

ELEMENTARY SCHOOL CLUB HOURS:

Kinder Club	Mon – Fri	School Dismissal – 3:00pm
After School Kinder	Mon-Fri	3pm – 6pm
After School 1st – 5th	Mon - Fri	School Dismissal - 6:00pm
Camps	8:00am - 5:00pm \$100 non-refundable deposit is required to secure a spot for your camper. Balance is due one week prior to the start of camp.	
Full Day Programs	8:00am - 5:00pm Fees apply. See our Parent Portal for additional details.	

We are open on minimum days and pupil free days at select Club locations. Please review our School Holidays, Breaks, and Field Trips section under Registration in the Parent Portal for options.

Late Pick-up

If we must keep a Club opened after closing time for your child, we will:

- Add a late pick-up fee of \$15.00 per member for each 15-minute increment used after closing time to your outstanding balance due.
- Ask the Thousand Oaks Police Department to watch your child if we have not heard from you within 90 minutes after scheduled close.

Occasional activities will run past closing time. You will be notified of any changes in the regular schedule.

IV. Program Fees

Basis for Program Fees

The BGC/GCV is a private non-profit organization made up of members who support our mission and goals. A volunteer Board determines those goals and the programs they generate. The Board establishes policies for each program, which include the individual budgets for those programs and allocation of funds to pay program costs.

Schedule of Fees

Fees listed below are for the 2023-2024 school year.

MIDDLE SCHOOL FEES:

Club Locations	Anderson Johnston Morton Notter	A.C. Stelle Catlin Marley
Lunch Club	\$120/ annually	\$115/ annually
10-day Pass	\$242 per 10 uses	\$231 per 10 uses
Before & After	\$299/monthly	\$262/monthly
Before School Only	\$149/monthly	N/A
Transportation	\$120/monthly	\$115 (Catlin only)/monthly
One Hour Club (Johnston and Notter)	\$120/monthly	N/A

*10 day passes may only be used during the school year in which they were purchased. They are not transferable and non-refundable.

ELEMENTARY SCHOOL FEES:

Program	Fees
Afternoon Club	\$425/month
30 Minute Club	\$76/month
60 Minute Club	\$135/month
Wednesday Club	\$76/month
Kinder Club	\$240/month
Lucky Day Club**	\$301 per 10 visits

**Lucky Day Club enrollment includes 10 1-day passes which may only be used during the school year in which they were purchased. They are not transferable and non-refundable.

FEE INFORMATION:

- Every child that attends any of the programs is considered a member. There is no separate fee for membership;
- All program fees are due to the BGC/GCV by the first business day of each month and will be considered late if not received by the fifth business day of the month. If your payment is received after the fifth business day of the month, a \$25 late fee will be applied per child;
- If you have a stored card on file, the card will be automatically billed on the first business day, when the billing is run. Having a card on file authorizes BGC/GCV to post payment to that card.
- It is the responsibility of the parent to ensure payment is remitted in a timely manner;
- It is the responsibility of the parent to ensure that their account is kept current, or ensure payment arrangements have been made.

To ensure we are able to post your payment in a timely manner, we recommend that you use one of the following methods to pay your fees:

- Set up an automatic bank or credit card draft;
- Pay online at: www.bgcconejo.org by accessing the Parent Portal;
- Call the Club during operating hours to pay with a credit card;
- If paying by cash or check, bring your payment to the Club no later than the fifth business day of the month. If payment is received after the fifth business day of the month, a \$25 late fee will be applied per child.

Late Payments

Late payments to the BGC/GCV create serious problems in terms of our ability to meet the financial obligations we incur on your child's behalf. They also create additional administrative costs. If your payment arrives to the Club later than the fifth business day of the month, we:

- Will charge a \$25 late fee per child for any payments made after the fifth business day of each month to cover the cost of monitoring the late payment;
- Reserve the right to remove your child/ren from our program.

Summer late payment fees subject to change.

We will not turn your child away if you are having financial difficulties. Please reach out to your Club Director if you need to make payment arrangements.

Returned Checks

Returned checks will be treated as follows:

- A \$25.00 processing fee will be assessed when the check is returned;
- If the following scenarios occur, the only payment accepted will be a cashier's check, money order, or credit card:
 - If two checks are returned in one year from the same individual;
 - If the balance of a returned check has not been satisfied within 30 days of notification of the returned check.

Refund Policy

Program fees will be returned if one of the following conditions are met:

- There is a medical reason that the member can no longer attend. A doctor's note will be needed to confirm.
- The member's family has moved out of the District supported by the Club;
- If BGC/GCV determines a credit card has been charged in error, BGC/GCV will refund the amount charged in error within 3 business days of identifying the error.
- Refunds are not issued for non-use or non-attendance.

Additionally, a \$25 administrative fee will be assessed if a member is withdrawn from a program prior to the scheduled end of the program.

V. Enrollment

How to Enroll

Information regarding programs can be found at bgcconejo.org. Parents are encouraged to enroll their child/ren via the Parent Portal at bgcconejo.org.

Completing Enrollment

In order for your child to be fully enrolled in a program, both items below must be completed:

- You must complete and the membership and program registration processes through the Parent Portal. The information collected includes, but is not limited to: health history, emergency information, and medical and transportation releases. The membership form on the parent portal fulfills this requirement;
- You must pay the program fees in advance. The registration option in the parent portal fulfills this option;
- For summer camp enrollments, the deposit must be paid at the time of registration. The deposit is non-refundable. The remaining balance of the enrollment fee may be paid up to one week ahead of the start of the camp session.

Enrollment Priority

Enrollment in our program is based on a first come, first serve basis. If we experience space shortages, we will:

- Begin a waiting list for the Club and program that is full. Parents will be notified via email if a spot becomes available;
- Begin enrolling from the top of the waiting list.

Financial Assistance

You have two options to apply for Financial Assistance.

- The first option is to click the "Would you like to apply for financial assistance" check box when you are completing the membership form online. You will receive an email with a link to complete the form and also provide additional information that will help us determine your assistance level.
- The second option is to request a paper copy of the form from your Club Director. Follow the instructions on the form, and return the required paperwork to your Club Director.
- All Program Fees are due prior to your child's attendance

There are two components to the financial assistance application. The first is data related to household composition, including number of household members and annual income. The second is additional documentation, such as prior year tax return, proof of earnings, unemployment income, etc. The list of acceptable documents are included in the online form, and listed on the back of the paper copy.

Once we have all the required information, we will review your account and determine what level of financial assistance you qualify for. We will let you know as soon as we have made a determination. Please note that if all required documents are not provided, the review process will be delayed, and may impact your child's ability to attend Club.

Note: The anticipated discounted amount is due upon registration. Any adjustments to the discounted amount during or due to the file review will be adjusted in your account upon final approval. This could result in an additional amount due for the program, or a credit to be used against future enrollments.

For step by step instructions with screen shots, please access the PDF on <https://www.bgcconejo.org/join-the-club/resources-for-parents-guardians/>.

Additionally, you may be eligible for assistance through Child Development Resources (CDR – Ventura County) or the Child Care Resource Center (CCRC – Los Angeles County). Please note that this is a separate application and approval process from the BGC/GCV financial assistance process. See your Club Director for details on how to apply.

Program Withdrawal

If you are withdrawing your child from a program, the withdrawal must be completed at least 5 business days prior to the next billing cycle. The billing process is run on the first business day of the month. If less than 5 business days' notice is given, any unused prorated fees will be kept on the account for future use. Members may also be transferred to another program, and the fees may be applied there. A \$25 administration fee will apply if withdrawing from or switching programs.

We request that you fill out an exit survey when withdrawing from a program, so that we may continue to improve our programs through your feedback.

VI. Transportation

Transportation Equipment

Occasionally, we will need to transport members to various program locations. We take transportation safety very seriously. Our drivers are licensed, fingerprinted, and background checked, and our vehicles receive regular maintenance and inspection.

VII. Signing Children In and Out

Checking In and Out

- Members can check in and out of the Clubs at any time during our normal Club hours with parent approval.
 - Please review this with your child. It is the responsibility of parents to instruct their children as to whether or not they may leave the Club.
- The BGC/GCV recommends that members be denied permission to come and go.
- Once a member has been checked into a Club, they must remain on Club premises.
- The Club provides supervision inside the Club at all times and when Club staff organizes an outside activity. If you do not want your child to walk home or leave the program, please contact the Club Director to make arrangements to instruct your child to stay until picked up.

VIII. Other Important Information

Assistance with Medication

If your child needs to take medication while attending the Boys & Girls Clubs, please do the following:

- Bring the medication to the Club and give it to a staff member. Do not send medication to the Club with your child;
- Make sure the medication is in the original container, and, if a prescription, has the prescription label affixed;
- Fill out the medical authorization form. You can pick these up from the Club Director. Also include directions for administering the medicine, the time or times it should be administered, how the medicine should be stored, your permission to administer, and your signature;
- Members must be responsible for reminding staff of medication times, and a staff member will assist them in the dispensing of medication.
- Parents are responsible for indicating on the membership form any specific medical conditions, restrictions, etc.
- Parents are responsible for collecting any unused medication from the Club for proper disposal.

Injuries

Safety is important at the BGC/GCV. If your child is injured, we will:

- Administer First-aid for minor injuries;
- Contact you or your emergency contact if an injury, including bee stings, moderate cuts, and sprains or possible fractures, may require medical attention. You may then decide or advise what course of action should be taken;
- In the event you or your emergency contact cannot be reached or the nature of the injury warrants fast action, we will secure medical treatment immediately.

Illness

- If your child becomes ill while at the Club, we will call you or your emergency contact if you cannot be reached. We cannot allow your child to remain in the program while ill. Please arrange to pick up your child within an hour of notification of illness.
- If your child becomes ill while at school, do not request that he or she be sent to the Club. We will not accept children who are ill into our program; this creates a danger of infecting other children and staff.
- If your child is absent from school for any reason, they may not attend the Club that day.

Head Lice

The children in our program are in close contact with one another during activities, and throughout our program day. This close proximity can result in lice being quickly and easily spread from child to child. In order to ensure that lice are not spread during an outbreak we separate any child who has lice from the rest of the children. Parents are required to pick-up their child within an hour of being notified. The child may not return to the Club until all nits and lice have been removed from the hair and head. The BGC/GCV will notify the school if a child has lice and the school nurse must clear the child before they may return to school. In addition, the BGC/GCV will continue to check the child's hair to ensure that the hair is nit and louse free. Please contact your Club immediately if your child contracts lice in order to decrease the chance of spreading.

To avoid the spread of lice, we ask that children do refrain from sharing hats, combs, brushes, and clothes.

The BGC/GCV ensures health and safety regulations are being met at all times. The BGC/GCV decreases the spread of lice by periodically checking all children's heads for lice and cleaning daily, including, vacuuming all carpets and rugs.

Disaster Plan

The BGC/GCV participates in the City of Thousand Oaks Emergency Operations Plan. In the event of a major emergency, such as an earthquake, chemical spill, or fire, the following procedures apply:

- Members will remain at the Club until directed to move or evacuate.
- During, immediately before, and immediately after school hours, the principal of each school is in charge.
- After school hours and on holidays, the Club comes under the direction of the Club Director, who is always aware of the location and enrollment of our Club members.
- If an evacuation of any Club occurs, the school district will provide bus transportation, the Red Cross will set up a shelter, and the BGC/GCV staff on duty will assist at the shelter. You will be able to get information by tuning your radio to KHAY 100.7 FM - 642-8595 (Emergency Alert Stations), KVEN 1450AM - 642-8595 (Emergency Alert Stations), KMLT 92.7FM - 497-8511, and KCLU 88.3FM - 493-3900;
- A sign will be posted on the door of the Club notifying parents where the children have been relocated.

Club Member Rules

- Members must check in and out each day when attending the Club.
- Respectful behavior is expected at all times, and this means following any and all directions given to you by a staff member.
- There is no running, pushing, shoving or fighting allowed in the Club.
- Personal belongings should be properly marked and stored. Any articles missing, lost or stolen are not the responsibility of the BGC/GCV. Take home all personal belongings each day.
- Food and drink is allowed in designated areas only.
- There is a strict “No Smoking” policy at all Clubs and surrounding property. This refers to members, staff and visitors.
- Only staff will be allowed inside offices or storage areas, unless given specific permission.
- Be respectful towards Club equipment or furnishings always. Pounding, kicking, knocking or tapping of the equipment or furnishings is not allowed.
- There will be no swearing or foul language allowed at any time in the Club or outside program areas.
- The Club opens and closes promptly as posted. Please make sure your child is picked up by close of business. Please see site schedules above for operating hours.
- Any behavior that is dangerous, disruptive, disrespectful or destructive is never acceptable.
- A copy of the member technology contract is available to review at the Club.

Discipline

The BGC/GCV’s board, staff, volunteers, and members are all committed to basic shared values including good health, citizenship, character, and leadership. We believe that these values are essential to the guidance of your child’s behavior.

We do not believe that punishment is the best way to help children learn good behavior in a group setting. Instead, we use the following graduated approach when a child's behavior is outside the group's rules or otherwise inappropriate:

- Reason with the member in a teachable moment.
- Ask the member to sit a small distance away from the group and take time to calm down, and then talk about their behavior choices with a staff member.
- Take away room use permission.
- Have the Club Director talk with the member and agree on a positive behavior modification plan.
- Include the parents, member, and Club Director in a conference to identify additional strategies to correct problem behavior and clarify consequences of continued misbehaviors.
- In extreme or recurring cases, the Club Director will determine an appropriate resolution, which usually involves temporary or permanent removal from the Club. Members who demonstrate that they are a threat to themselves or others at a Club must be removed from the program, even if previous approaches have not yet been implemented, until we determine the threat no longer exists.

For Your Taxes

When you file your Federal and State Income Taxes, you are required to provide the Taxpayer I.D. Number of the childcare provider to get the childcare credit. Our Taxpayer I.D. Number is #91-2151731. The legal name of our Club is the Boys & Girls Clubs of Greater Conejo Valley (BGC/GCV).

National Youth Outcomes Initiative

The National Youth Outcomes Initiative (NYOI) is a survey that Boys & Girls Clubs of America asks members and staff to complete each March. This anonymous survey asks how our youth feel about the activities and time they spend at the Club, education plans, and involvement in community service and work. Additionally, the survey asks about the attitudes and health behaviors of Club members, including questions about nutrition and physical activity.

There are two versions of the survey, with age-appropriate questions and verbiage:

- Youth Survey (ages 9-12)
- Teen Survey (ages 13-18)

In the month of March, our Club Families have the option to Opt In or Opt out by filling out the Permission Slip. Please visit our local Club to review a copy of the Youth or Teen Survey.

IX. Parent Handbook Agreement

I, the parent of _____, have received a copy (or read online at www.bgcconejo.org) of the Boys & Girls Clubs Parent Handbook. I understand it is my responsibility to read the handbook, become familiar with its contents, and abide by the program requirements and parent responsibilities outlined in it. I agree and understand that:

- I agree to defend, indemnify and hold harmless the BGC/GCV, Conejo Valley Unified School District, Las Virgenes Unified School District and their officers, employees and agents against any and all loss, liability charges, expense (including attorney fees) and costs of whatsoever character which may arise by reason of participation in any program.
- I hereby give permission for my child to become a member and participate in activities of the Boys & Girls Clubs of Greater Conejo Valley. My child promises to take care of their Club and its property and to follow Club rules, including appropriate use of technology and personal devices while at the Club.
- I give permission for the release and exchange of confidential information from the Conejo Valley Unified School District or Las Virgenes Unified School District in order to provide programs and coordinate services for my child. I understand that my records are protected under federal confidentiality regulation and cannot be disclosed without my written consent unless otherwise provided for in the regulations.
- The Boys & Girls Club of Greater Conejo Valley is not responsible for any staff outside of club duties.
- The Club is not responsible for my child's personal belongings and will advise my child to leave valuables at home.
- BGC/GCV will periodically show movies rated PG-13 or lower and play T rated video games.
- In the event of an emergency, I authorize the Club to seek medical attention and transportation for my child if deemed necessary.
- I give permission for my child to be transported to and from program areas, on field trips, and in the case of an emergency.
- I give permission for my child to walk within a one-mile radius of the Clubhouse with a staff member for various Club activities.
- A nonrefundable deposit of \$100 is required to secure my child's spot at Club for summer camp.
- If applying for Financial aid, the complete documentation, registration, and program fees are due prior to my child's attendance.
- A deposit of \$10 is required for non school days and summer camp sessions for parents who qualified for CDR/CCRC. This fee is refundable if your child attends the session(s) they are registered for.
- There will be a late pickup fee of \$15.00 per member for each 15-minute increment used after the club closes. The Police Department will be asked to watch your child if we have not heard from the parent/guardian after 1 hour of the club closing.
- Unused days will not be refunded or transferrable.
- Refunds will be made via the same method as the payment. The time needed to process a refund to a credit card is dependent on response times of the bank. Please allow 3-5 business days after the refund is initiated to see the funds post to your account.

- Any changes, including cancellation, are subject to a \$25 Administrative Fee. A \$45 daily rate will be deducted from any refund for each day my child has attended Club. The Admin Fee will be listed as a withdrawal fee in the system.
- Video surveillance is in use in and around the Club facility, on Club property, and on Club transportation.
- Any member feeling sick will not be admitted to Club.
- Anyone who develops symptoms will be isolated in a room separate from others and sent home.
- To pick my child up within 60 minutes of Club notification of illness.

The parent handbook, along with this acknowledgement, constitutes an agreement between you and the Boys & Girls Clubs of Greater Conejo Valley. If you do not understand any part of the handbook, please contact a Boys & Girls Clubs staff member so that we can assist you in clearing up any confusion.

Parent or Legal Guardian

Date

I wish to become a member of the Boys & Girls Clubs of Greater Conejo Valley. I promise to take care of my Club and its property, and to be respectful of Club rules.

Member Signature

Date