



# BOYS AND GIRLS CLUBS OF CARLSBAD: BRESSI RANCH

## 2023-2024 PARENT HANDBOOK



### CONTENTS

**Clubhouse Policies and Procedures .....2**

    Mission and Core Beliefs .....2

    Registration Policies .....2

    Clubhouse Policies .....2

    Safety and Health Policies .....3

    Absence, Delivery & Pick Up Policies.....3

    Behavior Policies.....4

    Camp Field Trip Policies.....4

    Payment Policies (Afterschool) .....5

    Payment Policies (Camp Programs) .....5

    Teen/Preteen Program Policies.....5

    Financial Assistance .....6

**Guidelines for Club Members.....6**

**Contact Us: BGC Bressi Ranch.....6**

## CLUBHOUSE POLICIES AND PROCEDURES

The Boys & Girls Clubs of Carlsbad are so glad you have chosen to attend our school year programs! The following information is provided to assist you in understanding our programs, and our policies are designed to enhance the safety of your children and the structure of our program. To this end, the rules outlined in this handbook will be enforced. Please carefully read the following and then sign, date, and return the Policy & Procedure Agreement section of the registration packet to the Clubhouse staff. We strongly recommend you keep this handbook for future reference.

## MISSION AND CORE BELIEFS

The Boys & Girls Clubs of Carlsbad's mission is to inspire our community's young people to BE GREAT by offering educational, enriching and fun experiences in a safe environment.

Our values drive everything we do. Underlying this is the understanding that we are here to support, guide, inspire, have fun, and to make a positive impact. At our core, we believe in Safety, Respect, Leadership, Teamwork, Inclusion, and Fun!

Club programs are designed to help young people gain self-confidence, increase knowledge, develop mentally and physically, and gain perspective on their future opportunities. Through the teaching of honest values and concern for others, Club programs foster positive attitudes and behavior.

## REGISTRATION POLICIES

Each child is required to have an active membership at the Boys & Girls Clubs of Carlsbad prior to enrolling in any clubhouse programs. Memberships are \$50 and remain active for 12 months (1 year). Scholarship fees vary.

Our registration packet must be completely filled out prior to enrolling in clubhouse programs. All forms must be filled out by both new and returning members, and each individual child must have their own registration packet; siblings cannot be combined onto one form. The registration packet will not be accepted prior to enrollment.

Members must be six (6) years old and in first grade in order to attend our afterschool program or school year camps. There are no exceptions. Members may not be eligible to attend once they turn seventeen (17) years old.

Every member must have at least one (1) parent or guardian email on file. Email is the primary form of communication from the clubhouse to parents. Please update the Membership Department staff if your email address changes. Information about current and upcoming programs, waitlist offers, notices regarding outstanding payments, etc. will all be conveyed via email, and it is the parent's responsibility to be checking their inbox regularly.

## CLUBHOUSE POLICIES

During the afterschool program, the clubhouse office is open from 9:00 am to 6:00 pm, Monday through Friday. Afterschool hours begin from 3pm to 6pm. During camp, the clubhouse is open from 7:00 am to 6:00 pm, Monday through Friday. No clubhouse staff will be available to answer phone calls or emails outside of those times.

The clubhouse does not offer any day-care options during regular school hours. Members enrolled in the afterschool program may not arrive at the clubhouse earlier than the first school's arrival, as there will be no staff available to supervise them.

Members must be picked up by 6:00 pm; starting at 6:01 you will be charged a \$10 late fee per child during the first 15 minutes you are late, and then \$1 per minute per child after that. If you are late picking up your child(ren) three times within 30 days, your child(ren) will be suspended from the program for one day. Additional late pickups during that period will result in longer suspensions. You may be denied continued service at the Boys & Girls Clubs of Carlsbad if you are chronically late. Failure to pay the late fee will result in suspension until payment is made. Parents should have a backup plan in case of emergency.

**Afterschool Program Snack:** The clubhouse offers snack for a low fee of \$12/month. Please either send your child with an afterschool snack or enroll them in our snack program. Children whose parents do not enroll them in this optional service will not receive an afterschool snack. The clubhouse cannot heat up or refrigerate any lunches or snacks.

During camps, lunch is not included unless otherwise stated. Please provide a packed lunch and two snacks per day, as well as a bottle for water. We cannot heat up or refrigerate any lunches or snacks at the clubhouse. If your child does not bring a lunch and

the staff has to purchase one, you will be charged a \$20 lunch fee. Children may possibly buy their lunch at some field trip destinations, but due to time constraints we generally encourage you to pack your child a lunch so they and their group have the maximum time for fun!

All backpacks and lunch boxes must be labeled with the child's name written in large, clear letters on the outside surface.

Closed toe shoes are required at the club at all times. Sandals should only be worn during water field trips. Any child without closed toe shoes will be unable to participate in any activities until appropriate shoes are brought for them to the clubhouse. Any shoes containing wheels (i.e. Heelies) are not allowed to be worn in the club or on field trips. All clothing must contain appropriate images and/or slogans.

The clubhouse is not responsible for lost/broken/damaged property. We encourage parents and children to keep valuables and important belongings at home. Members may not bring toys, electronics, slime, or personal sports equipment from home. All personal items must be kept in member's backpack while in the facility. Personal items that do not stay in their backpack may be confiscated and returned when they are picked up by a parent or guardian.

Cell phones may be used only for contact with parents or guardians, and only with permission from a staff member. Misuse of phones may result in confiscation.

#### SAFETY AND HEALTH POLICIES

In an emergency we will make every attempt to contact you and/or your emergency contacts. Every member must have at least two (2) emergency contacts in addition to the parent(s). Please make sure all emergency contact information is current.

Medications may be held/administered at the club and on field trips. A separate medication authorization form is required in order to hold and administer any medications, i.e. Epi-Pens, pills or liquid medications. Prescription medications will only be given with proper permission, including: doctor's note, original packaging and authorization note (available on our website or for pick up at the front desk).

During camp days, we encourage all kids to put sunscreen on before coming to the clubhouse. Please send your child with their own bottle to use throughout the day as well. The clubhouse has a limited amount of sunscreen on hand if forgotten. The staff will ensure that the children thoroughly apply sunscreen several times throughout the day, but are unable to apply the sunscreen for them. If your child is allergic to certain types of sunscreen, they absolutely must bring their own bottle.

The clubhouse is not an allergen-free zone, and therefore allergens including but not limited to nuts, gluten, dairy, bees and more may be present in the facility and on field trips at any time. Though your child will not be given food items they are allergic to, please note that these foods and other allergens may be present in the overall environment.

Sick members are not permitted to attend. If they are sick enough that they don't attend school, they should not attend our program. If your child is sick at the clubhouse, we will call and ask you to pick up your child.

Members with lice may not return to the clubhouse without a doctor's note or a certificate from a delousing professional declaring them completely lice-free (including eggs). Similar policies regarding doctor's notes may be required for members to return after certain illnesses, at the discretion of club directors.

#### ABSENCE, DELIVERY & PICK UP POLICIES

For bus transportation, members must check in with staff at their school site within 10 minutes of the final bell. Children who miss the bus will need to check-in with the front office at their school and a parent will be required to pick them up at the school site. Boys & Girls Clubs of Carlsbad staff are not able to go back for children who have missed our transportation service.

Due to the size and nature of our program, clubhouse staff will not contact parents whose children do not get on the bus.

In order to ensure the safety of all members riding the bus, each member will be expected to abide by all rules dictated by our licensed bus drivers. Failure to follow bus rules may result in suspension from our transportation service.

When picking up your child at our clubhouse, you must bring your photo ID every day and sign out with the time and your full signature on our sign out sheet. Only adults on the member's authorized pickup list are permitted to pick them up. Any adult who is unable or unwilling to show a photo ID will not be permitted to pick up any child from the clubhouse. There may be new or different staff members working at the front desk on any given day and may not always recognize you.

Any adult who is not a Boys and Girls Club employee or authorized volunteer may not walk through the clubhouse during drop off or pick up without a staff escort. Violation of this policy may result in termination from the program.

## BEHAVIOR POLICIES

We take discipline seriously for all of our members. Children who display inappropriate behavior may be asked to complete a Behavior Agreement detailing their misbehavior and will be kept on file. Repeated misbehavior may result in a Behavior Report that may result in loss of privileges or suspension/expulsion. All disciplinary documents must be signed by the parent/guardian. Consequences may not occur in this order and are based on severity.

The following disrespectful behavior or actions may result in immediate suspension from the Boys & Girls Clubs of Carlsbad: stealing, fighting, destruction of property, threatening behavior and aggressive behavior.

Refunds are not given due to suspension or expulsion. Boys & Girls Clubs of Carlsbad Programs are a privilege that can be taken away due to misconduct without receiving a refund, credit or transfer of value.

Children may not be permitted to attend our programs if they are expelled from school, indefinitely suspended, or suspended for reasons including but not limited to violence or possession of drugs or weapons.

## CAMP FIELD TRIP POLICIES

Field trip locations, days and times are subject to change.

Water Trips (beach, pool, waterpark): Members must bring a swimsuit, sunscreen, and a bag for wet clothes. These trips are the only time a member may wear open-toed shoes. Violation of pool rules may result in suspension from the pool.

Pick up and drop off times for each field trip will be provided in advance. Any child dropped off after our check-in time will stay at the club. Refunds will not be given due to tardiness.

Members must leave and return from field trips in club vehicles or walking groups. Parents may not drop off or pick up their child at any field trip location. There are absolutely no exceptions. Similarly, parents may not meet their child at the field trip location to "hang out", have lunch, etc. Disregarding this rule may result in your child being suspended from future field trips or termination from our program, at the discretion of clubhouse management. Refunds will not be given due to suspensions or terminations due to policy violations.

Clubhouse policies regarding behavior apply to all field trips. Members who do not follow the rules may be suspended from future trips and/or may lose other privileges. Because the safety of members in our program is our primary concern on field trips, it is imperative that each member adheres to all staff instructions. Any behavioral issues on field trips that impede our staff's ability to ensure the safety all members in their care will result in suspension from future field trips and/or the program or loss of other privileges. Refunds are not given due to suspension.

In order to ensure the safety of all members riding the bus, each member will be expected to abide by all rules dictated by our licensed bus drivers. Failure to follow bus rules may result in loss of field trip privileges or suspension. Refunds are not given due to loss of field trips or suspension.

Members are responsible for all personal items, i.e. money, snacks, lunches, etc. in the building and on field trips. Staff cannot carry personal items for members on field trips, and cannot restrict how members spend their own money. We ask that all electronics be left at home. Phones may be used only for contact with a parent/guardian and only with the permission of a staff member.

Our club shirt is required on all field trips. Shirts are available for \$10 each. A limited number of shirts are available to borrow should your child forget his or her shirt. If there are no loaner shirts left, you will be required to purchase another. Loaners must be returned that same day or you will be charged \$10.

Field trip groups are determined by age. Children will be placed in groups with other children their age. Each group is assigned a number. The number of the group does not correspond to the child's age or grade, it is simply how we organize our field trips. We cannot accommodate requests for a child to be in one particular numbered group.

#### PAYMENT POLICIES: AFTERSCHOOL PROGRAM

Payments will not be prorated, are non-refundable, non-transferable, and are subject to change.

Enrollment in our Auto Payment Program is required for all members. After school program fees will be drafted from the credit card on file on the 1st of each month, with the first draw taking place on September 1st, 2024 and the last draw on June 1st, 2025. By putting your credit card information on file with us, you agree to be automatically charged for your child's camp enrollments on the day payments are due. The Boys and Girls Club will not be responsible for any overdraft charges incurred due to scheduled payments. It is the parent's responsibility to make sure their credit card on file is current.

Monthly program fees are not prorated, regardless of school breaks or number of days attended.

After school program payments are due promptly on the 1st of every month. If payment has not been received by noon on the 5th, your child will be suspended until payment is made, and will not be able to get on the bus or come to the clubhouse beginning that day (the 5th). If payment has still not been received by the 8th, you forfeit your spot in the after school program.

Similarly, camp fees are due promptly on the Monday before camp begins. Late camp payments may also result in suspension.

Please communicate to the front desk staff if you need to work out a payment plan. We are more than happy to work with families dealing with financial difficulties. In the case of installments or delayed payments, fees must be still be paid promptly at the agreed upon time, or will be subject to the same late payment policies.

Cancellations via email are acceptable and preferred. Cancellations will not be taken over the phone.

Cancellations for the after school program must be received in writing 5 business days before the end of the month, otherwise you will be charged a cancellation fee equal to the monthly program fee. Exceptions to the cancellation policy will be made only for medical reasons, and only upon receipt of a doctor's note.

Parents who wish to split payments may do so, but the clubhouse will only accommodate consistent 50/50 splits. Any other percentages, arrangements, or variations are not permitted. The Membership Department is not responsible for monitoring which parent enrolls a child in which programs, and therefore any custody and expense sharing arrangements (if applicable) must be coordinated between parents.

Financial aid prices vary, and apply only to the initial camp program and membership fee, not additional field trip upgrades or t-shirts.

Month	Billing Date	Cancellation Date
<b>August</b>	Upon Enrollment	July 25 <sup>th</sup>
<b>September</b>	September 1 <sup>st</sup>	August 25 <sup>th</sup>
<b>October</b>	October 1 <sup>st</sup>	September 26 <sup>th</sup>
<b>November</b>	November 1 <sup>st</sup>	October 25 <sup>th</sup>
<b>December</b>	December 1 <sup>st</sup>	November 24 <sup>th</sup>
<b>January</b>	January 1 <sup>st</sup>	December 26 <sup>th</sup>
<b>February</b>	February 1 <sup>st</sup>	January 25 <sup>th</sup>
<b>March</b>	March 1 <sup>st</sup>	February 22 <sup>nd</sup>
<b>April</b>	April 1 <sup>st</sup>	March 27 <sup>th</sup>
<b>May</b>	May 1 <sup>st</sup>	April 24 <sup>th</sup>
<b>June</b>	June 1 <sup>st</sup>	May 25 <sup>th</sup>

## PAYMENT POLICIES: CAMP PROGRAM

Payments will not be prorated, are non-refundable, non-transferable, and are subject to change.

Enrollment in our Auto Payment Program is required for all members. Camp program fees will be drafted from the credit card on file on the Monday before each camp week. By putting your credit card information on file with us, you agree to be automatically charged for your child's camp enrollments on the day payments are due. The Boys and Girls Club will not be responsible for any overdraft charges incurred due to scheduled payments. It is the parent's responsibility to make sure their credit card on file is current.

Camp program fees are not prorated, regardless of number of days attended. Fees are a flat weekly rate, we do not offer per day rates.

Please communicate to the front desk staff if you need to work out a payment plan. We are more than happy to work with families dealing with financial difficulties. In the case of installments or delayed payments, fees must be still be paid promptly at the agreed upon time, or will be subject to the same late payment policies.

Cancellations via email are acceptable and preferred. Cancellations will not be taken over the phone.

Camp cancellations must be received in writing by 6:00 pm six (6) business days prior to the reserved week of camp. If the cancellation is not received by the deadline, funds will be drawn and are non-refundable/non-transferable. Exceptions to the cancellation policy will be made only for medical reasons, and only upon receipt of a doctor's note.

Camp enrollment deadlines are the same as the cancellation deadlines listed below. Any enrollments after the deadline are subject to a \$10 late enrollment fee per child, per camp.

Parents who wish to split payments may do so, but the clubhouse will only accommodate consistent 50/50 splits. Any other percentages, arrangements, or variations are not permitted. The Membership Department is not responsible for monitoring which parent enrolls a child in which programs, and therefore any custody and expense sharing arrangements (if applicable) must be coordinated between parents.

Financial aid prices vary, and apply only to the initial camp program and membership fee, not additional field trip upgrades or t-shirts.

Summer Billing Dates (Balance Due)		Summer Cancellation Dates	
Camp Week 1	Monday, June 3 2024	Camp Week 1	Friday, May 31 2024
Camp Week 2	Monday, June 10 2024	Camp Week 2	Friday, June 7 2024
Camp Week 3	Monday, June 17 2024	Camp Week 3	Friday, June 14 2024
Camp Week 4	Monday, June 24 2024	Camp Week 4	Friday, June 21 2024
Camp Week 5	Monday, July 1 2024	Camp Week 5	Friday, June 28 2024
Camp Week 6	Monday, July 8 2024	Camp Week 6	Friday, July 5 2024
Camp Week 7	Monday, July 15 2024	Camp Week 7	Friday, July 12 2024
Camp Week 8	Monday, July 22 2024	Camp Week 8	Friday, July 19 2024
Camp Week 9	Monday, July 29 2024	Camp Week 9	Friday, July 26 2024
Camp Week 10	Monday, August 5 2024	Camp Week 10	Friday, August 2 2024

## TEEN/PRETEEN PROGRAM POLICIES

Teens/preteens may not leave the clubhouse once they have entered our care. However, members in 7th grade and older may be allowed to sign themselves out to walk home with proper documentation and approval on file from the parents. A permission slip is available at the front desk. A phone call from a parent is not an accepted method of allowing the teen to dismiss themselves for the day. Once a teen has signed out, they are not allowed to re-enter the clubhouse or programming for that

particular day.

Cell phones and electronics may only be used in the teen center during free time. If phones are out during programming, staff will remove the object to be picked up at the end of the day. Failure to follow this rule repeatedly will result in a ban on electronics for the individual. Cell phones may be used only for contact with parents or guardians, and only with permission from a staff member. Misuse of phones may result in confiscation.

While the teen center policies follow the disciplinary policies outlined above, as teens and role models we hold a higher standard and expectation for these members. As a result, teens may receive fewer warnings or behavior agreements before a behavior write-up is filed.

## FINANCIAL ASSISTANCE

Financial Assistance based on household income is available to those who qualify. Financial aid applications are available at the front desk. Financial aid expires a year after your application date. You will need to re-apply to receive financial assistance once your financial aid expires. Failure to turn in a renewal application once the membership department has notified you of upcoming expiration will result in being charged full-price fees. Payments and financial aid rates are subject to change once applications are reviewed.

Income-based financial aid is available for those families who qualify. If you are facing financial difficulties and do not qualify for financial aid, please contact our management.

## GUIDELINES FOR CLUB MEMBERS

- Members must respect Club property. Members deliberately damaging Club facilities or equipment will be held responsible for payment or repair.
- Members are permitted in areas only when adult staff is present, including clubhouse rooms and outside play areas.
- Violence of any kind is not permitted at the Club.
- Members must treat other members and staff with kindness and respect.
- Members are to enter and leave the camp program through the main entrance only.
- Members are not allowed to loiter outside the front of the building.
- Members are expected to keep all areas of the Club neat and clean. They should be proud of their Club and take good care of it.
- Members are expected to follow the direction of the adult staff at all times. Failure to do so may result in suspension or expulsion.
- Members must dress appropriately at all times.
- Cubbies can be used to store backpacks, lunches, etc. The Club is not responsible for lost or stolen property.
- Members are not permitted to sit or stand on any counters, desks, or tables in the Club.
- Permission must be received before entering the office area or behind the front counter.
- The office phone is for official Club business only. Only emergency calls will be relayed from parents to members, and from members to parents.
- Members may run in the gymnasium and outdoor play areas only.
- Members may eat on the patio only. Chewing gum is not allowed.
- Members are not permitted to smoke, gamble, use drugs, drink alcohol, or use obscene language in the Club.

2730 Bressi Ranch Way, 92009

[www.bgccarlsbad.org](http://www.bgccarlsbad.org)



CONTACT US: BGC BRESSI RANCH

2730 Bressi Ranch Way, Carlsbad, CA 92009  
760-683-5106

Questions about elementary kids or  
teen/preteen programs:

Rojo Garcia

[rgarcia@bgccarlsbad.org](mailto:rgarcia@bgccarlsbad.org)

Questions about enrollments or payments: Tessa De Los Santos/Stephanie Jimenez

[tdelossantos@bgccarlsbad.org](mailto:tdelossantos@bgccarlsbad.org) /

[sjimenez@bgccarlsbad.org](mailto:sjimenez@bgccarlsbad.org)