



BOYS & GIRLS CLUBS
OF CENTRAL FLORIDA

Parent Handbook

Version 2023

GREAT FUTURES START HERE.

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Please be advised that our Clubs are closed for the following holidays:
New Year's Day – Martin Luther King Day – Memorial Day – Juneteenth –
Independence Day – Labor Day – Thanksgiving – Day After Thanksgiving –
Christmas Eve – Christmas Day – Day After Christmas

Clubs will be closed both at the conclusion of the after school program and conclusion of summer program for maintenance and program planning. The Club will communicate exact closure dates in advance so that you can plan accordingly.

Please note that we keep the days we close to a minimum. If the Clubs must close any other days, sufficient notice will be provided when possible.

Boys & Girls Clubs of Central Florida Syd & Marianne Levy Administrative Service Center
407.841.6855 – www.bgccf.org – 101 E. Colonial Drive, Orlando, FL 32801



NITA M. LOWEY 21ST CENTURY
COMMUNITY LEARNING CENTERS
FLORIDA

Introduction

Welcome to Boys & Girls Clubs of Central Florida! We are excited to have your child as a member of our Club. This handbook is intended to be a helpful, general information guide for parents and members. Inside you will find information on membership, policies, procedures, and guidelines. It is not the intention to cover every policy, procedure, program, activity, or event in this handbook. Contact your local Club for additional information. We look forward to working with you and your child(ren) knowing that together we will make our community a better place. GREAT FUTURES START HERE!

Mission

To inspire and enable all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible, and caring citizens.

Child & Club Safety

At Boys & Girls Clubs of Central Florida, we practice safe behaviors, take action to put safety first, and speak up to ensure both the physical and emotional safety of others. We recognize that for many of the children we serve, the world can be a perilous place, and that our Clubs represent a safe haven. Thus, from the layout and features of our physical Club space to the careful screening and training of our staff and volunteers, safety is central to every facet of Club life.

We're committed to providing:

- A safe, positive environment (encompassing both physical and emotional safety).
- Youth development experts trained in social-emotional learning and trauma informed care.
- Innovative, stringent safety policies that protect the physical and emotional well-being of our young people.

Safety Policies and Procedures: Boys & Girls Clubs of Central Florida maintains comprehensive safety policies and procedures that outline clear steps to prevent safety issues and concerns. There is nothing more important than the safety of our Club members.

- We prohibit one-on-one contact between adults (staff and volunteers) and Club members during and outside of Club hours.
 - One-on-one contact includes:
 - Communicating with Club members by phone, text, email, or social media.
 - Establishing a mentoring relationship outside of the Club.
- Staff and volunteers may not engage in off-site, non-Club-related activities with Club members. This includes mentoring, babysitting, non-Club field trips, etc.
 - Staff and volunteers may attend school events (graduation, drama productions, etc) or athletic competitions to support Club members. However, they must be identifiable as BGCCF employees or volunteers and, ideally, attend with other staff and volunteers.

Should you discover a BGCCF staff or volunteer engaging in one-on-one contact, off-site activities not sanctioned by BGCCF, or other unsafe practices, inform the Club's Service Director/Site Coordinator or organization leadership as soon as possible.

- All visitors must sign in and out of the facility.
- No parent or visitor is allowed to walk through our Clubs without being escorted.
- Anyone picking up a child from our Club must be on the approved list.

24-hour Toll-free Child Safety Hotline: We encourage all staff, members and families to report any incident or situation they feel is unsafe. Through our national partnership with **Praesidium**, one of the nation's leading safety experts, Boys & Girls Clubs of Central Florida members and staff have access to a confidential 24-hour toll-free Child Safety Hotline at **866-607-SAFE (7233)** or **SafeClub@Praesidiuminc.com**.

Mandatory Background Checks: Mandatory criminal background checks are required upon hire and annually for every staff and board member. In addition, criminal background checks are required for any volunteer who has direct, repetitive contact with children. All potential employees and volunteers are run through Florida's Department for Children & Families Clearinghouse, which includes a check of the National Sex Offender Registry.

Required Immediate Reporting: Boys & Girls Clubs of Central Florida staff and volunteers are all mandated reporters and are required to report any critical incident/safety concern to local authorities immediately. We are also required to report any critical incident to Boys & Girls Clubs of America within 24 hours.

Mandatory Annual Safety Assessments: We employ a multi-tiered safety assessment approach to ensure we continually make improvements to safety at our Clubs.

Safety Trainings: Ongoing training and supervision of staff are critical. We participate in a wide variety of child safety trainings annually. Additionally, all staff and volunteers who work with our Club members must undergo safety training before beginning their work with us. Our safety training includes, but is not limited to: mandated reporting; how to prevent, recognize and react responsibly to childhood sexual abuse; First Aid/CPR; Supervision of Children; Youth Mental Health First Aid, and more. We engage leading external safety experts to provide guidance for our policies and approaches, including Boys & Girls Clubs of America, Praesidium, and Redwoods.

Safety Committee: Boys & Girls Clubs of Central Florida has a dedicated Board-led Safety Committee which reviews, updates, and oversees the implementation of our safety policies and procedures.

Mandatory Employee References: Any employee interested in moving to another Boys & Girls Club is required to have a reference from their previous Club, even if the Clubs are within the same community.

Facilities: BGCCF-owned facilities have been built or renovated to maintain clear lines of

sight throughout the building, have separate restrooms for staff/volunteers, and eliminate any blind spots from supervision. Each site completes daily safety checks and an annual mandatory safety assessment.

Central Florida's young people deserve nothing less than our constant focus on their safety and our firm commitment to protect every child who is entrusted to our care at Boys & Girls Clubs of Central Florida.

Boys & Girls Clubs of Central Florida employs a zero-tolerance policy for any disregard of our procedures. If any issues or concerns are brought to our attention, we contact the police and the Florida Department of Children and Families immediately. If you have any safety-related concerns or questions, please contact your local Club or our CEO, Jamie Merrill at jmerrill@bgccf.org.

Membership Information

Any youth ages 6 – 18 may join a Boys & Girls Club. Some locations do have age restrictions; please check with your Service Director/Site Coordinator for more information. A birth certificate may be requested, at any time, to verify the youth enrolling into membership is between the ages of 6-18 Memberships.

The annual membership fee is \$30 per child. *Due to our Clubs having different funding sources, some Clubs may not charge a fee or may charge a lesser amount. Please check with your Service Director/Site Coordinator to see if your Club charges an annual membership fee.*

Memberships expire on August 15 each year. Membership enrollment packages for each child in your household must be completed each year and be updated with current information.

Boys & Girls Clubs of Central Florida does not discriminate based on race, religion, culture, gender, economic status, or any other protected group.

Safe Passage Policy

For all children's safety, members are not permitted to come and go from the Club as they wish. Once youth leave for the day, they may not return until the next day. Please review this policy with your child(ren).

- Members must scan in and out of the facility with their Club card each day.
- Members under the age of 12 must be retrieved from the Club by a parent, guardian, or other authorized adult. In the case of a parent with a disability, staff will make accommodations to safely bring the Club member out to the adult picking up the members.
- Members ages 12 or older may leave the Club unescorted with written permission from a parent or guardian and a signed release of liability.
- Members 12 and older may also escort other members of their household from the Club (with written permission).

- No member, regardless of age, will be allowed to return to the Club once they leave the premises for the day. Exceptions may be made in the case of doctor appointments where parent or guardian picks up and returns child(ren) to the Club. The Club's Service Director/Site Coordinator must approve in advance.
- Members who leave unescorted without written permission will face disciplinary actions up to and including suspension and termination of membership.

Reasonable Accommodation for Youth with Disabilities

Administrative staff reserves the right to make all program-related decisions on reasonable accommodations for youth with disabilities. The goal of Boys & Girls Clubs of Central Florida is to be as inclusive as reasonably possible in providing recreational opportunities for all youth, provided that accommodations that may be required to do not pose an undue hardship on the organization or jeopardize the safety of any youth with a disability or of any other members or employees. By enrolling your child in the Club, you acknowledge that your child has the ability to participate, is able to use the restroom facilities without assistance, and is able to eat meals and snacks unassisted. If there are any questions regarding the ability to participate in our program, Boys & Girls Clubs of Central Florida may require an individualized assessment. Please note that we are not able to provide one-on-one supervision of your child.

Summer Program

Our summer program enrollment process differs from our after-school program. If you are interested in having your child participate in the summer program, enrollment information will be available at your child's Club before summer registration begins.

Club Cards

Each member is required to carry his/her Club membership card at all times while at the Club. Please speak with your child(ren) about the importance of keeping up with their card and scanning in and out of the Club each day.

Should a card be lost, replacement cards can be purchased for a nominal fee.

General Club Expectations

- Respect yourself and fellow Club members
- Respect Club staff and volunteers
- Respect Club property and equipment
- Be safe at all times
- Have FUN!

Discipline

Members are expected to maintain reasonable behavior while at the Club as a condition of membership. Discipline is designed to promote the development of self-direction, self-control, and socially accepted behavior. This is accomplished through consistency, firmness, fairness, and follow-through. Boys & Girls Clubs of Central Florida believes that

youth need clear and consistent guidelines, which serve to maintain safety and respect for self and others.

Minor Offenses:

- 1st Offense: Verbal warning
- 2nd Offense: Examples of consequences for a second offense include, but are not limited to:
 - Removal from program area
 - Clean-up duty
 - Think Sheets or other writing assignments
 - Exclusion from field trips or other special activities
- 3rd Offense: Write-up

Parents will be informed of behavioral issues.

Major Offenses:

- All major offenses can constitute an automatic suspension without warning.
- Parents will be notified if their child commits a major offense.
- Examples of major offenses are:
 - Fighting
 - Disrespecting staff
 - Inappropriate language (e.g., cursing or other offensive or explicit language)
 - Stealing
 - Vandalism/destruction of property
 - Inappropriate touching/inappropriate sexual behavior
 - Gang activity
 - Bullying
 - Illegal activity (e.g., drug or alcohol usage, possession of weapons, etc.)

Should a member damage equipment, his or her parent may be required to pay for any and all necessary repairs or total replacement costs.

Please note that this is only a guideline. Actual consequences are determined on a case-by-case basis and are at the discretion of the Club's Service Director/Site Coordinator.

Personal Property

Boys & Girls Clubs of Central Florida is not responsible for the loss or damage to members' personal property. We do not recommend that members bring personal possessions of value to the Club, including but not limited to game systems, tablets, toys, jewelry, cell phones, portable electronics, large amounts of money, etc.

If you wish for your child to have a cell phone on them, please explain to them that they are to only use it for emergencies or when permitted by Service Director/Site Coordinator.

Dress Code

All members are encouraged to dress in a manner that allows full participation in our programs. Open-toed shoes and sandals are strongly discouraged, if a member chooses not to wear the proper footwear for physical activity (closed toed, athletic shoes, or sneakers) then the member will not be permitted to participate in these physical activities.

The following types of clothing are prohibited:

- Clothing or jewelry that displays logos or images that promote drug use, alcohol, violence, racism, etc.
- Clothing that demeans women, men, or any other group.
- Gang symbolism and attire.
- Hats inside the Club.
- Clothing that exposes the midriff.
- Sagging pants that exposes underwear.

The above items are general guidelines. Please contact your Club's Service Director/Site Coordinator for any further restrictions.

Health Information / Medication

In order to maintain a healthy environment, sick children will not be permitted in the Club. If a child becomes ill during programming, a parent, guardian or authorized person will be called to pick the child up. In case of a communicable illness (e.g., ringworm, pink eye, lice, chicken pox), the member will not be able to return until an administrator has received a release note from the doctor. If your child has allergies, asthma, or any other medical need, please provide an emergency plan for staff to follow in order to better assist your child.

It is the policy of Boys & Girls Clubs of Central Florida that we do not administer any form of medication.

Emergency Medication

Policy prohibits Boys & Girls Clubs of Central Florida to administer prescription or over-the-counter medications of any kind. This includes skin cream, sunscreen, and insect repellent. If your child requires emergency medication, such as an inhaler or EpiPen, you are required to provide the medicine in its original packaging and a letter from your child's doctor. All emergency medications will be locked up at your child's Club. **(Medicines that are out-of-date or not in the clearly labeled original container will not be permitted.)** Should a situation arise where your child needs their emergency medication, Club staff will allow your child access to their it and allow him or her to administer the medication themselves. **Club staff will not administer medication to a child unless your child is unable to physically administer the medication, i.e., a severe asthma attack or**

anaphylactic shock. Parents will be notified immediately when a child needs access to their emergency medication.

Payments

There are no refunds issued for the membership fees, program fees, transportation fees or field trip fees.

If an account falls behind, the parent/guardian will be notified to make arrangements to bring the account up to date.

All fees are to be paid via check, money order, or credit card.

If participating in a 21st Century Community Learning Center, program, transportation, and field trip fees are waived.

Late Fees

Where applicable, a late fee of \$1 per every minute will be charged for any member picked up after their program ends.

Emergency Club Closures

It may be necessary to close the Club on short notice due to circumstances that compromise the safety of our members and employees (e.g., severe weather conditions). Boys & Girls Clubs of Central Florida will follow the Boys & Girls Clubs of Central Florida Crisis Management Plan. Please feel free to call the Club for additional information.

Field Trips

Field trips are a privilege, not a right. A Club member's behavior plays an important role in determining whether or not they will be invited to attend a field trip.

Before any Club member participates in a field trip, he or she must have a signed permission slip that gives parent/guardian consent.

In order to leave on a field trip, all Club members must wear their Club shirt. If your child does not have a Club shirt, one may be purchased.

While on the field trip, all Club members must behave positively both on the bus and at the trip destination. Should your child(ren) display negative behavior while on the trip, he or she may be restricted from attending trips in the future.

Technology Guidelines

Before a member will be allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play, and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally-owned devices shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Club purposes shall include program activities, career development, communication with experts and/or Club peer members, homework, and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

Authorized use: Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

Appropriate use: Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections, but the member may be barred from bringing personally owned devices to the Club in the future.

Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online. Inappropriate communication includes

but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted, or spoken by members
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment
- Personal attacks, including prejudicial or discriminatory attacks
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others
- Knowingly or recklessly posting false or defamatory information about a person or organization
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a member is told to stop sending communications, that member must cease the activity immediately.

Cyberbullying: Members may not utilize any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. This behavior is cyberbullying, which is defined as bullying that takes place using emerging technologies and devices. Any cyberbullying that is determined to disrupt the safety and/or well-being of the Club, Club members, Club staff or community is subject to disciplinary action.

Examples of cyberbullying include, but are not limited to:

- Harassing, threatening or hurtful text messages, emails, or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites, or fake profiles.

Members may not attempt to gain unauthorized access to the Club's network, or to any other computer system through the Club's network. This includes attempting to log in through another person's account or accessing another person's files. Members may not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco, or other drugs; engaging in criminal activity; or threatening the safety of another person. Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

Monitoring and inspection: Boys & Girls Clubs of Central Florida reserves the right to monitor, inspect, copy, and review files stored on Club-owned devices or networks. In addition, Boys & Girls Clubs of Central Florida reserves the right to inspect and/or review personally owned devices that are brought to the Club.

Internet access: Personally-owned devices used at the Club must access the internet via the Club's content-filtered wireless network and are not permitted to directly connect to the internet through a phone network or other content service provider. Boys & Girls Clubs of Central Florida reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks, or other services. Members must follow Club procedures to access the Club's internet service.

Loss and damage: Members are responsible for keeping the personal device with them at all times. Staff are not responsible for the security and/or condition of the member's personal device. Furthermore, the Club shall not be liable for the loss, damage, misuse, or theft of any personally owned device brought to the Club.

Parental notification and responsibility: While the Boys & Girls Clubs of Central Florida Technology Acceptable Use Policy restricts the access of inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet, some material might not fit the particular values of members and/or their families. Because of this, it is not considered practical for Boys & Girls Clubs of Central Florida to monitor and enforce a wide range of social values in student use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

Digital citizenship: Club members shall conduct themselves online in a manner that is aligned with the Boys & Girls Clubs of Central Florida Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the Boys & Girls Clubs of Central Florida Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical Club environment.

Club-owned-and-operated technology: Members are expected to follow the same rules and guidelines when using Club-owned technology. Club technology and systems are the property of the Club, are intended to be used for Club purposes and are to be used during approved times with appropriate supervision. Club members shall never access or use Club technology or systems without prior approval.

Digital citizenship and technology safety training: All members who wish to use a Boys & Girls Clubs device or equipment will be required to successfully complete a BGCA-provided digital citizenship and technology safety training. This training is required for all members annually.

21st Century Community Learning Center Locations

Parent Involvement and Volunteerism

Parents/guardians are strongly encouraged to play an active part at the Clubs. Parents/guardians are asked to volunteer in areas of planning programs, chaperoning, attending special events, assisting with enrichment activities and assisting Club staff. This process is on a case-by-case basis as assigned by the Service Director. ***(Note: Parents/guardians who want to volunteer must complete the volunteer clearance process. Information regarding how to begin this process can be obtained from the Service Director.)***

Parents must attend at least 5 parental involvement activities that are offered at their child's 21st CCLC program for the current school year in order for the child to continue participating in the program.

Advisory Board

In order to help plan the direction of the 21st Century Community Learning Center program, an advisory board has been established. If you are a parent and are interested in serving on our advisory board, please contact your Service Director.

Attendance

We highly encourage our members to participate in the program daily in order to receive a greater impact from our programs. Attendance is one of the tools we use to measure your child's improvements. However, because of our extensive waiting list and our desire to meet the needs of the community we are asking that Club members be in attendance at least a minimum of 3 days a week. Additionally, **3 early pickups are equal to 1 missed day**. This occurs when the child is picked up prior to the conclusion of the program. Please consult with your Service Director in regards to the times of the 21st Century Community Learning Center program. Lack of attendance could result in your child being removed from the current program and placed back on the waiting list.

Locations

Brevard County

Cocoa Branch

814 Dixon Boulevard, Cocoa
Phone: (321) 301-4484

Temple Terrace Branch

1824 Temple Terrace, Melbourne
Phone: (321) 242-0041

Titusville Branch

126 Grannis Ave S. Titusville
Phone: (321) 567-3082

Lake County

NE Lake Branch

Lifepointe Church
3551 E. Orange Ave, Eustis
Phone: (352) 602-4861

South Lake Branch

Clermont Arts & Recreation Building
3700 S. HWY 27, Clermont
Phone: (352) 771-5204

Spring Creek Club

Spring Creek Charter School
44440 Spring Creek Road, Paisley
Phone: (352) 771-5204

Leesburg Branch

2116 Griffin Rd, Leesburg
Phone: (352) 787-0053

Osceola County

Tupperware Brands Branch

2411 Dyer Boulevard, Kissimmee
Phone: (407) 847-2833

Buenaventura Lakes Branch

Robert Guevara Community Center
501 Florida Parkway
Kissimmee, FL, 34743
Phone: (321) 682-5910

St. Cloud Branch

1001 Virginia Ave, St Cloud
Phone: (321) 805-4014

Seminole County

East Altamonte Branch

Lillie H. Green Community Center
325 Station St, Altamonte Springs
Phone: (407) 332-8668

Oviedo Branch

55 Mrs. Adeline B Tinsley Way, Oviedo
Phone: (407) 542-5607

West Sanford Branch

Westside Community Center
919 S Persimmon Ave., Sanford
Phone: (407) 330-2456

Orange County

Apopka Branch

John Bridges Center
445 West 13th Street, Apopka
Phone: (407) 254-9416

Bradley-Otis Family Branch

700 S. Lakeland Ave, Orlando
Phone: (407) 398-1707

Hughes Levy Branch

712 W. Amelia St, Orlando
Phone: (407) 250-6225

Joe R. Lee Branch (Eatonville)

400-B Ruffel Street, Eatonville
Phone: (407) 599-3771

Taft Branch

Spahler Activity Center
1001 4th Street, Orlando
Phone: (407) 858-4783, ext. 224

Universal Orlando Foundation Branch

5055 West Raleigh St., Orlando
Phone: (407) 298-0680

Walt Disney World Clubhouse

5211 Hernandez Drive, Orlando
Phone: (407) 295-1100

Orange County

West Orange Branch

West Orange Recreation Center
309 SW Crown Point Road,
Winter Garden
Phone: (407)-867-0566

Orange County After School Zone

Phone: (407) 841-6855

Apopka MS
Corner Lake MS
Freedom MS
Hamlin MS
Horizon West MS
Hunter's Creek MS
Lakeview MS
Lockhart MS
Meadow Woods MS
Meadowbrook MS
Ocoee MS
Piedmont Lakes MS
Robinswood MS
South Creek MS
Sunridge MS
Wolf Lake MS