



BOYS & GIRLS CLUBS
OF KING COUNTY

Family Handbook

This handbook is designed to give information and policies that reflect the philosophy of **Boys & Girls Clubs of King County**. *Within this handbook you will find information pertaining to Pre-K, Elementary, Middle & High, and Athletics Programs.*

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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 King County 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.*

HISTORY

Boys & Girls Clubs of King County (BGCKC) is a multi-unit organization which is affiliated with a national organization, Boys & Girls Clubs of America. This national organization has been in existence since 1906 and operates under a specific vision, mission, and clearly defined standards. BGCKC offers youth development programs to members ages 3 – 18, serving over 2,000 youth and teens on a daily basis and more than 26,000 annually at its 31 Club sites. The organization provides programs and activities before school, after school, and during the summer focusing on academic success, healthy lifestyles, and good character and citizenship. Of our 31 Club sites, we run 28 elementary programs, 13 teen programs, and 8 year-round youth athletics programs. Our Clubs are led by six Area Directors and supported by senior program leaders who are ensuring we are measuring the impact of our programs continuously to maximize the value for our kids and families.

The organization is one of the largest and oldest youth-service organizations in the country, with Boys & Girls Clubs of King County serving over 26,000 kids and teens. The program philosophy delivers the mission by using a national *Formula for Impact* which is structured to ensure that all programs generate a sense of belonging, usefulness, influence, and competence.

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

Boys & Girls Clubs of King County

1.0 ANTI-BIAS STATEMENT

Boys & Girls Clubs of King County 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.

2.0 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.

3.0 ADA POLICY

Boys & Girls Clubs of King County 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 children, special accommodation needs may appear later, or may differ over time. Boys & Girls Clubs 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.

4.0 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.

5.0 ANTI-BULLYING POLICY

Boys & Girls Clubs of King County 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 his / her right to attend the Clubs.

6.0 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.

7.0 PARENT/GUARDIAN CODE OF CONDUCT

Boys & Girls Clubs of King County 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.

8.0 ZERO TOLERANCE

Boys & Girls Clubs of King County **will never tolerate** violence in our programs and / or on our premises. If a child or family member chooses to bring a weapon, with malicious intent to the

Club, he / she will be expelled immediately! **911 and the police will be called.** CPS may also be notified in these circumstances. **NO SECOND CHANCES.**

9.0 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 Club. 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.

CLUB HOURS

10.0 HOURS OF OPERATION

School Year: We offer both before and after school programs, teen programming, drop in and athletics. Hours of operation vary based on location. Please see your local club or visit our website for site specific times.

Non-School Days: We offer programming for the full day. Please note that advance registration to reserve a space for your child(ren) is required so that we may staff appropriately for some programs. If not registered in advanced, your child may be turned away if ratio of staff to children is put in jeopardy. You are reserving time and space. If you do not bring your child, without cancelling the reserved space, you will be billed for the day nevertheless.

Summer: We offer summer day camp. Please see your child care director for locations available.

11.0 CLUB CLOSURES

Our Clubs will be closed on the following holiday / in-service days (copies posted at each site):

- New Year's Holiday (day or days adjusted dependent on what day of the week they fall)
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- June (summer prep days)
- Independence Day (day or days adjusted dependent on what day of the week they fall)
- August (school year prep days)
- Labor Day Holiday
- Veteran's Day
- Thanksgiving Holiday (Thursday and Friday)
- Christmas Holiday (Christmas Eve and Christmas Day – days adjusted dependent on what day of the week they fall)

12.0 SNOW/INCLEMENT WEATHER

Boys & Girls Clubs will be closed if local schools are closed due to inclement weather. If schools have a delayed opening, all AM and preschool programs will be closed. If schools dismiss early due to inclement weather or have canceled after school activities, the sites will be closed to ensure the safety of the staff. Each site will update their voicemail messages and social media to announce closures and delayed opening or early closings, as well as notifying the appropriate school, teachers and parents. Please call if you are uncertain.

13.0 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.

STAFFING AND COMMUNICATION

14.0 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 King County 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). Youth Development staff and directors directly working with children are trained in Program Quality Assessment through the Weikart Center. Current CPR / First Aid and Bloodborne Pathogens and Food Handler's card certifications are mandated.

We run a strict ratio of staff:child to ensure that care and custody are a club priority. Ratios for the following programs are:

Pre-K, 1:5

Elementary, 1:12

Teens, 1:20

Please be aware that staff is NOT allowed outside contact with any children 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 King County Staff and Minors* form must be filled out and on file.

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

15.0 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 an Advisory Board, 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.

16.0 COMMUNICATION

The front desk or the information board is the first place to look for notices about activities, schedules or full day sign up. Please check in with the site director to ensure your email is up to date. Our website (positiveplace.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. You can reach us at hello@positiveplace.org or 206.436.1800.

17.0 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.

BEHAVIOR MANAGEMENT

18.0 SUPPORT PROTOCOL

Boys & Girls Club strives to be an inclusive community to all that we serve. Open lines of communication between BGCKC 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 special medical needs a support protocol meeting will be held before the child enters the program to discuss the needs and how our staff can strive to accommodate the needs of the child. 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.

19.0 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 using such methods as problem solving, alternative activities for the child, and logical consequences for their actions.

The staff uses 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 about the children's behavior. Follow up at home may be necessary.

Physical restraint of a child is ONLY used in an emergency when protecting a person from physical injury, to obtain possession of a dangerous object or protect property from serious damage.

Parents / guardians will be notified immediately if a child is in danger of hurting himself / herself, others, or the environment. **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.

20.0 SERIOUS DISCIPLINE AND SUSPENSION

A serious discipline problem is defined as one in which the director determines that a child is engaging in inappropriate behavior that result in a parent meeting and/or suspension. The following behaviors are as follows include but are not unlimited:

- 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 also been suspended or expelled from school, they will not be able to attend Boys & Girls Club for the duration of the suspension.

21.0 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), he / she 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.

22.0 CIRCUMSTANCES FOR TERMINATING PROGRAM PARTICIPATION

We reserve the right to suspend or remove any child from the program. 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 are in disagreement 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 tuition, failure to comply with program policies, failure to disclose required information, or other standards indicated in this handbook, etc. Fees will not be refunded.

23.0 CHILD ABUSE / NEGLECT REPORTS

Washington State Law requires that all Boys & Girls Club King County staff who suspects that a child in their 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.

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 program 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 Club Executive Director. After listening to your concerns and reviewing the program director's response, the Club Executive Director will make a final decision.
- If necessary, final resolution will involve the Area Directors for Boys & Girls Clubs of King County.

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

The annual membership fee per child, will allow your child to have access to all Boys & Girls Clubs of King County (additional program fees may be required). Both membership and registration fees are non-refundable and non-transferrable. Families on DSHS subsidy are responsible to contact the State to request payment to the program. If the State does not pay, it is the parent/guardian's responsibility for all fees.

26.0 REGISTRATION AND ENROLLMENT PROCEDURES

Each site has limited spaces available during the school year, vacation breaks, and summer day camp. Priority registration for current families will be offered on a first come, first serve basis followed by open enrollment to new families.

All information received is kept confidential. **Note:** This includes all information including progress about your child in the program. Only approved staff and individuals will have access to any child information.

For billing and refund questions, please see section regarding billing procedures.

26.1 LICENSED PROGRAM REGISTRATION

The following items must be completed, signed, and submitted to your child care director at least 48 hours prior to your child's first day in the program:

- Child Care Contract.
- Child Care Registration Forms online. Registration must be filled out in full before your child is able to start attending.

- Certificate of Immunization Status (CIS) form. Please note that child care directors will need a doctor, religious leader, or naturopath to sign any certificate of exemption of immunization and we will keep a record of exemptions. It is the parent/guardian responsibility to provide the form to us. We cannot obtain the form from your child's school.
- Individualized Health Care Plan including allergies or special needs. All information must be signed off by a physician and filled out in full before your child will be able to start the program.
- State law and Boys & Girls Club requires registration paperwork, immunization, contracts, and health information to be updated every year.

26.2 NON-LICENSED/TEEN PROGRAM REGISTRATION

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

26.3 ATHLETIC REGISTRATION

All athletic programs have a "register by" date. Please check with our website at positiveplace.org for additional information or the 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. While we try our best to accommodate, all requests are not guaranteed.

27.0 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 bank account to be entered in DASH for paying 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 King County program. Please contact program director if payment arrangement need to be made.

27.1 SCHEDULE OF PAYMENTS

- **School Year Programs:** Invoice for the upcoming month will be posted by the 25th (or nearest business day). Payment will be due the last business day of the prior month.
 - Example: September payment will be invoiced on August 25th and payment due by August 31st.

- **School Year Day Camps:** Payment is due on the last business day of every month prior to camp starting. If signup occurs within the month, payment is due at time of registration.
- **Athletic Programs:** Payment in full is due at time of registration. If a payment plan is requested, please contact your athletic director for setup. A deposit of \$25 will be required to hold the spot. A late fee will be incurred if signup happens after registration date.
- **Summer Camp:** Payment is due two weeks prior to the start of camp.

27.2 ADDITIONAL FEES

- **NO CALL FEE:** If your child will not be coming to the afterschool program on a day they regularly attend, please telephone the site to let us know. There will be a no-call fee of \$10 added to your account when you fail to notify us of your child's absence. A second no-call will incur a \$15 fee and a third no-call will incur a \$20 fee. After the third no-call, we have the right to dismiss your child from the program. Please understand that it takes considerable effort to track a child down who does not arrive as expected after school.
- **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 CHARGEBACK FEE:** A fee of \$50.00 will be assessed to your account.

28.0 REFUNDS

Boys & Girls Clubs memberships, deposits, and registration fees are non-refundable. Program fees will be refunded with approval from program director with final approval from the Area Director after request was made in writing. If request for a refund is received within two weeks before program start date, a 50% refund will be issued (minus deposit). Once the program has started, no refund will be issued. Please allow a minimum of two to three weeks for processing time.

- Example: Program fee is \$100 | Deposit is \$25 | Refund will be $\$75 \times 50\% = \37.50

If a family requests a refund:

- If a family has an outstanding balance no refunds will be given. A credit will be created and will be applied to an open invoice in the families account.
- If the Family does not have any open invoices and are in "Good Standing" with their Boys & Girls club. A refund will be issued through the Credit Card on file.

****only time a membership would be refunded is when a program has been cancelled due to low enrollment or Boys & Girls Club removes programing due to a shift in school year calendar****

29.0 PRO-RATING

For the first month of enrollment families will receive a pro-rated amount based on enrollment date. Enrollment up to the 7th day of the month is 100%, up to 14th day is 75% up to the 21st is 50%, to the end of the month is 25%. This is only applicable to school year program fees and contingent on availability of space.

We do not pro-rate tuition fees for illness, absences, inclement weather closures (ex. snow days), behavioral suspension or family vacations. Children enrolled in our programs are reserving time, space, supplies, and the staff, regardless of attendance.

29.1 SCHOOL YEAR PROGRAMS PRO-RATING

Boys & Girls Clubs of King County base school year fees on a 10 month tuition cycle; therefore, we do not pro-rate shorter months or school breaks (including winter break, mid-winter break and spring break.)

30.0 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.

31.0 THIRD PARTY PAYERS OR SUBSIDIZED FEES

Our licensed child care programs accept Department of Children, Youth, and Families (formerly DSHS) via Working Connection Child Care, Department of Education and Early Learning (City of Seattle), Child Care Resources (King County), Apple Health Core Connections (Coordinated Care), and other Foster Care and Veterans funding as part of your child care tuition. Help is available to determine if you qualify for any of the above programs. Copies of third party payers award letters must be turned in prior to your child's first day. If qualifying paperwork is not turned in prior to child's intended start date, the parent/guardian will be responsible for all the full program fees.

- State payments (DSHS) may have a co-pay that will be due the last business day of the prior month. The state (DSHS) will be notified by us if co-pays are not paid. City of Seattle (DEEL) may not cover full tuition fees; therefore, parents/guardians will owe the balance and will be due on the last business day of the participating month.
- Late pick up, no call, no lunch, credit card chargeback and late payment fees are not covered by DSHS or DEEL and will be the parent's/guardian's responsibility to pay.

32.0 CANCELLATIONS

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

33.0 FINANCIAL ASSISTANCE PROGRAMS

Boys & Girls Clubs of King County is committed to providing safe, inclusive, high-quality, and affordable programming for all families. If you need assistance to help pay for your child's program, the following financial assistance programs are available:

- Department of Social and Health Services via Working Connections Child Care
- Department of Education and Early Learning (City of Seattle)
- Child Care Resources (King County)

- Apple Health Core Connections (Coordinated Care)
- Boys & Girls Clubs of King County Need-Based Scholarship (see below)

33.1 Need-based Scholarships

Boys & Girls Clubs of King County is committed to providing quality programming and making it affordable for all families. Scholarships are awarded on an as-need basis. Even if you may be eligible by our standards to qualify for a scholarship, funds are limited and may no longer be available. All scholarships run from the beginning of our summer program through the end of the following school year.

- Application filled out in full via website at positiveplace.org/scholarships
- Denial letter from State (DSHS) for licensed programs
- Previous year tax return form uploaded (not W-2)
- Hardship letter attached if further explanation is needed

If you are awarded a scholarship, your portion is expected to be paid in full by the required due date. Families must reapply for scholarships each fiscal year (beginning July 1).

Active duty military families qualify for 100% of program, registration, and membership fees scholarship. Parent of child must be 100% active duty. Paperwork must be submitted manually. This includes all BGCKC programs.

Families experiencing homelessness or domestic violence may qualify for scholarship. Please submit proof of hardship within 30 days to program director.

34.0 OVERDUE ACCOUNTS

Your account is due the last business day of the prior month. If your account becomes past due, you will receive a notice (phone call and/or email) that your account is delinquent and that child care services may be terminated within two weeks of non-payment. Collection actions may be taken if payment is not received within 45 days or unless a payment plan has been worked out with the Program Directors and approved by the Area Director. 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 BGCKC until all fees are paid in full.

35.0 TAX INFORMATION

End of year child care fee statements are available online through the Dash registration system.

ELEMENTARY PROGRAMS

36.0 MANDATORY CHECK IN AND CHECK OUT PROCEDURES

36.1 Non-Licensed Clubs

Children ages 6-18 years are welcomed and supervised when in the facility. **NON LICENSED PROGRAMS, ALLOW MEMBERS TO COME AND GO AT THEIR OWN FREE WILL.** Our staff does not grant permission for kids to leave the club, nor do we insist they stay. The decision as to when a child arrives and leaves the club and with whom needs to be handled between parent and child. Children not mature enough to handle this responsibility should have the close supervision of other more suitable programs. We encourage you to join us in helping your children grow during the time spent at the club by enrolling them in one of our many programs.

36.2 Licensed Clubs

State licensing laws require that the parent/guardian, or a person authorized in writing by the parent/guardian to take the child to or from the facility, must sign the child in on arrival and out from the DASH system when leaving the facility. A full, legal signature and the time of arrival and/or departure are required per state licensing. DASH system is located on a tablet at the entrance where staff will assist you.

Children will be released only to those individuals authorized. A person picking up a child may be required to show ID every time. Children will NOT be released to individuals without identification for the first pick up time. Staff will need to confirm who is authorized for pick up based on information stated in your child's paperwork. Please update your authorized pick up information with the child care director as needed.

Please observe the following guidelines when checking your child in and out of the facility:

CHECK IN:

Sign your child into the site signing the sign-in/out sheet with your full, legal signature. Please make your child's arrival known to staff.

CHECK OUT:

Locate your child and gather all belongings. If you need assistance locating your child, our staff will assist you. Sign your child out of the site by signing the sign-in/out sheet with your full, legal signature. Please ensure staff acknowledgement of your child's departure.

37.0 REPORTING ABSENCES

Please call us at the child care 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.

37.1 VAN SHUTTLES ABSENCES

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

38.0 LATE PICK UP

Prompt pick up is an important acknowledgement of their 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.

39.0 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.

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).

40.0 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 he / she is not involved with children.

41.0 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.

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.

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 child care 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.

HEALTH AND SAFETY

42.0 ILLNESS – EXCLUDING A CHILD FROM THE PROGRAM

Boys & Girls Clubs of King County requires us to exclude children with symptoms of contagious diseases. If it is evident your child shows any of these symptoms while in our care **you will be contacted to pick them up immediately**. We will not provide care for children who have stayed home from school. Symptoms may include:

The Department of Health requires us to exclude children with symptoms of contagious diseases. If it is evident your child shows any of these symptoms while in our care you will be contacted to pick them up **immediately**. We will not provide care for children who have stayed home from school or if the child is 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. Symptoms include:

- Diarrhea (three or more times in a 24 hour period)
- Vomiting (twice or more in a 24 hour period)
- Body rash, including ringworm (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

43.0 LICE

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

44.0 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 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)

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

*Elementary Age Children:

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.

45.0 NON-PRESCRIPTION MEDICATION

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

46.0 HAND WASHING

Hand washing procedures that are communicated to the children adhere to the following steps: wash hands with warm water and soap for 20 seconds, drying hands, and turning 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.

47.0 CLEANING PROCEDURES

To maintain the cleanliness of the program, these procedures are followed: 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.

48.0 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.

49.0 EMERGENCY RESPONSE PLAN

We are committed to providing your child with the best care possible at all times. We hold regular drills on how to care for children after a disaster and review emergency scenarios in order to be able to handle a wide variety of crisis. Please keep the following in mind:

- In the event of a natural disaster, such as an earthquake, we have supplies and emergency preparedness plans to accommodate staff and children while they are on site.

Staff are assigned a job within an Incident Command Matrix such as search and rescue, supply chief, first aid, and child care. Detailed lists and protocol assist in tracking children and staff during an emergency. 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 take some time and are prepared to care for children 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.
- Phone lines can handle only a small portion of calls at any one time. 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 removing your child from our care. It will be very important we keep accurate, written records when releasing children. 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.

50.0 ACCIDENTS

Emergency Treatment	Non-Emergency Treatment	First Aid Treatment Only
<p>Examples:</p> <ul style="list-style-type: none"> ● Uncontrolled bleeding ● Seizures ● Second and third degree burns ● Shock ● Fractured bones <p>Steps we follow:</p> <ul style="list-style-type: none"> ● Call 911 ● Administer CPR or First Aid ● Contact the parent / guardian or emergency contact ● Transport to the nearest hospital (if necessary) ● Complete and file accident or medical report 	<p>Examples:</p> <ul style="list-style-type: none"> ● Extreme vomiting ● Severe pain ● Fever 101 degrees or above ● Cut that require stitches <p>Steps we follow:</p> <ul style="list-style-type: none"> ● Administer First Aid ● Contact the parent / guardian or emergency contact ● Transport to the nearest hospital or call 911 (if necessary) ● Complete and file accident or medical report 	<p>Examples:</p> <ul style="list-style-type: none"> ● Minor cuts, scrapes, bumps ● Low grade fever up to 101 degrees, headaches ● "Need to lie down" <p>Steps we follow:</p> <ul style="list-style-type: none"> ● Administer First Aid ● Document in accident or medical log ● Notify director of accident or illness ● Contact parent / guardian <p>Document on accident / illness form</p>

EXPECTATIONS WHILE IN PROGRAM

51.0 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 also will 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.

52.0 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.

53.0 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 keychains are inappropriate and not permitted. Real or toy handcuffs and restraints are not permitted. Fireworks are not permitted. Alcohol or drug related clothing and paraphernalia is not permitted. Head coverings and clothing that can be perceived as gang-related are not to be worn on Club property.

54.0 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.

55.0 SCREEN TIME

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

56.0 ELECTRONICS AND CELL PHONES

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 videoing is allowed of Club members. Please see director with questions.

57.0 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.

58.0 TRANSITION

Our program uses caution when transitioning through the building and various spaces. It is required that each child care room maintains an adult to child ratio of 1:12. 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.

ELEMENTARY SCHOOL YEAR PROGRAMS

59.0 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 child care director to see where this list will be posted.

60.0 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.

61.0 HOMEWORK

Power Hour!®/homework time will be provided Monday-Thursday during the school year for children 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 options will also be available for children that do not have homework but would still like to work on an educational activity. Homework is scheduled for a specific time each day that works best for the program and around other scheduled activities.

ELEMENTARY SUMMER CAMPS

62.0 ITEMS TO BRING EACH DAY

- Backpack
- Lunch that does not need to be refrigerated or heated
- Swimsuit and towel
- Change of clothes
- Water bottle

63.0 FIELD TRIPS AND VEHICLES

- Children 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 children 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, children will wear seat belts or ride in car 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.

64.0 SWIMMING

- Please make sure your child brings appropriate swimwear, a towel and sunscreen.
- Staff will not administer sunscreen. Your child will be responsible for putting this on themselves.
- We are not responsible for lost items.
- 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 sites policy on lifejackets.

65.0 SUNSCREEN

- The sunscreen release is included in the registration form. WE MUST HAVE YOUR PERMISSION BEFORE STAFF CAN ASSIST WITH SUNSCREEN APPLICATION.
- Please send your child with sunscreen on BEFORE ARRIVING at the Club.
- Staff will supervise and assist with sunscreen applications 2-3 times a day if permitted.
- If you would like to supply your own sunscreen, please indicate that while registering, send your child with the sunscreen, and make sure his or her name is clearly labeled on the bottle. Staff will supervise and assist with sunscreen applications.

66.0 CAMP T-SHIRTS

Club members are required to wear a camp T-shirt. The shirts are worn on ALL field trips and outings. The Club will take responsibility for laundering the shirts daily and storing them at the Club. Shirts may be taken home at the end of the summer.

67.0 SNACKS AND MEALS

Please see your Club for menus and times of snack / meals as they vary by location. Unless otherwise noted, we ask that you send your child with a lunch on non-school days.

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

68.0 LUNCHESES

Children 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. We do not prepare or heat food. Please speak with the child care director if you have a problem providing lunch.

69.0 TREATS FROM HOME

Please see the child care 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.

Athletics Program

70.0 PHILOSOPHY

Boys & Girls Clubs of King County athletics programs provide boys and girls 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.

71.0 PURPOSE

- 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.

72.0 WINNING VS SUCCESS

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 and 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. Please contact your local Club for more information about if this is an option for your child.

73.0 LEAGUE CONDUCT

Coaches, players and spectators will demonstrate good sportsmanship through verbal and non-verbal actions, appropriate language, abstaining from drugs, alcohol and tobacco at all BGCKC 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.

74.0 EQUIPMENT, GAMES AND PRACTICES

Equipment is checked out to volunteer coaches and needs to be respected. We ask that this 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.

75.0 FIRST AID

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

76.0 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.

77.0 HOW TO HELP YOUR CLUB

If you would like learn how to help sponsor a deserving child, help with facilities and equipment, or make a gift of supplies please see the director or go to our website: positiveplace.org.

78.0 ACKNOWLEDGEMENT

The registration form includes acknowledgement of receipt this Family Handbook.

Club Locations

B. F. Day Elementary	3921 Linden Ave N Seattle, WA 98103 ◻ 206.547.7169
Bagley Elementary	7821 Stone Ave N Seattle, WA 98103 ◻ 206.853.5297
Bainbridge Island 206.436.1860	9453 Coppertop Loop NE Bainbridge Island, WA 98110 ◻
Ballard	1767 NW 64 th St Seattle, WA 98107 ◻ 206.436.1870
Carson Elementary	1035 244 th Ave NE Sammamish, WA 98074 ◻ 206.240.5278
Coe Elementary	2424 7 th Ave W Seattle, WA 98119 ◻ 206.281.9197
Dickinson Elementary	7300 208 th Ave NE Redmond, WA 98053 ◻ 425.250.4788
Federal Way 8th Ave	30815 8 th Ave S Federal Way, WA 98003 ◻ 253.681.6510
Kirkland	10805 124 th Ave NE Kirkland, WA 98033 ◻ 425.827.0132
Lawton Elementary	4000 27 th Ave W Seattle, WA 98199 ◻ 206.283.4361
Magnolia Pre-K	3051 28th Ave W Seattle, WA 98199 ◻ 206.283.0761
Mercer Island	4120 86 th Ave SE Mercer Island, WA 98040 ◻ 206.232.4548
North Beach Elementary	9018 24 th Ave NW Seattle, WA 98117 ◻ 206.582.3512
North Seattle	8635 Fremont Ave N Seattle, WA 98103 ◻ 206.436.1850
Northgate Elementary	11725 1 st Ave NE Seattle, WA 98125 ◻ 206.478.5012
Olympic Hills Elementary	13018 20 th Ave NE Seattle, WA 98125 ◻ 206.363.3717
Redmond Elementary	16800 NE 80 th St Redmond, WA 98052 ◻ 425.250.4789
Renton/ Skyway	12400 80 th Ave S Seattle, WA 98178 ◻ 206.436.1920
Robert Eagle Staff M. School	1330 N 90 th St Seattle, WA 98103 ◻ 206.225.9915
Ron Sandwith Teen Center	31453 28 th Ave S Federal Way, WA 98003 ◻ 253.681.6500
Rosa Parks Elementary 425.250.4788	22845 NE Cedar Park Crescent Redmond, WA 98053 ◻
Rotary	201 19 th Ave Seattle, WA 98122 ◻ 206.436.1880
Sacajawea Elementary	9501 20th Ave NE Seattle, WA 98115 ◻ 206.526.1357
Salmon Bay Elementary	1810 NW 65th St. Seattle, WA 98117 ◻ 206.297.7764
Sammamish	825 228 th Ave NE Sammamish, WA 98074 ◻ 425.250.4793
Smilow Rainier Vista 206.436.1890	4250 Martin Luther King Jr Way S Seattle, WA 98108 ◻
Southwest	9800 8 th Ave SE Suite 105 Seattle, WA 98106 ◻ 206.436.1910
View Ridge	4710 NE 70th St Seattle, WA 98115 ◻ 206.523.8447
Wallingford	1310 N 45 th St Seattle, WA 98103 ◻ 206.436.1930

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

