



Boys & Girls Club of Pasadena
PARENT HANDBOOK



**BOYS & GIRLS CLUB
OF PASADENA**

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Message from the CEO

Welcome to Boys & Girls Clubs of Pasadena! We are excited to have your child as a member of our Club. We are involved in our members' lives on a daily basis and very often become extended family to them. We have formed great partnerships with local schools, organizations, and businesses to make sure that we are successful in our mission.

BGCP is run by professional, dedicated, and caring staff who work to empower, support, and enrich the lives of our members by giving them many things: a sense of community at the Club, academic and physical and mental health support, help with developing their self-confidence and self-respect, and just plain fun. Our staff is the backbone of BGCP and their outstanding work contributes to our impact with your kids and the overall success of the Club. We are overseen by our dedicated volunteer Board of Directors who ensure the organization continues to provide much-needed services to our community.

Everything we do at the Boys & Girls Club of Pasadena is grounded in our values.

I CARE

INTEGRITY: We are authentic, honest, and transparent. We strive to do the right thing every day, every time for the kids, families and community we serve.

COLLABORATION: We work effectively within and across teams, with engaged and empowered people to accomplish our goals. We celebrate success together.

ACCOUNTABILITY: We do what we say and hold each other to the highest standards. We are impeccable stewards of all resources.

RESPECT: We honor diversity and inclusion, treat others with respect, and express gratitude daily. We embrace alternative ideas and ways of thinking.

EXCELLENCE: We excel and are innovative in program delivery, rigorously measure impact, focus on physical and emotional safety, and work to continuously improve ourselves, the organization, and the youth and families of our community.

This handbook is intended to be a helpful, general information guide for parents, caregivers, and members. Inside you will find information on membership, policies, procedures, safety, and general Club programs and guidelines. It is not possible to cover everything in the handbook so we always invite you to contact our Membership Manager or Branch/Site Directors for additional information.

We look forward to building strong and lasting relationships with your family. We are dedicated to contributing to the well-being and success of your child by providing a safe, positive environment where we believe that ***Great Futures Start Here!***

Sincerely,

Lisa Cavellier
CEO

My cell phone: 626-757-1099

My email: lisa.cavellier@bgcpasadena.org

Our Mission, Vision, and Values

Our mission is to provide youth and teens with the environment, relationships, and opportunities that equip them to build essential skills to learn, lead, and succeed.

Our vision for our youth is that they develop healthy physical and emotional habits, succeed in their chosen educational and career pathways, achieve self-efficacy and confidence, and become leaders in their communities.

Outcomes for Youth

Our high-quality, proven programs help kids ages 4-18 grow and develop in four outcome areas: Academic Success, Character and Leadership, Life and Workforce Readiness, and Healthy Lifestyles.



Academic Success

BGCP offers Project Learn which is the Club's signature academic success program that helps members perform better in school and build self-confidence. It includes **Power Hour** daily homework help, individual tutoring, and high-yield learning activities that keep learning fun. Summer Brain Gain keeps the momentum going in the summer months with game-based educational activities.

Character and Leadership: Boys & Girls Clubs of Pasadena's leadership programs help young people foster connections to their communities and cultivate skills like strong work ethic and self-confidence. Programs include:

- **Torch Club**, which provides small-group leadership and service opportunities
- **Keystone Club**, where teens learn to make leadership decisions, engage in academic and career experiences, and be a service to the community.
- **Leaders in Training**, a job-training program where youth learn to work with younger members, handle responsibilities, and develop essential leadership skills under Club supervision from Club staff.



Life and Workforce Readiness

We have a unique opportunity to engage young people in learning beyond the school day. Academic and workforce readiness programs are designed to help members build on and reinforce the skills they need to succeed in school, and beyond, including financial literacy programs, project-based science, technology, engineering, arts, and mathematics (STEAM) activities, literacy, and apprenticeships.

Healthy Lifestyles

Boys & Girls Clubs of Pasadena programs support the development of life-long healthy habits for Club members. This includes fitness, nutrition, healthy relationships, sportsmanship, and more.

Our Whole-Child Approach to Health



Sports and
Recreation



Nutrition



Substance Abuse
Prevention



Mental Health



Social-Emotional
Learning

What Makes Us Unique

Our programs are comprehensive. We focus on the needs and development of the whole child through services offered year-round, extending from the school day into the evening, throughout the summer, and during school breaks.

We offer a variety of services so every child can find their place at the Club. Our programs appeal to kids of different ages, interests, and needs. Through the Club, members explore new opportunities and find their spark that ignites a passion for learning. While children are learning in one area — whether it is the arts, robotics, soccer, or environmental awareness — our Club team is teaching skills and sharing important lessons that will transfer to other areas of learning.



Our impact is proven. At Boys & Girls Clubs of Pasadena, we focus on intentional programming, rigorous evaluation, and continuous improvement to ensure a positive impact. We know that regular Club attendees do better in school (seen in attendance, behavior, and coursework metrics), make healthier choices than their peers, and contribute hundreds of hours of service to their communities.

We are experts in our field. Boys & Girls Clubs of Pasadena employees train throughout the year to ensure they are knowledgeable in youth development, the communities we serve, and best practices for helping all children succeed.

We take a teamwork approach. We have a long history of collaborating with other agencies, schools, and businesses in the community. These partnerships allow us to enhance our current programming, offer new programs, share community resources, provide referrals to meet families' needs, and increase the number of trained professionals, experts, and volunteers working in the Clubs with members.

We innovate and respond. Although we are nationally recognized, Boys & Girls Clubs of Pasadena is locally run. This allows our Clubs to be responsive to the specific needs of kids, families, and neighborhoods. We are able to adopt new programs quickly, provide new opportunities for members, and develop cutting-edge partnerships — all to enhance the Club experience.



Continuous Improvement & Evaluation Practices

Boys & Girls Clubs of Pasadena is dedicated to continuous improvement. We use data, program quality evaluation tools, attendance tracking, and program feedback methods to ensure our programs are meeting the needs of kids and families.

We regularly ask kids and families to share their feedback.

Every year, we use BGCA's National Youth Outcomes Initiative (NYOI), a statistically significant and validated survey, to evaluate perception of our programs and collect information on the Club experience from kids.



Our kids report the following positive impacts and perspectives:

97% of kids feel emotionally safe at the Club

89% of kids feel safe being themselves at the Club

98% of kids feel that Club adults care about them

Boys & Girls Clubs of Pasadena ensures high-quality programs using evidence-based practices guided by the Youth Program Quality Assessment (YPQA) framework. We assess our programs regularly with the YPQA tool to identify strengths and areas for improvement. Our staff receive training based on YPQA principles to maintain high standards and positively impact the youth we serve.

Boys & Girls Clubs of Pasadena does not promote any sectarian or partisan political belief.

Commitment to Safety

At Boys & Girls Clubs of Pasadena, safety is our number one priority. We work every day to create a safe, inclusive, and fun environment so kids can have every opportunity to be successful in life. We have no tolerance for inappropriate behavior of any kind, and we put resources behind this stance. Our entire organization — including each of our Club locations — undergoes a safety assessment every other year.

Mandatory criminal background checks are required upon hire and annually for every staff and Board member at Boys & Girls Clubs of Pasadena. In addition, criminal background checks are required for any volunteer who has direct, repetitive contact with kids.

We also maintain and regularly update comprehensive safety policies that protect our kids, including policies on case management, discipline and suspension, restroom/locker rooms, supervision, transportation, communication, mandated reporting, and prohibition of one-on-one contact. We encourage all staff, members, and families to report any incident or situation they feel is unsafe.

Club Structure

Our trained team facilitates daily programs and services at our Clubs. Our Branch Directors/Site Supervisors supervise their teams and report to the Area Director. The Chief Executive Officer (CEO) is the lead staff member for Boys & Girls Clubs of Pasadena.



Concerns or Complaints

Concerns or complaints should be directed to your Branch Director/Site Supervisor. Parents and/or guardians should attempt to resolve issues and disputes at the Club level. If that is not possible, please contact the Club Area Director. If the Club Area Director is unable to resolve the issue, the CEO will engage. Again, our goal is to proactively respond to and resolve all concerns and complaints.

Membership Information

Membership & Program Fees

- All members must have a current application and agree to our Parent Handbook, Waiver of Liability Release, and Membership & Program Fee policies.
- Check-in and check-out at the front desk is required each day of all members and non-members
- Membership is for youth ages 4-18. Members who are 18 years old or older are considered members as long as the member is enrolled in public high school, home school, or certified non-public high school. Once he/she graduates, the member shifts into our Alumni program and is no longer eligible to attend the Club as a member
- All memberships expire on May 31 of each year
- Current enrollment fee is \$50 for Summer Camp and \$50 for the School Year session. **The enrollment fee is non-refundable.**
- Program fees per child are \$50 per week for school year and \$250 per 4-week session for the Summer or \$400 for the entire 8-week Summer program. If a member attends the additional 9th week of Summer, there is an additional \$75 fee. If a child is in TK, there will be an additional \$25/week due. **Fees are due regardless of attendance.** A three-week notice is necessary for any changes in payment plans.
- On occasion, we offer Day Passes for \$10/day for a non-member child to attend the Club on one-off days (during school year only)
- We do not accept cash payments; only credit cards, debit cards, checks, and money orders
- **Late Fees of \$1.00 per minute will be applied when Club Member(s) are not picked up by closing time**
- BGCP provides a safe, secure, and friendly environment for youth and teens in grades TK-12, regardless of financial status. Current membership is REQUIRED to be in the facility, and/or participating in Club activities/programs. Reduced fees/sibling discount are available to families based on need and availability of financial aid funds. Financial aid is not given for fees already owed and/or paid. Please contact your Club's Branch/Site Director to inquire about financial aid.

Financial Assistance

Boys & Girls Clubs of Pasadena is committed to being the most accessible and affordable out-of-school provider in the market. To request financial assistance, please email the Membership Manager.

Failure to provide necessary documentation may delay financial assistance. Once an application has been submitted and approved, it will need to be renewed every three years. Children may attend the Club during this period of review.

Holiday Observances (Organizational Closures)

Boys & Girls Club of Pasadena observes the following holidays as organizational closures. During this time our Clubhouses and Admin offices are closed for business operations. If a holiday listed below falls on a Saturday, it will be observed the preceding Friday; if a holiday falls on a Sunday, it will be observed the following Monday.

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Friday before Memorial Day – Annual Staff Retreat
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving Day
- **Days between Christmas and New Years, determined each year**



Other Closures

BGCP is closed for one week between the end of the school year and beginning of Summer Camp and one week between Summer Camp and school starting. We may also be closed on various other days of the year for staff development. Parents will be notified of all Club closures. They may also be posted on our website.

School Holidays, Pupil Free/Unassigned Days, Seasonal Breaks

In an effort to support parents and families, Clubhouses are open on many school holidays and school-closure days. On many school holidays (excluding the Club Holiday Observances mentioned above), pupil-free days, and unassigned days, we provide full-day programs for members at no additional cost.

Rules & Consequences

All Club members are expected to arrive at the Club each day ready to participate in a safe, educational, and fun environment. The following are Club rules, and the consequences for not following them. Club staff and management reserve the right to choose which consequence corresponds with the severity of situations on a case-by-case basis. If a citation is given to a member, it must be signed by a parent or guardian in order for said member to return to the Club. Decisions made by Branch/Site Directors are final.

GROUP A

- Follow all directions
- Treat everyone with respect
- No running, except in the gym/outside
- No chewing gum or seeds
- Keep food and drink in designated areas
- Do not go behind the front desk for any reason
- No wheels allowed in/around the Clubhouse
(including scooters, bikes, skateboards, "heelies", rollerblades, roller skates, etc.)
- All personal items must be put away neatly
- No sitting on tables or desks
- Sign yourself in and out each day
- Do not open exterior doors
- All clothing must be appropriate and non-offensive
- Sports equipment should be used in the gym only

1 st WARNING	2 nd WARNING	3 rd WARNING	4 th WARNING
Verbal Warning	Write-Up (Citation)	Suspension	Expulsion

GROUP B

- No cursing or disrespectful language to staff or fellow members
- Do not go into any area of the Club without staff being present
- No misuse, damage, or destruction of Club or Club members' property
- No loitering outside the campus, at the front desk, or in unsupervised area without permission
- Treat staff, volunteers, and fellow members with respect at all times
- No loitering outside the campus without permission

1 st WARNING	2 nd WARNING	3 rd WARNING
Write-Up (Citation)	Suspension	Expulsion
ALL SITUATIONS	Replace/repair damaged property	
Member or member's family must pay the full replacement cost of any property damaged intentionally or accidentally by misuse		

GROUP C

- No using personal electronic devices to access inappropriate sites or to take pictures or videos of other members
- No accessing social media to post photos or videos of other members, with or without their consent, including taking "selfies" that capture others in the photo or video
- No fighting, rough-housing, or unwanted physical contact of any kind
- No weapons or anything that is used as a weapon
- Theft or misuse of another member's or BGCP's property
- No willful defiance of staff

1 st WARNING	2 nd WARNING
Suspension	Expulsion

Pool Rules & Regulations

All members will be required to complete a swim assessment prior to entering the pool.

NOTE: If thunder or lightning occurs 30 minutes before any aquatic activity, it is the policy of the Boys & Girls Club of Pasadena to cancel those activities for the safety of members. This policy is recommended by the National Lightening Safety Institute. Because swimming pools are connected to a much larger surface area via underground water pipes, gas lines, electric and telephone wiring, etc., lightning strikes to the ground anywhere on this metallic network may induce shocks elsewhere.

Pool Rules

- No swimming when pool is closed
- No swimming when lifeguard is not on duty
- No running on deck
- No dunking, splashing, or horseplay inside the pool
- No diving or jumping in any depth under 5 ½ feet

- No toys, floating devices (floating life vests, etc.), snorkels, or masks allowed in the pool—unless part of an authorized class
- No gum, chewing, spitting, spouting, nose blowing, or urinating in the pool
- No consumption of food or glass containers allowed in the pool area
- Socializing with or distracting the lifeguard on duty is prohibited
- Only appropriate swim wear is allowed in the pool
- All swimmers must shower before entering the pool
- All members must abide by lifeguard’s rules and regulations

Attire

- All members must wear shirts and closed-toe shoes while at the Boys & Girls Club of Pasadena
 - No sagging pants, bare mid-drifts, or low-cut shirts are allowed while inside the Club
 - No wet clothes are allowed other than in the swimming area
 - No sandals or crocs
- Any member dressed inappropriately will be asked to leave, and the Parent/Guardian will be called to pick them up

Lost Items

Found items may be kept in the Lost and Found. Items not claimed are given to a local charity monthly, sometimes more depending on the number of items. BGCP IS NOT responsible for lost or stolen items.

Safety Policies

Sign-In & Out Policy – Members

Boys & Girls Clubs of Pasadena requires that each member be signed in and out daily using our member management system. This is the record for Club attendance. Once children are released and signed out of the Club, they are no longer considered in our care.

Sign In Policy – Adults

To ensure the safety of our members, staff, and visitors, all adults must bring a government issued form of ID to sign in when visiting the Club.

Prescription Medication

Boys & Girls Club of Pasadena staff members are unable to administer medication of any kind at the Club, including EpiPens unless in a state of an emergency when the child is unable to. Locked EpiPens and inhalers can be stored on-site while kids are attending the Club, and can be handed to a member only if the member’s parent or guardian has given permission.

Responding to Injuries & Illnesses

Our staff are trained in First Aid and CPR and will respond to emergencies according to best practices. If a Club member is injured or becomes ill at the Club, you will be contacted and an appropriate response will be determined together.

Emergency Response Practices

Our staff are trained regularly in emergency response practices. In event of an emergency, our team will respond accordingly and communicate promptly with families.

Code of Conduct

Membership in the Club is a privilege, and the focus of our programs is impacting our members' lives in a positive manner. Boys & Girls Club of Pasadena has high standards for the behavior of our Club members because it leads to the most impactful Club environment.



When kids are at the Club, we expect them to:

Be Present: Actively participate

Be Inclusive: Make sure everyone is able to contribute

Be Respectful: Create a safe space and make good choices

Be Charitable: Work together to take care of your Club and community

Be Great!

We understand that a significant part of youth development is learning and growing. Every attempt will be made to ensure kids can thrive in the Club environment. In the event a Club member's behavior is misaligned with the expectations of the organization, Club leadership will facilitate a corrective process through a social-emotional and trauma-informed lens. Boys & Girls Club of Pasadena has a zero-tolerance policy for violence and inappropriate behavior in our Clubs. Weapons of any kind (or items that look like weapons), drugs, and alcohol are prohibited on Club property.

Non-Discrimination Statement

Boys & Girls Club of Pasadena is committed to an inclusive and welcoming environment, free from discrimination based on race, color, religion, sex, national origin, disability, age, gender identity, sexual orientation, or any other protected characteristic. We will not tolerate harassment or bullying. All complaints will be thoroughly investigated, and appropriate action taken.

Inclusive Environment

Boys & Girls Clubs of Pasadena believes that an impactful Club environment is an inclusive Club environment. We work with families to understand the special needs of our kids and facilitate accommodations to support participation in programs.

Disclaimer

The Parent Handbook is for parents, legal guardians, and Club members of Boys & Girls Clubs of Pasadena. It provides information on programs, discipline, expectations, safety, and locations. While it outlines general guidelines, BGCP may deviate from these as needed. Policies may be updated at any time, the latest information is available on our website (www.bgcpasadena.org).

Key Contact Information

Stephanie Bernal, Membership Manager
stephanie.bernal@bgcpasadena.org | 626-449-9100 x113

James Granados, Club Area Director
james.granados@bgcpasadena.org | 626-449-9100 x114

Joseph Garcia, Branch Director, Slavik Branch
joseph.garcia@bgcpasadena.org | 626-449-9100 x101

JD Lovrensky, Branch Director, Mackenzie-Scott Branch
jd.lovrensky@bgcpasadena.org | 626-449-9100 x122

Natalie Torres, HS/MS Program Coordinator, Dena Teen Center
natalie.torres@bgcpasadena.org | 626-449-9100 x133

Kendall Stephens, Site Supervisor, Odyssey Charter Schools
kendall.stephens@bgcpasadena.org | 626-760-9509

