual, emotional, and social well-being and growth, BGCSV members will be expected to follow the BGC Code of Conduct:

Have Fun!
Respect yourself
Play fairly and be honest
Applaud the efforts of others
Avoid inappropriate language
Dress appropriately at all times
Running is reserved for athletics
Say only good things about others
Be respectful of Boys & Girls Clubs staff
Resolve disagreements in a positive way
Listen during appropriate times and assemblies
Be respectful of other members and their property
Participate only in activity areas open to your assigned group
Take care of your Boys & Girls Clubs facilities, grounds and equipment
Tobacco, drugs, alcohol, weapons & gang colors/logos/gestures are prohibited

BEHAVIOR POLICY

At Boys & Girls Clubs of Silicon Valley, we strive to create a safe, welcoming, and engaging environment where every child feels supported and valued. We recognize that children come from diverse backgrounds and may have unique behavioral or developmental needs. To best support each member, we ask parents and guardians to inform us of any developmental delays or behavioral considerations that may help us better understand and respond to their child's needs.

Our approach to behavior management is rooted in positivity, empathy and accountability. We believe that children thrive in environments where expectations are clear, relationships are strong, and guidance is constructive. Through proactive strategies and restorative practices, we aim to help children learn from their experiences, build self-awareness and develop the social-emotional skills needed to succeed both in and out of the Club.

Boys & Girls Clubs of Silicon Valley handles behavioral problems on an individual basis. It is the responsibility of parents/guardians to let us know if members have developmental delays so that we have information to better understand behavior.

POSITIVE BEHAVIOR MANAGEMENT

Staff practice positive behavior management—a proactive approach that focuses on reinforcing desirable behaviors through encouragement, incentives and constructive feedback, rather than punishing negative

behaviors. This method is crucial as it creates a supportive and nurturing environment where students feel valued and recognized, deepening their sense of belonging, which increases their enthusiasm to participate and attend the program regularly. This approach not only fosters a positive atmosphere but also helps in building strong relationships between staff and students, ensuring that they look forward to coming back daily.

Strategies for student behavior include:

- **Structure and Clear Limits:** Establishing clear rules and routines to provide a predictable environment.
- **Positive Relationships:** Building strong, supportive relationships between students and educators.
- **Active Learning:** Engaging students in hands-on, meaningful activities that promote active participation.
- **Reflective Practices:** Encouraging students to reflect on their behavior and learning experiences.
- **Consistent Expectations:** Ensuring all staff consistently apply rules and expectations.

Staff at Boys & Girls Clubs of Silicon Valley will never use corporal punishment as a form of discipline. Instead, they model respectful communication and positive behavior management techniques that promote a safe and supportive environment.

When behavioral issues arise, staff will use the following strategies:

- **Redirection**
- **Verbal warning**
- **Time-in** (a reflective break with staff support)
- **Behavior incident reports**

Throughout this process, children are encouraged to understand how their behavior contributes to a safe, successful, and enjoyable program experience. If these strategies are not effective, staff will communicate directly with the child's parent or legal guardian to discuss next steps.

ZERO-TOLERANCE BEHAVIORS

Behaviors such as hitting, fighting, bullying, harassment, stealing, vandalism, disrespect toward staff or peers, failure to follow directions or leaving the facility without permission will not be tolerated and may result in immediate suspension.

During this process the child is encouraged to understand that his/her behavior is important for a successful, safe and fun program. When these tactics are not successful, a staff person will discuss the issue with the child's legal guardian/parent. Inappropriate behaviors such as hitting, fighting, stealing, vandalism, disrespect to staff or other members, not following directions or leaving the facility without permission will not be tolerated and may result in automatic suspension.

We are committed to maintaining a safe, respectful, and inclusive environment. If a child's behavior poses a risk to themselves or others:

- A parent or guardian will be contacted to pick up the child immediately.
- Depending on the severity, the child may be suspended or removed from the program.

IMMEDIATE SAFETY CONCERNS

If a child's behavior presents an immediate safety risk:

- A parent or guardian will be contacted to pick up the child.
- Depending on the severity, the child may be temporarily suspended or removed from the program.

PROGRESSIVE DISCIPLINE PROCESS

We use a three-step approach to address ongoing behavioral concerns:

1. **First Incident**
 - The child will receive a written behavior incident report.
 - The child may lose specific privileges or may be suspended for **1 day**.
 - A conversation with the child and parent/guardian will be held to discuss expectations and support strategies.
2. **Second Incident**
 - The child will receive a written behavior incident report.
 - The child may lose specific privileges or may be suspended for **2–5 days**.
 - A behavior plan may be developed in collaboration with the family to support improvement.
3. **Third Incident**
 - The child may be **removed from the program**.
 - A final meeting will be offered to discuss future options, including possible re-entry after a designated period or referral to other services.

Under extreme circumstances (e.g., intentional injury to another child or staff), the Director has the discretion to remove a child immediately without advance notice.

RESTORATIVE APPROACH

We believe in helping children and young people learn from their mistakes. Whenever possible, we will use restorative practices to encourage reflection, accountability and positive change.

CONFLICT MANAGEMENT

Club staff implement and facilitate the **Peace Builder Program** to help children learn peaceful ways to resolve conflicts and to interact with others. The program is guided by five core principles:

1. Praise people
2. Give up put downs
3. Notice and speak up about hurts I have caused
4. Right wrongs
5. Seek a wise person

These principles are woven into daily interactions and activities to promote a culture of kindness, accountability, and mutual respect.

SCHOOL SUSPENSION AND ATTENDANCE

To support academic success and maintain consistency between school and Club expectations:

- **Out-of-School Suspensions:** If a member is suspended from school, they are not permitted to attend the Club or participate in any Club-related activities during the suspension period.
- **School Absences:** If a child is absent from school for any reason, they may not attend the Club that day. This policy remains in effect until the child returns to school.
- **Expulsions:** If a member is expelled from school, they will no longer be eligible to attend the Boys & Girls Clubs of Silicon Valley (BGCSV) site associated with that school.
- **School Transfers:** If a child transfers to another school that has a BGCSV site, their membership may be transferred upon request by the parent or caregiver.

OPEN ACCESS POLICY

Boys & Girls Clubs of Silicon Valley reserves the right to search all persons and carry-in items such as backpacks and gym bags. Any person who refuses to submit to such a search will not be allowed admission into the Clubs.

These guidelines apply to members, as well as parent(s), guardian(s) and any other person who comes in to a BGCSV site. Failure to comply with these regulations may result in a ban from Club facilities and functions.

HEALTH & SAFETY

SPECIAL ACCOMMODATIONS

If your child requires special accommodation (e.g., I.E.P., a diagnosed behavioral condition, developmental delay or disability), please see the director and request a Special Accommodation Form. This form must be completed and submitted to the Site/Unit Director at time of enrollment and must be completed prior to program start.

SICKNESS OR INJURY

Parents/guardians agree to inform BGCSV within 24 hours or the next business day of a child or any member of the immediate household developing a communicable disease. Life threatening diseases must be reported immediately.

If a child has a fever of over 100-degrees, or has a communicable disease (including head lice), he or she will not be permitted to attend the Boys & Girls Clubs of Silicon Valley that day and/or for the duration of such persistent conditions. A parent or guardian will be notified to immediately pick-up their child.

If notified of a child's illness, a parent or an authorized contact person must sign out the child as soon as possible or risk loss of membership.

In case of an accident or injury, BGCSV Staff are trained in basic first aid and CPR. The local emergency responders will be called for serious injuries. A parent will be notified promptly, and the child will be transported to the nearest hospital. In the membership application, parents/guardians authorize BGCSV to obtain immediate medical care if an emergency occurs. Parents/guardians are responsible for medical costs that may be incurred in cases of emergency.

CONCUSSION

A concussion is a type of traumatic brain injury—or TBI—caused by a bump, blow, or jolt to the head or by a hit to the body that causes the head and brain to move quickly back and forth. This fast movement can cause the brain to bounce around or twist in the skull, creating chemical changes in the brain and sometimes stretching and damaging the brain cells.

You can help your child or teen lower their chances of getting a concussion or other serious brain injury, you should:

- Work with staff to teach ways to lower chances of getting a concussion.
- Talk with your children or teens about concussion and ask if they have concerns about reporting a concussion. Talk with them about their concerns; emphasize the importance of reporting concussions and taking time to recover from one.
- Ensure that they follow staff's rules for safety and the rules of the sports they play.
- Tell your children or teens that you expect them to practice good sportsmanship at all times.

Children and teens who show or report one or more of the signs and symptoms listed below—or simply say they just “don’t feel right” after a bump, blow, or jolt to the head or body—may have a concussion or other serious brain injury.

Signs Observed by Parents or Coaches

- Appears dazed or stunned.
- Forgets an instruction, is confused about an assignment or position, or is unsure of the game, score, or opponent.
- Moves clumsily.
- Answers questions slowly.
- Loses consciousness (even briefly).
- Shows mood, behavior, or personality changes.
- Can’t recall events prior to or after a hit or fall.

Symptoms Reported by Children and Teens

- Headache or “pressure” in head.
- Nausea or vomiting.
- Balance problems or dizziness, or double or blurry vision.
- Bothered by light or noise.
- Feeling sluggish, hazy, foggy, or groggy.
- Confusion, or concentration or memory problems.
- Just not “feeling right,” or “feeling down.”

Talk with your children and teens about concussion. Tell them to report their concussion symptoms to you and their coach right away. Some children and teens think concussions aren’t serious or worry that if they report a concussion, they will lose their position on the team or look weak. Be sure to remind them that it’s better to miss one game than the whole season.

MEDICATIONS

Policy prohibits staff members from administering prescription or over-the-counter medications of any kind. This includes skin cream, sunscreen and insect repellent. If your child requires emergency medication, such as an inhaler or EpiPen, you are required to provide the medicine in its original packaging and complete a Boys & Girls Clubs medical form. All emergency medications are locked in a storage cabinet at your child’s site. If a situation arises that your child should need emergency medication, BGCSV staff will then allow him/her access to their emergency medication and allow him/her to administer the medication themselves.

BGCSV staff will not administer medication to a child unless your child is unable to physically administer the medication (e.g., a severe asthma attack or anaphylactic shock).

Medicines that are out of date or not clearly labeled in their original container will not be permitted.

PARENTAL NOTIFICATION

It is very important that we have up-to-date contact information for parents/guardians and emergency contacts. If your phone number or address changes, you are required to notify us as soon as possible. The phone numbers provided on the application are the only form of contact we have for notifying parents in case of an accident or emergency, so please make sure staff have accurate contact information.

EMERGENCIES & DISASTER PLAN

In the event of a fire, natural disaster, or man-made disaster, staff will evacuate all children using the posted exit routes. The appropriate authorities as well as parents and/or guardians will be contacted. Should parents and/or guardians be unavailable, those listed as a *Secondary* or *Other Emergency Contact* (as provided on the membership application) will be called. A written copy of the Emergency Preparedness Plan is posted at each site. Please see the Director to request a copy.

MANDATED REPORTING DUTIES & POLICY

We are required by law to report suspicion of child abuse or neglect to the Child Protective Services unit of the Department of Social Services.

STAFF RATIOS

Boys & Girls Clubs of Silicon Valley is not a licensed day care facility.

Trained, qualified youth development professionals run our programs and supervise Club members. We follow state guidelines for ratios with one (1) program leader for every twenty (20) children. A Director is available at each site.

EARLY RELEASE POLICY

Our program is designed to maximize participation and ensure that members attend every day after school for the full length of the program. If your child attends an ASES-funded program, there are strict guidelines as to early release (*see below*). If there are more than three (3) unexcused early release days or absences, BGCSV reserves the right to drop your child from the program.

Please see the director to complete the required Sign Out and Early Release Form.

A child may be released prior to the end of the program on the following conditions only:

- Family emergency
- Illness or Medical Appointment
- Child accident or medical emergency
- Participation in a parallel program
- Safe transportation home (e.g., walking home, only ride available to student, etc.) or weather conditions
- Other family circumstances considered on a case by case basis and agreed upon by the administration

SIGN OUT & PICK UP

At the end of each day, all members must be picked up and signed out by their parent/guardian or an authorized adult (18 years or older) on their list of contacts as indicated by the parent/guardian on their child's completed membership application. * Parents/guardians can add or delete authorized adults to their child's list of contacts. Please see Staff if there are persons to be added to your list of contacts. Please be advised that your child will not be released to any persons who are not listed as an authorized adult.

If your child attends a residential program (e.g., Jasmine Square, Ochoa, Park Place, etc.) please see membership application for authorized release for those children ages 8 or older.

If there are person(s) for whom you wish not to allow contact with your child, please see our membership application to complete the appropriate field. In addition, you are required to provide legal documentation to support prohibitive contact.

Boys & Girls Clubs of Silicon Valley is not responsible or obligated to enforce any mandated court order as pertains to conditions of parent-child contact.

If you or an authorized adult cannot pick-up your child and arrangements must be made with an adult who is not authorized, please notify Staff immediately to give permission for your child's release into their care. Please provide a first and last name of the adult who will be picking up your child. Please, inform them that will be required to present Staff with a valid photo identification card for verification and photocopy—this photocopy will be included in your child's membership file.

When signing in and out, the parent/guardian or authorized adult must write down the exact time of arrival and departure and his/her **full signature** (both first and last names - NO INITIALS) as required by the California Department of Education (CDE).

To ensure your child's safety, **Boys & Girls Clubs of Silicon Valley reserves the right to request picture identification** (e.g., driver's license, passport, student identification card, etc.) **from any parent/guardian or other representative whom is requesting release of a child into their custody.**

MEMBER ARRIVAL & DEPARTURE

Our Clubhouses open and close promptly as posted. Staff will not supervise any children before or after the Club's posted hours of operation. Members are not to be left unsupervised on the premises before the Club's posted opening time. Members must be picked up at or before the Club's posted closing time.

LATE PICK-UP

If you are running late, please, contact the Club. Late fees may be assessed. If a member is left at the Club sixty (60) minutes past the posted closing time, Boys & Girls Clubs of Silicon Valley reserves the right to contact authorities to pick up member at the parent's/guardian's expense.

ADDITIONAL INFORMATION

YOUR ROLE AS PARENT OR GUARDIAN

Our staff understands the importance of parental involvement as critical to your child's positive development. Children learn best when parents are involved in their child's school and their after school program. Our role as staff is to teach good moral values and trustworthiness while instilling a desire for community outreach, responsibility and professional success. Our hope is that the guidance we provide is merely a reinforcement of what is already being taught at home.

The success of any after school program can only be achieved through consistent staff-parent communication. Sharing observations, concerns, accomplishments and progress on a regular basis with parents or guardians promotes and reinforces the importance that all influencing adults have on their child's development; that their child's success in life can only be determined by an ever-increasing level of involvement.

WHERE TO SEEK HELP OR ASSISTANCE

If you have concerns regarding any matter directly related to a situation that occurred while your child was in our care, it is essential that you speak first to the Club's Director. If you believe your concern is not resolved after a discussion with the Site/Unit Director, you should then request to discuss this concern with the Director of Program Services. If you still believe your concern is not resolved, you should discuss the concern with the Chief Operating Officer.

PARENT RESOURCES

Club Newsletters/Calendars are provided on a monthly basis. This informs parents/guardians of any upcoming events, programs, electives, reminders and parenting information. Please take the time to read our Club Newsletter and stay informed.

PARENT VOLUNTEERS

Parents/guardians are welcomed and urged to offer time to help with any part of our after school programs or camp. Consider volunteering or donate your time, your knowledge or your expertise. As required by law, parents that wish to volunteer must have a recent TB (tuberculosis) test and must pass a background check prior to their participating in a program. Parents must also certify that they are in good health and will be able to perform volunteer duties.

DONATIONS

Boys & Girls Clubs of Silicon Valley only accepts in-kind donations of new items (e.g. board-games, sports equipment, art supplies, etc.). We do not accept any used or damaged items, or new items that are no longer compatible with current technology (e.g. computer software) or clothing. As a nonprofit organization, Boys & Girls Clubs of Silicon Valley is funded by public and private corporations, foundations and by individual donors. As parents/guardians, family members and friends of a member, you can make a difference in a child's life by helping us make high-quality programs and services available to all. Please see Staff if you are considering a monetary gift.

PARENT/GUARDIAN ACKNOWLEDGEMENT FORM

Please retain this copy for your records.

- I have read and understand the ATTENDANCE REQUIREMENT. I understand that my child is expected to participate in the after school program everyday (Monday-Friday, five (5) days per week) and for a total of no less than fifteen (15) hours per week, excluding holidays and service days.
- I have read and understand the LATE PICK-UP POLICY. I understand and agree that there may be a late fee, and that the main office will bill me. A payment schedule can be arranged for considerable amounts of money due, however, I understand that I must call and make such arrangements.
- I have read and understood the BRING YOUR OWN DEVICE ACCEPTABLE USE POLICY. I understand that my child will only use technology at the direction and supervision of Club staff.
- I have read and understand the BEHAVIOR POLICY provided by BGCSV. I understand that my child and I will need to abide by all rules of BGCSV while at the Club or a Club event.
- BGCSV agrees to notify the parents/guardians whenever the child becomes ill and the parent/guardian will arrange to have the child picked up as soon as possible.
- The parent/guardians authorize the BGCSV to obtain immediate medical care if any emergency occurs when the parent/guardian cannot be located immediately.
- The parents/guardians agree to inform the center within 24 hours or the next business day after their child or any member of the immediate household has developed a reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases, which must be reported immediately.
- I realize that the BGCSV is not responsible for injuries that occur to my child at the Club. Parents should carry their own medical insurance and are responsible for medical costs that may be incurred in cases of emergency.
- I have read the section of this Parent Handbook on concussion. I have talked to my child/teen about concussion and about what to do in the event of a concussion or other serious brain injury.
- There will be a \$35.00 fee for all returned checks. Upon receipt of any returned checks BGCSV will deny any other check written and will only accept cash, Visa or MasterCard.