



Club Family Handbook

This handbook is designed to give information and policies that pertain to Boys & Girls Clubs of Bellevue preschool programs, non-licensed elementary programs, teens, athletics and summer camp.

Updated March 2022

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1.0 MISSION OF BOYS & GIRLS CLUBS

Boys & Girls Clubs exist to inspire and enable all youth, especially those who need us most, to realize their full potential as productive, responsible and caring citizens.

Boys & Girls Clubs of Bellevue is a non-profit organization that provides a safe facility, professional staff, fun environment, and programs to assist youth in developing self-esteem, values, and skills. We serve children ages 3-18 and provide programs in the areas of *Academic Success*, *Good Character & Citizenship*, and *Healthy Lifestyles*.

2.0 HISTORY

For nearly 70 years, Boys & Girls Clubs of Bellevue has been committed to providing safe places for Bellevue's youth when they are not in school. Targeting the neighborhoods that need us most, Clubs ensure all Eastside's children and teens have equal access to life-enhancing programming focused on academics, health, and leadership

3.0 PROGRAM PHILOSOPHY

To provide children with age-specific and individually appropriate enrichment activities that promote opportunities for friendship, skill development, self-esteem, values, self-discipline, and respect for others through positive habits, attitudes, behaviors and choice.

4.0 ANTI-BIAS STATEMENT

Boys & Girls Clubs of Bellevue is committed in all areas to providing an environment that is free from discrimination and harassment. We will not tolerate discrimination and harassment based upon an individual's sex, race, ethnicity, national origin, age, sexual orientation, religion, or any other legally protected characteristics. All Club staff, youth members, and volunteers are expected and required to abide by this policy. We strive to engage youth in programs that support the development of cultural competency. Our programs help youth understand and respect their own culture and the cultures of others, where they are able to contribute to a multicultural society and demonstrate acceptance for differences among people.

5.0 NON-DISCRIMINATION

All people are welcome at Boys & Girls Clubs regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability.

6.0 ADA POLICY

Boys & Girls Clubs of Bellevue seek to serve all people. It is our intention to include people of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. This includes individuals with a physical, mental or emotional need that substantially limits a major life activity, individuals with a record of such need, or individuals who are regarded as having such needs. Despite our best efforts, it may not be possible in certain circumstances for Boys & Girls Clubs to accommodate the disability or special needs of a particular child. This could occur in the following examples:

- The individual's disability or special needs present a significant direct threat to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level; or
- The required accommodation would require a fundamental alteration to Boys & Girls Clubs youth programs or otherwise would present an undue burden for Boys & Girls Clubs.

For some youth, special accommodation needs may appear later, or may differ over time. BGCB will make ongoing assessments of your child's needs, and will require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations or supervision needs may jeopardize the

placement of or continued participation by your child in the program. All children are expected to abide by the *Code of Conduct* or stated behavior expectations. An individual plan of care stating needs is required prior to starting the program.

7.0 NON-RELIGIOUS POLICY

Boys & Girls Clubs is a non-denominational organization and does not promote or facilitate religious activities regardless of where the program is housed. From time to time, however, we will expose children to diverse cultural experiences that may have religious overtones. Children will not be required to participate in any of these activities and alternate activities will be provided upon request. Please note your family religious preferences on the registration form.

Boys & Girls Clubs allow children to feel comfortable expressing their own religious beliefs and practices without staff promoting their own beliefs.

8.0 ANTI-BULLYING POLICY

Boys & Girls Clubs of Bellevue is a safe and positive place for kids. We have zero tolerance for bullying. Bullying is defined as unwanted, aggressive behavior that involves a real or perceived power imbalance. If a member's behavior is considered bullying, we will work the parents/guardians on age-appropriate interventions and consequences. If the bullying behavior does not stop, the Club member may lose their right to attend the Clubs.

9.0 CELEBRATION OF HOLIDAYS

Boys & Girls Clubs is a non-sectarian, multi-cultural organization. Holidays are recognized for their celebration value rather than their religious significance. One-way staff honors diversity is by teaching children how different cultures celebrate their holidays. You are welcome to inform us of holidays your family celebrates.

10.0 PARENT/GUARDIAN CODE OF CONDUCT

Boys & Girls Clubs of Bellevue are committed to providing a safe and nurturing learning environment for your child. In an effort to ensure your child's development is met in a positive way, we ask that you as the parent(s)/guardian(s) agree to the following:

- To make every effort to follow all policies and procedures as expressed in this handbook. You understand that it is your responsibility to read and comprehend the policies set forth and to follow them to the best of your ability.
- To strive to support the Club in the way you communicate with the children, the staff, and other parents. You will not be discourteous to, threaten, or use inappropriate language or actions towards any child (yours or other), staff, or other parents/guardians either at or near Boys & Girls Clubs or at any Boys & Girls Clubs functions.
- To not approach any child other than your own to obtain confirmation, clarification, or "their view" on Boys & Girls Clubs-related issues, disputes, or disagreements between children. Such matters must be brought to the attention of Boys & Girls Clubs staff.
- To not approach any staff member requesting confidential information in regards to any child but your own.

Should you violate the above guidelines, you understand that your child's enrollment may be terminated.

11.0 ZERO TOLERANCE

The safety of our members is our primary concern and therefore we have no tolerance for fighting, bullying, harassment or damage to property. If a child acts out in an aggressive manner with the intent of harming another child/staff member or causing damage to property, he/she may be suspended or removed from the program. If a child of a family member brings a weapon, he/she will be asked to leave immediately, and their membership may be revoked.

12.0 DRUGS, ALCOHOL AND SMOKING

The use of illegal drugs, controlled substances, recreational drugs, alcohol, and tobacco and other smoking materials is prohibited at Boys & Girls Clubs. If suspicion of impairment occurs, we will ask you to call a taxi or an emergency contact to pick up you and your child. If you choose to leave with your child, we will call 911 and CPS.

13.0 HOW TO HELP YOUR CLUB

If you would like to learn how to support Boys & Girls Clubs of Bellevue with either a financial donation, or a gift of supplies, please talk with your director, or visit our website: www.bgcbellevue.org/donate.

14.0 ACKNOWLEDGEMENT OF HANDBOOK

At the time of program registration and within all confirmation emails, a link is provided to access this handbook. If you would like a hard copy, please talk with your Club staff.

CLUB HOURS

15.0 HOURS OF OPERATION

School Year: We offer both elementary before and after school programs, teen programming and athletics. Hours of operation for our afterschool program begin immediately after school until 6:30p.m. Please see your local Club or our website for site specific times.

No School Days: We offer programming for the full day. Club hours are 8:00a.m-6:00p.m.

Summer: We offer a variety of summer camps. Please see our website for more information.

16.0 CLUB CLOSURES

Boys & Girls Clubs of Bellevue recognizes the following days as holidays and may be closed. *As some holidays may fall on a weekend, please check with your Club for the most accurate closure information as they vary.*

- New Year's Holiday
- Presidents Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Indigenous People's Day
- Veterans Day
- Thanksgiving Holiday (Thursday and Friday)
- Christmas Eve and Christmas Day

In addition, your Club may close for training days (please check with Club for accurate dates as they vary):

- June (summer camp prep days)
- August (school year prep days)
- School in-service days and closures

17.0 SNOW/INCLEMENT WEATHER

The decision to close the Clubs due to inclement weather conditions will be made with consideration to road conditions, weather forecast, temperature, and other factors. The Club will follow Bellevue School District closure policy. If Bellevue School District closes due to inclement weather, all Club programs for that day will be cancelled. All efforts will be made to close the Club prior to children arriving. If children are in the building, parents are expected to make efforts to pick up their child/children as soon as possible.

18.0 POWER OUTAGES/WATER SHUT OFF

For the safety of our members and staff, the Club may close early due to power outages. Parents/guardians and emergency contacts will be called for all children in attendance. If the water is shut off, the Club will be closed and will remain closed until other accommodations are made.

19.0 EXCESSIVE HEAT AND COLD

Indoor temperatures must be maintained between 68- and 82-degrees Fahrenheit. In the event that climate control devices are not enough, the Club may close until those temperatures can be maintained.

STAFFING AND COMMUNICATION

20.0 STAFFING

Our programs employ youth professionals who take seriously the work they do with children. Prior to being hired, each staff must undergo a criminal background check, reference check and in-depth interview. Our professionals receive Boys & Girls Clubs of Bellevue and Boys & Girls Clubs of America program training. Trainings include, but are not limited to, child safety and harassment training and Trauma Informed Care trainings are required of all staff (including seasonal summer staff). To create a space in which youth can thrive, Youth Development staff and directors directly working with children are trained in the Weikart Center for Youth Program Quality's approach. Current CPR/First Aid, Bloodborne Pathogens and Food Handler's card certifications are mandated.

We run a strict ratio of staff:child to ensure that safety is a Club priority. Ratios for the following programs are:

Pre-K - 1:5 | Elementary - 1:15 | Teens - 1:20

Please be aware that staff are not allowed outside contact with any youth in our programs. This includes but is not limited to babysitting, house sitting, e-mail/phone contact, social media etc. as outlined in the Employee Handbook. Any prior relationships staff may have with children and/or families must be disclosed and an *Off-Hours Contact with Boys & Girls Clubs of Bellevue Staff and Minors* form must be filled out and on file.

Staff may be permitted to attend children's community events, if disclosed.

21.0 VOLUNTEERS

Volunteers are vital to our programs and we encourage any parent or other adult to become a Club volunteer. Volunteers tutor, teach classes, coach, help with special events, fundraise, work in the office, participate on Club Advisory Boards, and help with building repair and maintenance projects. Volunteers are interviewed and must undergo a comprehensive nationwide Criminal History Background Check, which is repeated on a regular basis without exception. If you would like to volunteer at the Club, please speak to a staff member. All potential volunteers must have a valid Social Security Number in order to volunteer at the Club.

- **Minor Volunteers (Including Counselors in Training)** - Must be at least 13 years of age and meet same background and training requirements of adult volunteers. Minor volunteers do not count as youth or staff in staff to youth ratios and will never be left with other minors unsupervised.
- **Vaccine Mandate** - In accordance with a state of Washington vaccination mandate, all staff and volunteers coming into our Clubs in person must be fully vaccinated against Covid-19 and MMR as of October 18, 2021.

22.0 COMMUNICATION

The front desk or the information board is the first place to look for notices about activities, schedules or program sign ups. Please check in with the program director to ensure your email is up to date. Our website (www.bgcbellevue.org) is where you will find more information about our programs. Feel free to send us an email if you have questions or messages for staff.

23.0 UPDATING PERSONAL INFORMATION

Please notify us in writing if any of the following changes occur, so that we can update records.

- Change in phone numbers, home address, work place, school, doctor, dentist, health/dental insurance, or emergency contact.
- Changes in individual's authorization to pick up.
- Changes in allergies, health, or immunization status.

24.0 GRIEVANCE POLICY

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

- Address a letter to the site director stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss.
- If this discussion does not resolve the concern, you may request to meet with the Unit Director. After listening to your concerns and reviewing the site director's response, the Unit Director will make a final decision.
- If necessary, final resolution will involve the CFOO for Boys & Girls Clubs of Bellevue.

This grievance resolution policy is only a guideline. We may decide in some circumstances, and at our discretion, to use a different procedure to look into or resolve challenges. All decisions regarding the resolution of concerns or complaints remain at our discretion and shall be final.

Our goal is to provide a quality, safe place for children. The procedure to address grievances does not include the option of confrontation while children are present. We strive for a positive working relationship with all involved. However, any situation deemed a threat to the safety and well-being of children in our care or our staff or a disruption to the regular operation of our programs will not be tolerated.

REGISTRATION AND BILLING

25.0 ANNUAL CLUB MEMBERSHIP AND REGISTRATION FEE

Current memberships are required for all programs. Memberships are \$30 and expire on August 31st each year. Membership fees may be waived if your child qualifies through one of the following:

- Current foster child with placement paperwork on file with Club
- Current resident at one of our three KCHA sites and attending program on site with lease agreement on file with Club
- Apple Health Insurance through one of the following providers with copy of the insurance card on file with Club: Amerigroup RealSolutions, Community Health Plan of Washington, Coordinated Care, or United Healthcare Community Plan

26.0 REGISTRATION AND ENROLLMENT PROCEDURES

Sibling discounts are in place for families that have multiple children enrolled in the Project Learn after school program. Tuition for the first child is at regular price and a \$25 monthly discount is applied to any additional children enrolled. Sibling discounts do not apply to Preschool or Summer programs.

Prorating for Preschool and Project Learn after school program will be applied to any member who begins the program between the 16th and last day of the month, reducing the tuition for the month by half. Summer programs are not prorated.

Automatic payment for tuition can be set up during program registration or by speaking to your Site Director or front office staff. Cards on file for Project Learn automatic payments will run on the first of every month. Cards on file for summer programs will run two weeks before the start of each session the member is enrolled.

27.0 SCHOLARSHIP PROGRAM

We understand that not everyone can afford program fees. Therefore, we have set up a scholarship system for those who need assistance. If you are eligible for a scholarship, you will only have to pay a percentage of the program fee. Scholarships must be updated and renewed each year.

28.0 NON-LICENSED/TEEN PROGRAM REGISTRATION

Youth must be registered in the afterschool program prior to starting the first day. If your child has additional needs, please contact the site director to ensure a smooth transition.

29.0 ATHLETIC REGISTRATION

All athletic programs have a "register by" date. Please check our website (www.bgcbellevue.org) for additional information or with Club's athletic director.

At the time of registration, please indicate your child's buddy/team and coach request. Program specific requests may include: jersey size, preferred practice location and times. We try our best to accommodate but requests are not guaranteed.

30.0 BILLING PROCEDURES

Deposits and registration fees are required in full to be considered enrolled in the program. If payment is not made your child will not be allowed to attend/participate.

We ask for a credit card, debit card or ACH payment setup to be entered on your account for payments of fees. Depending on program/season fees may be due weekly, monthly, or on a three-month payment schedule. Your card will be entered one time, encrypted and charged on the due date of programs. Please note, we do offer multiple child discounts to families. (See sibling discount section). If you do not have a credit card on file you will be required to make payment in full before attending.

Failure to pay fees timely will result in your child not being able to attend any Boys & Girls Clubs of Bellevue program. Please contact program director if payment arrangement needs to be made.

31.0 SCHEDULE OF PAYMENTS

Payments are due 2 week in advance of your start date and can be made in the following ways:

1. By logging into your online account
2. Signing up for auto-deduct for automatic payments via your online account
3. Calling our admin team at (425) 454-6162
4. In person at any Boys & Girls Clubs of Bellevue location

Athletic Programs: Payment in full is due at time of registration. If a payment plan is requested, please contact your athletic director for setup. Some programs may require a deposit to hold your child's spot. Deposits are non-refundable and non-transferrable. A late fee may be incurred if signup occurs after registration date.

Summer Camp: Payment is due two weeks prior to the start of camp.

32.0 ADDITIONAL FEES

Late pick-up fee: A fee of \$1.00/per minute will be charged to your account after program closes.

Non-sufficient funds check fee: A fee of \$50.00 will be assessed if a check is returned.

Credit card charge back fee: A fee of \$50.00 will be assessed to your account.

33.0 SIBLING DISCOUNTS

Sibling discounts are in place for families that have multiple children enrolled in the Project Learn after school program. Tuition for the first child is at regular price and a \$25 monthly discount is applied to any additional children enrolled. Sibling discounts do not apply to Preschool or Summer programs.

34.0 REFUNDS

Project Learn/Preschool Withdrawal Policy: If you need to withdraw your child from Project Learn we require 30 days written notice in the form of a completed Project Learn Withdrawal Request. Your Site Director can provide you with this form. If less than 30 days notification is received, the last day of attendance will be considered 30 days from the date of notice and tuition fees will be required to be paid for that time. Membership fees are non-refundable.

Athletic Refund Policy: A full refund will be issued, minus a non-refundable \$15.00 and membership fee if participants have contacted the club by the end of the first week of practice. 50% refund will be given up to the first week of games. No refunds will be issued once games have begun.

Summer Camp Refund Policy: Payments are due in full two weeks before the start of each camp session. For refund requests made at least two (2) weeks before the start of camp, BGCB will issue a full refund, minus a \$25 processing fee. For refund requests made less than two (2) weeks before the start of camp, BGCB will issue a 50% refund. Please contact your Site Director or the Downtown Club to request a refund. BGCB will not issue refunds once camp begins. Membership fees are non-refundable.

35.0 ATTENDANCE POLICY

In support of Bellevue School District's "Right Time, Right Place, Ready to Learn" initiative, members who do not attend school are not eligible to attend the Club that day.

Please notify the director at your site if your child will be absent.

Note: Boys & Girls Clubs of Bellevue base school year fees on a 10-month program cycle. Therefore, we do not pro-rate shorter months or school breaks (including winter break, mid-winter break and spring break.)

36.0 SPLIT FAMILY PAYMENT PLANS

In order for us to remain neutral, families asking for split bills will be required to submit a request accompanied by the parenting plan. We require you to provide us your court documents in order to provide separate bills and for us to know who is responsible for payment percentages. We will follow the parenting plan, but if payments are missed, it is the responsibility of the parent/guardian who registered the child into the program to pay any amounts due.

37.0 CANCELATIONS

At times, Boys & Girls Clubs will need to cancel a program due to low enrollment. Parents will be notified via email/phone call and a 100% refund will be issued. If your child will not attend other BGCB programs, membership may be refunded.

39.0 TAX INFORMATION

Please contact our main office for any tax information at 425-454-6162

40.0 OVERDUE ACCOUNTS

If your account becomes past due, you will receive a notice (phone call and/or email) that your account is delinquent and that program participation may be terminated within two weeks of non-payment. Collection actions may be taken if payment is not received within 45 days. Please coordinate with your program director if a payment plan is needed.

Overdue accounts and/or payment plans, if not dealt with and paid on time, will lead to suspension. Your child will not be eligible to participate in any BGCB until all fees are paid in full.

General Information

41.0 CHILD CUSTODY AGREEMENTS, REQUEST OF RECORDS, AND LEGAL ORDERS

Certified copies of child custody agreement and legal orders regulating parental access to children and their school records need to be filed with the site director.

To remain neutral, we will not release attendance records without a court order requiring us to do so. Court ordered documentation search requests will incur a \$50/hour fee with a minimum of two billable hours (\$100).

42.0 OPEN DOOR POLICY

As the parent/guardian of a child in our program you are welcome to observe the program. Regular visitors who interact with Club members are encouraged to volunteer and go through a background check for all members' safety. If you wish to discuss an individual matter during your visit, please schedule a meeting with the program director at a time when they're not involved with children.

43.0 FAMILIES IN TRANSITION

Families in transition through personal loss, loss of a job, separation of a spouse or partner, or other difficult challenges should know we want to offer support. Please make us aware of concerns in your child's life. Changes outside of school and Boys & Girls Clubs may have an impact on a child's interactions while in our care. Our policy is to maintain a quality program while continuing to be a neutral and a confidential party during family hardship. We will help to provide families with resources such as counseling services, observation of children with chronic behavior problems, and other referrals. For more information, please request to meet with the program director.

If we become part of your parenting plan (i.e. split payments, mutual pick up/drop off point for custody exchange, etc.) please share this information with us. For other court ordered situations (i.e.: restraining orders), we must have a copy of the order on file in order to comply.

44.0 PHOTOGRAPHY AND VIDEOGRAPHY RELEASE

As a part of every program registration, photography and videography release is chosen by the parent/guardian. If you would like to update or change this information, please see your program director.

HEALTH AND SAFETY

For information regarding our Club safety policies, including COVID-19, visit our website at bgcbellevue.org

45.0 CONTAGIOUS ILLNESS

Boys & Girls Clubs of Bellevue and the Department of Health requires us to exclude children with symptoms of contagious illnesses. If it is evident your youth shows any of these symptoms while in our care you will be contacted to pick them up **immediately**. We will not provide care for youth who have stayed home from school or if determined sick at school 30 minutes prior to school releasing. If school contacted parent or guardians 30 minutes before school ends, we expect the child be picked up no later than 30 minutes after arriving to the Club/site. Please keep your youth at home if they are showing any of the below symptoms. Symptoms include:

- Diarrhea (three or more times in a 24-hour period)
- Vomiting (twice or more in a 24-hour period)
- Body rash, including ring worm and scabies (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
- The presence of lice, nits or scabies (may return as soon as all presence is eliminated) *
- Pertussis (whooping cough) *
- Simply not feeling well: unusually tired, pale, lack of appetite, difficult to wake, confused or unusually irritable
- Fever above 100 degrees
- COVID-19 related symptoms (cough, sore throat, difficulty breathing, new loss of taste or smell, etc.) *
 - This includes anyone living in the household with a Club member within the past 24 hours.

* denotes when Club staff need to be informed on a contagious illness

46.0 CONTROL OF A CONTAGIOUS DISEASE

When a Club becomes aware of the presence of a contagious disease at the facility, Club staff will notify the appropriate local health officer for guidance.

When there is an outbreak of a contagious disease and there is the potential for a case or cases to spread, the Club will take all appropriate actions deemed necessary to control or eliminate the spread of the disease within their local health jurisdiction including, but not limited to:

- Closing part or all of the affected Club
- Excluding any members, staff, and volunteers who are infectious, or exposed and susceptible to the disease from Club programming.

In some instances, additional vaccination information may be necessary depending on the communicable disease.

47.0 LICE

If a child is found to have head lice while at Boys & Girls Clubs, the family will be contacted and asked to pick up their youth immediately. Because lice are considered to be contagious, we must look after the best interests of all the youth attending our program. Youth will not be allowed to return to the program until they are lice and nit free.

48.0 PRESCRIPTION MEDICATION

Physician's name and authorization are required for long term prescription medications.

A Medication Authorization Form must be completed for any prescription or over the counter medication you wish us to administer to your child. See program director for medical forms. Please be sure that medications are stored in their original containers and clearly labeled with original label:

- Child's name
- Name and strength of medication
- Directions, time, dosage and method of administration
- Length of time to be given ('from' date and 'to' date)

Note: over the counter medication or general antibiotics used for less than two weeks do not require a doctor's signature.

For life threatening and/or chronic conditions (i.e. asthma, allergies, diabetes, ADD/ADHD), you will be required to fill out a medical plan. This plan will contain information about signs of an emergency and steps to take if a child needs daily and/or emergency medication.

49.0 NON-PRESCRIPTION MEDICATION

Non-prescription medication must be in its original container and will be given only by the dosage and frequency on the label, and is age-appropriate for your child, unless written consent is given by child's physician. Medications are stored in a space not accessible to youth. Parents may authorize the following classifications of non-prescription medications: antihistamines, non-aspirin fever reducers/pain relievers, decongestants, anti-itching ointments and sunscreen.

50.0 BATHROOM SUPPORT

For safety purposes, Boys & Girls Clubs staff do not support any youth while they are using the bathroom. All youth must be able to use the bathroom independently. This includes those attending our Pre-K programs.

While we understand an occasional accident may occur, if your child experiences frequent accidents (e.g. more than 3 per month, etc.), a temporary separation from the program may be necessary so the family can resolve the matter.

51.0 HAND WASHING

Hand washing procedures adhere to the following steps: wash hands with warm water and soap for 20 seconds, dry hands, and turn off the water with a paper towel. These precautions are in place to help reduce the occurrence of infectious disease. Children will be asked to wash hands during transitions.

52.0 CLEANING PROCEDURES

To maintain a clean program space, we follow these practices: surfaces are washed with soap and water and rinsed by sanitizing the surface with a licensing approved solution. Please see our Health Care Policy for more detailed information.

53.0 PESTICIDES

You will be notified at least 48 hours in advance of the application of any pesticide. This notification will include the product name of the pesticide being used, intended date and time of application, location where the pesticide will be applied, the pest(s) to be controlled and the name and number of a contact person at the site. Signs and/or markers will be posted following the application of the pesticide. These signs/markers will state, "*This landscaped has been recently sprayed or treated with pesticides.*" They will also state who has treated the landscape and who to call for more information. For Seattle Public School sites, no pesticides are allowed.

54.0 EMERGENCY RESPONSE PLAN

We regularly practice emergency drills on how to care for youth after a disaster and review emergency scenarios in order to be able to handle a wide variety of crises. Please keep the following in mind:

- In the event of a natural disaster (earthquake, etc.), we have supplies and emergency preparedness plans to accommodate staff and youth while they are on site. If the Club becomes uninhabitable, and we are instructed to move to a safer place, we will post our location and means of transportation.
- After a disaster, we will continue to care for your child until you or an emergency contact is able to pick them up. We understand this may be for many hours after a disaster. It is a parent's/guardian's responsibility to provide any medications (3-day supply) their child may need in case of a disaster.
- You may not be able to reach us by phone after a disaster. Unless you need to report a life-threatening injury to authorities, it is best to stay off the phone. Calling us takes us away from caring for children during emergencies.
- Check in with staff first before taking your child home. It is important we keep accurate, written records when releasing members. Taking your child without notifying staff will put that child on the missing list. This will cause needless delays for searchers who need to be looking for children truly in crisis.

55.0 ACCIDENTS

| Emergency Treatment: | Non-Emergency Treatment: | First Aid Treatment Only: |
|--|--|---|
| <i>Examples:</i> <ul style="list-style-type: none">• Uncontrolled bleeding• Seizures• Second- and third-degree burns• Shock• Fractured bones <i>Protocol:</i> <ul style="list-style-type: none">• Call 911• Administer CPR/First Aid• Contact parent/guardian or emergency contact• EMS or parent transport to hospital• Complete accident/injury report | <i>Examples:</i> <ul style="list-style-type: none">• Extreme vomiting• Severe pain• Fever 101 degrees or above• Cut that require stitches <i>Protocol:</i> <ul style="list-style-type: none">• Administer First Aid• Contact parent/ guardian or emergency contact• EMS or parent transport to hospital, if necessary• Complete accident/injury report | <i>Examples:</i> <ul style="list-style-type: none">• Minor cuts, scrapes, bumps• Low grade fever up to 101 degrees, headaches• "Need to lie down" <i>Protocol:</i> <ul style="list-style-type: none">• Administer First Aid• Document in accident log• Contact parent/guardian for pickup, if necessary |

In the event of an accident while in our care, Boys & Girls Clubs of Bellevue carries secondary insurance. Secondary insurance will help cover additional costs that the youth's primary insurance does not cover. Please talk with your site director to receive the form.

56.0 AIR QUALITY POLICY

Boys & Girls Clubs of Bellevue follows Bellevue Health Department recommendations for air quality. If KCHD states the air quality is poor, we follow their recommendation to stay indoors and cancel outside activities. Clubs reserve the right to keep members indoors if they feel the air quality is poor and no announcement has been made by KCHD.

57.0 WEATHER CONDITIONS

In the event of extreme weather conditions (heat, cold, storms, etc.), we keep youth inside the Club.

PROGRAM EXPECTATIONS

58.0 TOYS FROM HOME

Please see the director or staff for specific policies before bringing toys from home. When permitted, any toys must be appropriate for a school or Club setting. We are not responsible for any lost or stolen items. Please note that we do not provide storage for toys from home. We do not allow toys to be traded, sold or purchased. This policy also includes electronics and other collectibles.

59.0 ITEMS TO BRING TO CLUB

Please bring clothing and shoes appropriate for outside play, and homework or books for quiet time. Check with staff for ideas of suitable sports equipment. When riding bikes, skates or boards helmets are required.

60.0 ITEMS NOT TO BRING

Valuables should not be brought to Club. Items which endanger Club members and employees are not permitted. Weapons, real or toy are not permitted. Weapon-like novelty items such as switchblade combs and bullet key chains are not permitted. Real or toy handcuffs and restraints are not permitted. Fireworks are not permitted. Alcohol or drug related clothing and paraphernalia are not permitted. Head coverings and clothing that can be perceived as gang-related are not to be worn on Club property.

61.0 OPEN ACCESS POLICY

Boys & Girls Clubs of Bellevue 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.

62.0 LOST AND FOUND

We are not responsible for lost or damaged items from home. Please help us by labeling everything with your child's name and leaving valuables at home. Stray clothing and items will be placed in the lost and found area each day. Unclaimed clothing and items are donated to charity. Please check with your Club for donation dates.

63.0 SCREEN TIME

We limit screen time and encourage members to participate in other offered activities.

64.0 TECHNOLOGY POLICY

Boys & Girls Clubs is committed to keeping members safe when it comes using technology. Please see your site director for Club specific technology policies.

For Club members in K-5th grade, we do not allow cell phone usage in the Club. For Club members in 6th-12th grade we limit cell phone usage to designated time. No photography and/or videoing is allowed of Club members by other Club members for their privacy and safety. This includes posts to social media platforms. Please see director with questions.

All activities online must comply with Boys & Girls Clubs of Bellevue's values and expectations.

65.0 MUSIC

We make every effort to make sure music is age-appropriate. We cannot control music that children hear outside of the Club and may introduce to their peers.

66.0 DAMAGE TO CLUB PROPERTY

In the event your child intentionally damages Club property, you may be asked to cover the cost of replacement.

BEHAVIOR MANAGEMENT

67.0 SUPPORT PROTOCOL

Boys & Girls Clubs strives to be an inclusive community to all who we serve. Open lines of communication between BGCB staff, families and school staff help to ensure that we do our best to make sure all participants are successful. If your child has a diagnosed disability or has special medical and/or behavioral needs, a support meeting will need to take place prior to entering the program. This is to ensure our staff and your child are setup for success and can accommodate the needs of the youth. This is also available to those families that have a child without a diagnosis, but feel that extra support would be helpful for the child's success in our program.

Prior to the support meeting, we ask that families provide BGCB with an Individual Plan of Care, IEP and any ROI/FERPA forms. This information needs to be updated annually, or as often as it changes.

68.0 DISCIPLINE

While we strive to be sensitive to children and their family's cultural and individual values, age-appropriate behavior is expected of all children enrolled in our programs. Discipline will be based on an understanding of the child's needs and will encourage the child to develop self-control, appropriate behavior, and respect for the rights of others. Each child will be listened to and treated with respect and fairness by staff members. Staff may approach inappropriate behavior by using such methods as problem solving, alternative activities, and logical consequences for their actions.

Staff use positive techniques of guidance, redirection, anticipation and elimination of potential problems, positive reinforcement, and encouragement. Techniques of competition, comparison, and criticism are avoided. In addition, consistent, clear rules and expectations for the site are explained to the children. Staff will work with parents to establish open communication and to problem solve the child(ren) behavior. Follow up at home may be necessary.

The use of proactive, non-physical safety interventions are the primary form of supporting an individual in distress and defusing potentially harmful situations. If non-physical safety interventions fail, Club staff members who have previously received specialized training in non-violent crisis intervention techniques, may use physical safety interventions, including disengagements and holds to manage the situation. These interventions will be used in an emergency situation only when protecting a person from physical injury, to obtain possession of a dangerous object or protect property from serious damage. These techniques are a last resort method when verbal de-escalation and other proactive safety intervention techniques have failed.

Parents/guardians will be notified immediately if a child is in danger of hurting himself/herself, others, or the environment and if physical interventions had to be used. Should this occur, you are expected to pick your child up immediately – if unable, your emergency contact should be willing and able to do so. Your child will not be allowed to attend the program again until a protocol support meeting has happened.

The Club, under no circumstances, will use corporal punishment, ridicule, or name calling as forms of discipline.

69.0 SERIOUS DISCIPLINE AND SUSPENSION

A serious discipline problem is defined by the director that determines a youth is engaging in inappropriate behavior that result in a parent meeting and/or suspension. The following behaviors are examples and are not limited to:

- Fighting with another member, staff person, volunteer, or parent
- Bullying of any kind, verbal or non-verbal threats
- Acts of threat toward another member, staff person, volunteer, or parent
- Physical endangerment - drugs, alcohol, cigarettes, tobacco products, inhalants
- Destruction or theft of Club property or another member's property
- Racial or sexual harassment (including inappropriate physical contact)
- Bringing or using weapons with malicious intent to the Clubs: guns (toy), knives, sling shots, firearms, firecrackers or anything that is intended to be used as a weapon
- Running away from staff, program and the facility. Failure to stay within audio or visual supervision.

- If you or your child engages in any of the following behaviors, we reserve the right to suspend that person from our Clubs. Duration of suspension will be determined at the parent meeting. However, child will not be able to return before the parent meeting.

If your child's school calls you to pick them up due to behavioral or disciplinary actions, they will not be able to attend Boys & Girls Club that day. If your child has been suspended or expelled from school, they will not be able to attend Boys & Girls Clubs for the duration of the suspension.

70.0 RUNAWAY CHILD

A very rare, though serious, incident is when a child chooses to leave the Club grounds or breaks from their field trip group. Running away forces others into unsafe situations.

Our staff is instructed NOT to leave the rest of the group or risk the safety of the group by following children who leave on their own. The following policy is in place:

- If a child chooses to leave the group and the supervision of the staff member(s), they will not be chased or followed if it risks the safety of the group.
- Staff leaders will notify police of a runaway child and give a description and general whereabouts.
- The primary caregiver (parent or guardian) will be notified immediately. If unable to contact primary caregiver, the emergency numbers will be contacted.
- A runaway situation, where a child has placed the staff and other children at risk by their actions, is grounds for suspension or expulsion.

71.0 CIRCUMSTANCES FOR TERMINATING PROGRAM PARTICIPATION

We reserve the right to suspend or remove any child from BGCB programs. Staff and parent(s)/guardian(s) have the right to request a parent conference at any time. The following are circumstances in which the director could terminate program participation. In every instance, complete efforts would be taken to try to solve the problem before termination.

- If parents/guardians disagree with a Club policy, and if attempts made to reconcile differences between the parent/guardian and the director fail, participation will be discontinued. Fees will not be refunded.
- If a child's behavior puts him/her or other children or staff at risk and is disruptive to the total program and every attempt to work with the child and his or her parent(s) fails to produce ongoing improvement, services will be discontinued. Fees will not be refunded.
- Additional grounds for terminating services include chronic late pick up, non-payment of program fees, failure to comply with program policies, failure to disclose required information, or other standards indicated in this handbook, etc. Fees will not be refunded.

72.0 CHILD ABUSE/NEGLECT REPORTS

Washington State Law requires that all Boys & Girls Clubs of Bellevue staff who suspects that a child in our care is being abused or neglected must make an official report on behalf of the site to Child Protective Services (CPS). Reports are kept confidential. Referrals may be made to CPS without conferring with parents.

Reporting should be regarded as a request for investigation into a suspected incident of abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of the child. Making a report can be the beginning of a process to help parents with their challenges and to protect their children.

SCHOOL YEAR

73.0 SAFE PASSAGE POLICY

Unlike schools or daycare centers, the Boys & Girls Club is a drop-in, after school program that is building-centered in a specific community. Our primary objective is to strictly control access to the building to ensure no unauthorized persons are allowed to enter. Following guidelines suggested by our national organization and other child safety experts, we do require a signed form listing the names of individuals authorized to pick-up a specific child.

Every Club member must scan in and out each day. In addition, any child under the age of 12 CANNOT leave the Club unless they are picked up by a parent, guardian, or authorized adult. For those members age 12 and over- they can leave the Club unescorted with written permission from a parent or guardian and a signed release of liability. The older Club members can escort other members of their household, but ONLY with written permission on file. No member can return to the Club once they leave premises for the day. Lastly, any Club member that leaves unescorted without written permission will face disciplinary action – including suspension and termination of membership.

74.0 REPORTING ABSENCES

Please call us at the program site phone number if your child will not be attending the afternoon program. This will help eliminate staff needing to call you at home, work, etc. in an effort to make sure your child is safe and accounted for.

75.0 VAN SHUTTLES ABSENCES

Please call the Club if your child will not be riding the van shuttle to the Club. This will help eliminate staff needing to call you at home, work, etc. and/or contact the school in an effort to make sure your child is safe and accounted for.

76.0 LATE PICK UP

Prompt pick up is an important acknowledgement of our staffs' time. While we understand that situations can happen when you are running late, please understand that we have a responsibility to our staff to have them leave the Club promptly after their shift. If you are running late, please call the site to inform staff. If a child has not been picked up by closing, the parent is responsible for paying additional fees. A \$1/minute fee will incur for each minute you are late to pick up your child – “official time” is that which is onsite and is due at time of pickup. Staff will fill out the time the child is picked up. If attempts to reach the parent/guardian or emergency contacts are not successful, children not signed out of the program may be placed in the custody of local law enforcement, or Child Protective Services (CPS). CPS may be reached at (866) 363-4276, 24 hours-a-day. If a parent is running more than 30 minutes late, we will determine if this is something that needs to be reported to CPS.

77.0 TRANSITION

Our programs use caution when transitioning through the Club and various spaces. Children move through the building in a safe and collected manner and are instructed to use rails in the stairwells. Notices may be posted in classroom areas to alert parents where children are. Children are in auditory and/or visual range at all times. Children will always be accounted for during transitions outside to inside and vice versa. Two-way radio/walkie-talkie communication may be used at sites to communicate children's transitions.

78.0 TYPICAL DAILY SCHEDULE FOR THE SCHOOL YEAR

Each site has a posted daily schedule based on start time. In addition, sites will post lists of activities for the week and/or month. Please see your program director to see where this list will be posted.

79.0 SAMPLE CURRICULUM FOR THE SCHOOL YEAR

Our curriculum includes, but is not limited to, arts & crafts, sports & fitness, homework, life skills, healthy snacks, free play, and outdoor time.

80.0 *HOMEWORK*

PowerHour!®/homework time will be provided Monday-Thursday during the school year for youth to receive assistance with their homework. While staff encourages all children to do their best work, we are not able to tutor each child on an individual basis. Other educational activities will be available for children who do not have homework. Homework is scheduled for a specific time each day that works best for the program and around other scheduled activities.

81.0 *SNACKS AND MEALS*

Please see your Club for menus and times of snack/meals as they vary by location. Nutritious meals and snacks are core to our out-of-school programs which promote healthy lifestyles (including physical fitness and nutrition education).

Please inform us if your child has any dietary restrictions. We may ask you to provide additional snacks for your child.

82.0 *LUNCHES*

Youth are required to bring a sack lunch on all half days and no school days. Lunches should include ice or cold packs; we do not store lunches in the refrigerator. Drinks must be in non-glass containers. Lunches need to be ready to eat, as we do not prepare or heat food. Please speak with the program director if you are not able to provide a lunch.

ATHLETICS PROGRAMS

83.0 *PHILOSOPHY*

Boys & Girls Clubs of Bellevue athletics programs provide youth of all ages, regardless of their athletic ability, the opportunity to learn new skills and develop self-esteem, teamwork and leadership skills. Sports programs emphasize fun and full participation for every youth. Coaches and spectators are encouraged to demonstrate good sportsmanship and positive support for all players and officials.

84.0 *GOALS*

- To provide a safe and fun playing environment for all players
- To provide an opportunity for players of all skill levels to compete, strive for success, build relationships, and learn about good sportsmanship.
- To provide an athletic experience that will have a lasting impression on the players participating in the programs.
- To provide positive guidance through respect, discipline, class, honesty, loyalty, hard work, commitment, and dedication.

85.0 *SUCCESS VS. WINNING*

For recreational based leagues, focus is on the development of fundamental skills needed to play the sport. Winning is not the priority. We define success as sportsmanship, skill building and team dynamics that will be emphasized by coaches, parents, volunteers and staff. At certain levels, score will be kept and visible to spectators as we recognize winning is something that everyone will strive for, however, the attention will be made to improving over the course of a season.

A few of our Clubs offer elite athletic leagues for more seasoned and experienced players who want to be in a more competitive league. Please contact your local Club for more information about if this is an option for your child.

86.0 *LEAGUE CONDUCT*

Coaches, players and spectators will demonstrate good sportsmanship through verbal and non-verbal actions, appropriate language and abstaining from drugs, alcohol and tobacco at all BGCB events. We also ask that you help us maintain clean facilities by following food/drink policies and cleaning up after you leave. Failure to comply may result in suspension or being asked to leave the event.

We strive to maintain a positive attitude and demeanor during all games and practices. This includes any comments made towards players, staff, coaches, and referees.

87.0 EQUIPMENT, GAMES AND PRACTICES

Equipment is checked out to volunteer coaches and needs to be respected. We ask that equipment get returned at the end of the season in similar condition.

Any lost or damaged equipment may result in a fee for the volunteer coach/guardian.

88.0 FIRST AID

First Aid kits will be on-site, if needed. If an injury requires medical attention, 911 will be contacted.

89.0 OFFICIALS AND REFEREES

All coaches and referees have gone through a nationwide background check.

We are appreciative of our volunteers who help make our athletic programs successful. Please help us show this appreciation through mutual respect.

90.0 PRACTICE CANCELTION

If practice is canceled, the coach of your child's team or athletic director will contact you via email.

SUMMER CAMPS

91.0 AGE REQUIREMENT

For most summer camp programs, we require that children have completed Kindergarten. This is to ensure they are setup for success in an all-day program. If you have questions or want an exemption, please contact the program director.

92.0 ITEMS TO BRING EACH DAY

- Backpack
- Lunch that does not need to be refrigerated or heated
- Water bottle

93.0 FIELD TRIPS AND VEHICLES

Youth are assigned to a group and attend field trips with their group. If you choose not to allow your child to attend a field trip, then we ask for them to stay home or find alternative care for that day. On full days, youth need to arrive by stated field trip start time. Please see site for return time.

Children walk, take the bus, or use a Club vehicle on field trips. When traveling in our vehicles, required children will be in booster seats. Children must follow all rules of the van/bus or risk losing the privilege to go on field trips. We follow all Washington state safety seat requirements.

94.0 SWIMMING

Please make sure your child brings appropriate swimwear, a towel and sunscreen. Each beach or pool we attend will have lifeguards on duty. The areas will be heavily supervised and children will have to follow a set of rules in order to swim. If your child is learning to swim, please see your site's policy on lifejackets.

We are not responsible for lost items.

95.0 SUNSCREEN

We must have your permission before sunscreen can be applied at the Club. The required sunscreen forms are available at the Club or with your site director. Please send your child with sunscreen on before arriving at the Club. For Club provided sunscreen, please check with staff for the ingredients list.

Staff will supervise and assist with sunscreen applications 2-3 times a day, if permitted. Please understand that staff can only assist with spray or stick sunscreen – not lotion application.

If you would like to supply your own sunscreen, please indicate that while registering. Send your child with the sunscreen and make sure their name is clearly labeled on the bottle. A “home-provided” sunscreen form will need to be completed.

96.0 CAMP T-SHIRTS

Club members in our elementary camps are required to wear a camp T-shirt. Camp t-shirts are worn on all field trips and outings for safety purposes.

97.0 SNACKS AND MEALS

Please see your Club for menus and times of snack/meals as they vary by location. Nutritious meals and snacks are core to our out-of-school programs which promote healthy lifestyles (including physical fitness and nutrition education).

Please inform us if your child has any dietary restrictions. We may ask you to provide additional snacks for your child.

98.0 LUNCHES

In most instances, youth are required to bring a sack lunch. Lunches should include ice or cold packs; we do not store lunches in the refrigerator. Drinks must be in non-glass containers. Lunches need to be ready to eat, as we do not prepare or heat food. Please speak with the program director if you are not able to provide a lunch.

99.0 TREATS FROM HOME

Please see the program director for policies and health regulations regarding bringing treats from home to share at birthday, celebratory, and other times. Our programs do not permit children to eat outside candy or chew gum during program hours. There may be times that a small candy will be offered during the program.

100.0 LATE PICK UP

Prompt pick up is an important acknowledgement of our staffs' time. While we understand that situations can happen when you are running late, please understand that we have a responsibility to our staff to have them leave the Club promptly after their shift. If you are running late, please call the site to inform staff. If a child has not been picked up by closing, the parent is responsible for paying additional fees. A \$1/minute fee will incur for each minute you are late to pick up your child – “official time” is that which is onsite and is due at time of pickup. If attempts to reach the parent/guardian or emergency contacts are not successful, children not signed out of the program may be placed in the custody of local law enforcement, or Child Protective Services (CPS). CPS may be reached at (866) 363-4276, 24 hours-a-day. If a parent is running more than 30 minutes late, we will determine if this is something that needs to be reported to CPS

Club Locations

| | |
|---------------------------------|--|
| Crossroads Community Center | 16000 NE 10 th Street, Bellevue WA 98007 425.746.2827 |
| Downtown Club | 209 100 th Ave NE, Bellevue WA 98004 425.454.6162 |
| Eastside Terrace Clubhouse | 704 147 th Place NE, Bellevue WA 98007 425.865.8434 |
| Great Futures Preschool | 209 100 th Ave NE, Bellevue WA 98004 425.454-6162 |
| Hidden Valley Fieldhouse | 1903 112 th Ave NE, Bellevue WA 98004 425.998-5795 |
| Hidden Village Clubhouse | 14508 SE 24 th Street, Bellevue WA 98007 425.429.6377 |
| Lake Hills Clubhouse | 15228 Lake Hills Blvd, Bellevue WA 98007 425-429-3203 |
| South Bellevue Community Center | 14509 SE Newport Way, Bellevue WA 98006 425.649.4016 |
| Spiritwood Manor Clubhouse | 1424 148 th Ave SE, Bellevue WA 98007 425.505.2819 |
| TXL Clubhouse | 15230 Lake Hills Blvd, Bellevue WA 98007 425.644-7885 |

School Club Locations

| | |
|----------------------------|--|
| Bennett Elementary | 17900 NE 16 th Street, Bellevue WA 98008 425.456.4866 |
| Cherry Crest Elementary | 12400 NE 32 nd Street, Bellevue WA 98005 425-456-4947 |
| Jing Mei Elementary | 12635 SE 56 th Street, Bellevue WA 98006 425.747-0374 |
| Newport Heights Elementary | 5225 119 th Ave SE, Bellevue WA 98006 425.456.5542 |
| Phantom Lake Elementary | 1050 160 th Ave SE, Bellevue WA 98008 425.456.5624 |
| Wilburton Elementary | 12300 Main Street, Bellevue WA 98005 425.456.4344 |

**Hours of operation differ by Club. Contact a specific Club for more details.