2026-2027

BOYS & GIRLS CLUBS
OF GREATER CONEJO VALLEY

Parent Handbook
2026-2027

Table of Contents

Introduction 3
Purpose and Goals ... 3
Enrichment Program Overview ... 3
Locations of our Clubs ... 4
For Your Taxes ... 5
National Youth Outcomes Initiative ... 5
Disability Inclusion Statement ... 5
Operating Days and Times ... 6
Days of Operation ... 6
Hours of Operation ... 7
Memberships and Programs ... 8
Membership and program registration ... 9
Membership Types and Fee Structure ... 10
Health and Safety Policies ... 14
Club member check-in/check-out ... 14
Custody/Parenting Plans ... 14
Supervision and Facility Use Policy ... 15
Transportation Policy ... 17
Video Policy ... 18
Accommodations ... 20
Illness, Injury, and Medication ... 21
Assistance with Medication ... 21
Injuries ... 21
Illness ... 22
Head Lice ... 22
Child Abuse Recognition and Prevention ... 23
Emergency Operations Plan ... 25
Parent/Club Communication ... 26
Communication ... 26
Parent/Club Grievance Policy ... 27
Grievance Procedure ... 27
In the Clubs 29
Club Member Rules ... 29
Behavior Management ... 29
Anti-Bullying Policy ... 31
Personal Items at the Club ... 33
Club Policies and Procedures ... 33
Technology Policy ... 35
Parent Handbook Agreement ... 39

Introduction

Purpose and Goals

The Boys & Girls Clubs of Greater Conejo Valley's (BGC/GCV) mission is to enhance the lives of young people and their families by providing a positive environment that cultivates academic success, healthy lifestyles, character, and citizenship.

Boys & Girls Clubs of Greater Conejo Valley is committed to creating a positive and inclusive environment for youth of every race, gender, gender expression, sexual orientation, ability, socio-economic status, religion, or cultural belief. We want all young people to have a high-quality Club experience, so they feel physically and emotionally safe; receive support and recognition from caring adults who set high expectations for them; are given opportunities to try new things; have fun; and feel a sense of belonging at the Club.

OUR BOYS & GIRLS CLUBS:

- Have full-time professional leadership supplemented by part-time and seasonal workers and volunteers from our community.
- Ensure equal access to activities for any child regardless of race, religion, ethnic culture, or gender.
- Provide activities that are carried out in a warm, friendly atmosphere.
- Have a varied and diversified program that recognizes and responds to the needs of children with differing abilities and interests.
- Are guidance-oriented to assist children in learning to make appropriate and satisfying choices for themselves, and to understand the consequences of choices.
- Are committed to Safety. Please refer to our Safety section for additional information.

Enrichment Program Overview

Club members can choose from several enrichment program areas. All program areas have youth development professionals for supervision. Program activities are offered in five core areas:

- Character and Leadership Development: Empower youth to support and influence their Club and community, sustain meaningful relationships with others, develop a positive self-image and good character, participate in the democratic process, and respect their own and others' cultural identities.
- Education and Career Development: Enable members to become proficient in basic educational disciplines, set goals, explore careers, prepare for employment, and embrace technology to achieve success in a career.
- Health and Life Skills: Develop members' capacity to engage in positive behaviors that nurture their well-being, set personal goals, and live successfully as self-sufficient adults.
- The Arts: Enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual and performing arts, crafts, and creative writing.
- Sports, Fitness, and Recreation: Develop fitness, positive use of leisure time, skills for stress management, appreciation for the environment, and social and interpersonal skills.

Locations of our Clubs

Marion & John E. Anderson Youth Center
On the Campus of Los Cerritos Middle School
1980 E. Avenida de Las Flores, Thousand Oaks, CA 91362
(805) 493-2917

Cal & Marje Johnston Boys & Girls Club
On the Campus of Colina Middle School
1450 E. Hillcrest Drive, Thousand Oaks, CA 91362
(805) 449-1309

Rocky & Lon Morton Boys & Girls Club
On the Campus of Sequoia Middle School
2855 Borchard Rd, Newbury Park, CA 91320
(805) 375-5635

John L. Notter Family Boys & Girls Club
On the Campus of Redwood Middle School
233 Gainsborough Rd, Thousand Oaks, CA 91360
(805) 371-4045

Catlin Family Boys & Girls Club
On the Campus of Lindero Canyon Middle School
5844 Larboard Lane, Agoura Hills CA 91301
818-735-9518

For Your Taxes

Our Taxpayer I.D is #91-2151731.

The legal name of our Club is the Boys & Girls Clubs of Greater Conejo Valley, Inc. (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 March, our Club Families can opt in or opt out by filling out the Permission Slip. Please visit your local Club to review a copy of the Youth or Teen Survey.

Disability Inclusion Statement

At the Boys & Girls Clubs of Greater Conejo Valley, we believe every child deserves the opportunity to grow, thrive, and belong. We are committed to fostering an inclusive environment where youth of all abilities feel respected, supported, and empowered to participate fully in our programs.

In alignment with our values and the principles of equity and inclusion, we welcome members with disabilities and are dedicated to providing reasonable accommodations that promote meaningful participation. Our staff work in partnership with families to understand each child's unique strengths and needs and to create individualized support plans as needed.

No child will be denied access to our programs based on ability. Together, we strive to ensure that *every child has a place at the Club*.

Please note: Policies in this handbook are subject to change by Club location without notice.

Operating Days and Times

Days of Operation

BGCGCV Clubs are **open**:

- Monday through Friday on school days during the school year;
- On select holidays including but not limited to Teachers' conference days, Teacher prep days, Staff Development days, and some days schools are closed. Check out specific information on our Parent Portal under Programs/School Holidays and Breaks.
- For full-day camps during Winter break and Spring break at select Clubs.
- For summer camp at select Clubs.

BGCGCV Clubs are **closed** for the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

Hours of Operation

CVUSD Middle School Club hours:

Before School Hours	7:00 am – the start of the school day
Lunch Club	When lunch is in session
After School	School Dismissal - 6:00 pm
Camps	7:00 am - 6:00 pm A non-refundable deposit is required to secure a spot for your camper. The remaining balance is due one week before the start of camp. All deposits and payments for camp are non-refundable.
Full Day Programs	8:00 am - 5:00 pm (Starting June 2025 from 7:00 am – 6:00 pm) Additional fees may apply. See our Parent Portal for details.

LVUSD Middle School Club hours:

Lunch Club	When lunch is in session
After School	School Dismissal - 6:00 pm

Memberships and Programs

BGCGCV offers several types of memberships and various programs to meet the needs of parents and kids alike. Details regarding the membership options at each Club are listed in the next section. The monthly and annual fees charged by BGCGCV are used to keep our programs running. Timely fee payments help to ensure that we can provide the best experience for your child.

- All monthly program fees are due to the BGCGCV 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 BGCGCV to post payment to that card.
- It is the parent's responsibility to ensure payment is remitted in a timely manner.
- It is the parent's responsibility to ensure that their account is kept current or that payment arrangements have been made.

There are several payment options available. We recommend that you use one of the following methods to pay your fees:

- Set up an automatic bank draft or credit card payment. Automatic payments need to be set up for each membership and program, and do not roll over to new registrations.
- Pay online through the Parent Portal;
- Call the Club during operating hours to pay with a credit or debit 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.

Membership and program registration

General information regarding programs and memberships can be found at https://www.bgcconejo.org/programs/#. Parents are encouraged to enroll their child/ren via the Parent Portal.

Completing Enrollment

For your child to be fully enrolled in a program or membership, both items below must be completed:

- You must complete the membership registration process, either through the Parent Portal or via a paper form. **Your child may not attend the Club if we have not collected this information.** The information collected includes, but is not limited to: health history, emergency contact information, and medical and transportation releases. The membership form on the Parent Portal fulfills this requirement.
- You must pay any fees that are immediately due at the time of registration. Payment can be remitted at the time of registration through the Parent Portal.

For summer camp enrollments, the non-refundable deposit must be paid at registration. The remaining balance of the enrollment fee is due one week ahead of the start of the camp session.

*** Children must be registered each year for school and summer camp memberships. Memberships do not roll over. ***

Enrollment Priority

Enrollment in our program is based on a first-come, first-serve basis. Some of our memberships and programs are very popular, and space can run out. If we experience space shortages, we will:

- Begin a waitlist 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 waitlist.

Program/Membership Withdrawal

If you withdraw your child from a program or membership, the withdrawal must be completed at least 5 business days before the next billing cycle, which is run on the first business day of the month. If less than 5 business days' notice is given, the following month's fees may be assessed. Members may also transfer to another program, and any prorated fee amounts will be applied to the new registration. 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.

Membership Types and Fee Structure

Current membership types and associated fees for each Club are listed at the following location:

https://www.bgcconejo.org/options/

Middle School Memberships and Fees:

Note that 10-day passes may only be used during the school year in which they were purchased. They are not transferable and are non-refundable. 10 Day passes may not be used for breaks or summer camp.

Financial Assistance

We want your child to have the opportunity to attend the Club, regardless of your financial circumstances. You can apply for Financial Assistance in the following ways.

1. 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 provide additional information that will help us determine your assistance level.
2. 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.

There are two parts to the financial assistance application. The first is information about your household, including the number of household members and annual income. The second is additional documentation, such as prior-year tax returns, proof of earnings, unemployment income, etc. The list of acceptable documents is 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.

While we review your file, the Club Director will provide an anticipated financial assistance level to you. At that time, the Club Director will request a payment from you corresponding to the estimated amount. **We do need to receive that payment before your child begins attending the Club.** If you are ultimately approved for an assistance amount that's different from the initial estimate, it 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 a subsequent month's fees.

Please note the following regarding Financial Assistance.

- Financial assistance is applied going forward from the time of approval. It will not be applied retroactively.
- Families will need to provide updated financial information every 12 months to continue to receive financial assistance.
- Financial assistance applies to all programs the Boys & Girls Clubs offers.
- Financial assistance and programs like the sibling discount and military discount cannot be stacked.

You also have a few other options for assistance:

- Child Development Resources (CDR – Ventura County)
- Child Care Resource Center (CCRC – Los Angeles County)
- Conejo Valley Unified School District – Expanded Learning Opportunities Program

Please note that these agencies are separate from the BGCGCV financial assistance program and will require a separate application process. These agencies may have differing assistance requirements, such as applying for both school year support and summer support separately. See your Club Director for details on how to apply.

While we are waiting for your child's approval, we will need a small payment before your child attends the Club. Please work with your Club Director regarding payment. Once your child is approved, the fee is refundable.

Late Payments

Late payments to the BGCGCV 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.

We will make several attempts to contact you, via phone, email, and in person to update the payment information on file, collect payment from you, or make payment arrangements.

If we are unable to successfully reach you, your child will not be able to attend Club until an arrangement can be reached.

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 school district supported by the Club.
- If BGCGCV determines a credit card has been charged in error, BGCGCV 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. *****

Returned/Declined Payments

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.

Declined credit/debit cards will be treated as follows:

- We will attempt to re-run the card on a subsequent business day.
- If the card is declined again, we will reach out to you to obtain an updated payment method and/or make payment arrangements.
- If we are unable to successfully contact you, the payment will be considered late and will fall under the Late Payment process.

Health and Safety Policies

Club member check-in/check-out

Monthly registered members must check into the Boys & Girls Clubs within **15 minutes** after the school dismissal bell. Once checked in, Club members are required to remain on Club premises. Supervision is provided by Club staff both inside the Club and during organized outside activities. If you prefer your child not to walk home or leave the program unattended, you may indicate this during the membership registration process by indicating that your child is expected to stay at the Club until they are picked up. You may also contact the Club Director to make arrangements for your child to remain until picked up.

If a member checks in after the **15-minute** window, they must present a note from school or obtain parental permission. Leaving campus and returning to the Club, even with parental permission, is not permitted during Boys & Girls Clubs business hours. Once a member has signed out, they may not sign back in upon returning from a local neighborhood attraction off-campus.

Custody/Parenting Plans

California State law states that all legal parents and guardians may have the right to pick up their child, unless a court document is provided to the Boys & Girls Clubs of Greater Conejo Valley restricting that right to one or more legal parents and/or guardians. The enrolling parent or guardian who chooses not to include the child's other legal parent or guardian on the authorized pick-up list, must file an official court document (e.g. current restraining order, sole custody decree, divorce decree stating sole custody) with the Boys & Girls Clubs of Greater Conejo Valley for the Boys & Girls Clubs of Greater Conejo Valley program to enforce the restrictions. Absent of an official court document, the program may release the child to either parent or guardian, provided that parent or guardian documents his paternity/her maternity of the child.

If a parent presents a BGC staff member with a restraining order, sole custody order or no visitation order, the BGC staff member will forward the document to a supervisor for review. BGC will review the court document to determine who the protected person(s) is/are and determine which children are specifically listed in the order. In situations where it is clear that one parent is seeking to contact and/or procure the child from a BGC program in violation of a restraining order, the BGC staff member will take the following steps:

- The BGC staff member will politely remind the restricted parent that there is a Court Order in place restricting that parent from removing the child from the BGC.
- A BGC supervisor will be contacted to come to the program site and support the BGC staff member, if necessary.

- A BGC staff member will contact the other parent and inform them of the situation.
- If necessary, the BGC staff member will call 911 (the BGC staff member may bypass the first three bullet points and immediately contact 911).

It is essential that all pertinent information about any court orders related to the child be available to the BGC staff members from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. Therefore, a parent, guardian or authorized representative has the obligation to disclose any court orders at the time of the child's enrollment and on an ongoing basis and provide BGC with a copy of the court orders to keep on file. Absent of court documentation filed at BGC, BGC will have no choice but to release the child to their legal parent or guardian.

Supervision and Facility Use Policy

The Boys & Girls Clubs of Greater Conejo Valley is committed to providing a safe, clean, and well-maintained environment for its members, employees, volunteers, and visitors. It further recognizes the critical importance of employee-to-child ratios and group sizes in maintaining a safe and enriching environment for all participants. To achieve this, Boys & Girls Clubs of Greater Conejo Valley has the following policies in place regarding supervision and employee to member ratios. All employees and volunteers must ensure that:

- They are familiar with the Child Abuse Prevention policy, including the prohibition regarding one-on-one contact.
- At least one adult employee (18+) is present when supervising members.
- They are maintaining proper supervision ratios (listed below). If the ratios are not in line, employees and volunteers must have a plan in place to address the issue.
- Complete training on appropriate supervision tactics, based on age and developmental range.
- Report any issues or incidents to the Club Director immediately and submit written reports within 24 hours of the incident.

Employee/Volunteer to Member ratios:

Elementary members - No more than twelve school-age children in a group or class. For youth groups that include children younger than age 6, we use an employee-to-youth ratio between 1:8 and 1:12.

Middle school members - No more than twenty middle school-age children in a group or class.

Field trips - The employee-to-youth ratio is 1:8, with at least two adults present per group. One of the adults must be a designated employee member. For activities involving the swimming pool, an employee-to-youth ratio of no more than 1:15 should be maintained, in addition to the presence of certified lifeguards.

Additionally, Boys & Girls Clubs of Greater Conejo Valley has the following facility policies in place:

Entrance and Exit control: An adult (18+) employee or volunteer controls/monitors facility entries and exits. Employees maintain a guest log to track visitors to the facility. All exit doors have an audible alarm to discourage unauthorized entry or exit of the facility.

Facility Condition: Program spaces within the Club have clear lines of sight and are monitored by an employee or volunteer when the space is in use. Unused areas remain locked when not in use.

Safety and Maintenance: All interior and exterior spaces including hallways are well-lit, clean, and free of hazards or obstructions. Storage closets and other unused spaces are kept locked during business hours to prevent unauthorized access. Additionally, the Club will be maintained to keep the Club in excellent condition, including repair/replace of any damaged items, routine painting, etc. Any maintenance item that could be a safety issue will the repaired immediately.

Transportation Policy

Driver and Passenger Safety

Boys & Girls Clubs of Greater Conejo Valley has several processes and policies in place regarding transportation and driver and passenger safety, including:

- Background Check and clearance.
- Driver Orientation training prior to the staff member transporting any members. This includes training regarding the specific vehicle, safety procedures, and vehicle usage policies.
    - Only Club vehicles are to be used to transport members.
    - At least two adults (18+ years) should be in the vehicle when transporting members. Exceptions to this policy may be made in emergency situations were leaving a member alone at the Club could pose a safety risk.
- Annual training and review for all drivers.
- Daily vehicle inspections, including a multi-point checklist. This includes confirming that the insurance and registration cards are present in the vehicle.
- Issue reporting and determination if the vehicle should be taken out of commission until the issue is resolved.
- Maintaining a member rider log to confirm that all members are picked up and dropped off at the appropriate times and locations and that no members are left in a vehicle after a trip.

Vehicle Maintenance and Safety

Compliance with Inspection and Licensing Requirements:

To comply with local, state, and federal regulations, each Boys & Girls Clubs vehicle undergoes regular inspections and licensing procedures. The Director of Safety conducts quarterly inspections to confirm that every van meets necessary requirements.

- Regular Maintenance: Regularly scheduled maintenance is performed on all vehicles, including fluid changes, tire inspection and rotation, brakes, etc.
- Seat belt compliance: The maintenance calendar will include regular inspection of all seat belts to ensure proper functionality and that they meet all seat belt regulations.
- First-Aid Kits: All vehicles are equipped with a first-aid kit. The first-aid kits are inspected regularly to ensure that they are fully stocked and ready if needed.
- Fire extinguisher and reflective signs: All vehicles are equipped with reflective traffic warning signs and a functioning and up to date fire extinguisher. These items are inspected regularly and replaced when needed.

Video Policy

The Boys & Girls Clubs of Greater Conejo Valley recognizes that maintaining the safety and security of Club members, staff, volunteers, and Club property is best implemented with a multifaceted approach. Modern technology, including video surveillance, can provide tools to maintain safety and security. While video surveillance does not replace appropriate supervision of members by Club personnel, it can provide an additional layer of protection. This policy will be reviewed regularly and may change as the need arises.

Placement and Notification

Video surveillance may be utilized in and around the Club facility, and on Club transportation vehicles. Audio recording may be in use.

Camera placement locations include but are not limited to group activity areas inside the Club, entry and exit points, spaces immediately surrounding the Club, or other areas the Club deems appropriate. Video surveillance equipment will not be used or installed in areas where Club Members, staff, and parents/guardians have a reasonable expectation of privacy, such as locker rooms and restrooms.

Access to Video Images

Video data is recorded and stored digitally. Recorded data is considered confidential and secure. Access to live and recorded data is strictly limited to the following authorized full-time Boys & Girls Club personnel: CEO, Director of HR & Safety, Vice President of Programs, and Vice President of Operations. In the case of video captured at CVUSD-based sites, the Conejo Valley Unified School District will also have access.

Video recording data may be used as evidence that a Club member, parent/guardian, staff member, volunteer, or other person has engaged in behavior that violates state or local law, policies, and/or Club rules. Other requests for video footage are subject to production by a valid subpoena or other court order.

Only the authorized personnel listed above will have access to view recordings. Recordings will not be viewed at a Club. Recordings will be viewed at the administrative offices only to maintain student, member and staff privacy. Footage may be shared with a parent at the parent's request and the CEO's consent. In the case of video captured at CVUSD-based sites, the Conejo Valley Unified School District will need to provide written permission prior to the parent viewing the footage. If and when parents are authorized by the District to view footage, the footage will be shared at the Club's administrative offices, to maintain student, member, and staff privacy.

Unauthorized Access and/or Disclosure

Confidentiality and privacy concerns limit the public, including parents and relatives of Club members, from viewing video recording footage and/or data involving Club members, staff, and volunteers.

Club personnel and volunteers are prohibited from unauthorized use of, tampering with or otherwise interfering with video surveillance equipment. Violations will be subject to disciplinary action that may include, but are not limited to, written reprimand, suspension, demotion, or termination of employment.

Video recording data will remain the property of the Boys & Girls Clubs of Greater Conejo Valley and may be reproduced only in accordance with applicable law.

Retention of Digital Images

Video recording data shall be kept for 30 days except for appropriate still shots or selected portions of the recorded data relating to any incidents under investigation by the Boys & Girls Clubs of Greater Conejo Valley and/or local law enforcement authorities. In situations involving banned parents/guardians, former employers or volunteers, or visitors, stored still images may be shared with Club personnel and appropriate officials.

Club Member Privacy

Authorized Club personnel may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a potential crime on Club property.

Data Sharing

Data, including video recordings, shall be shared with the Conejo Valley Unified School District upon request for Clubs in that school district.

Disclaimer of Liability

A copy of this policy will be shared with any Club member, parent/guardian, or staff member upon request. Staff are provided with a copy annually via the Employee Handbook.

Accommodations

At the Boys & Girls Clubs of Greater Conejo Valley, we are committed to creating an inclusive environment where all youth feel safe, supported, and empowered to succeed. We welcome members of all abilities and strive to ensure that every child has access to meaningful participation in our programs.

If your child requires accommodation due to a disability or special need, we encourage you to share this information with us during the membership enrollment process or as soon as possible thereafter. Our team will work collaboratively with families to understand individual needs and determine reasonable accommodations that support your child's full participation.

Examples of accommodations may include:

- Modified activities or program materials
- Support/assistance for paraprofessional aides assigned by the school
- Support with transitions or behavior
- Use of assistive devices or communication tools
- Alternative scheduling or breaks

While we are not a licensed therapeutic or medical facility, we will make every reasonable effort to provide the necessary support within the scope of our programs and staff training.

How to Request Accommodations: To initiate an accommodation request, please contact your Club Director or complete the Additional Support and/or Medical Conditions section of the membership form. Our staff may request additional information or meet with you to better understand your child's needs.
We are dedicated to working in partnership with families to create a positive, accessible experience for every member.

Illness, Injury, and Medication

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 BGCGCV. 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, 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 proximity can result in lice being quickly and easily spread from child to child. 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 BGCGCV 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 BGCGCV 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 to decrease the chance of spreading.

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

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

Child Abuse Recognition and Prevention

Reporting process:

All Club staff and volunteers are required to report any suspected child abuse or neglect to Child Protection services and to their Club Director. Club Directors are responsible for assisting & supporting the staff/volunteers in completing the Suspected Child Abuse Report (form 8572). If unable to report to the Club Director, the Staff or Volunteers must report to the Area Clubs Director; however, if neither is available, the Staff or Volunteers must commence the reporting process immediately. Suspected child abuse must be reported immediately (or as soon as possible) by telephone.

The initial phone report is made as follows:

- To report child abuse in Los Angeles County, contact the Child Protection Hotline 24 hours a day, 7 days a week Toll-free within California, phone (800) 540-4000.
    - If calling from outside of California, phone (213) 639-4500 TDD [Hearing Impaired] (800) 272-6699
- To report child abuse in Ventura County, Contact the Department of Children and Family Services To report child abuse call 654-3200 any time, day, or night.
    - Collect Calls Accepted 8 AM - 5 PM Monday-Friday

Staff must submit a written report using the Department of Justice form titled 8572 (“Suspected Child Abuse Report”) no later than 24 hours after knowledge of event. Staff or Volunteers will give their Club Director a copy of the document that will be kept on file. If there is uncertainty as to whether the child was abused, the staff may seek “consultation” from the case worker as to whether to report the suspected abuse.

If Child Protection Services deems the incident as not reportable, staff will make a note on the report and file it with the Club Director. Regardless, staff should always obtain the name of the case worker involved in case of the need for follow-up. The name should be noted on the form 8572 in section B under “Official contacted.”

The Club Director will contact the Area Clubs Director and provide details of the reported incident promptly upon learning of the incident, ensuring it is received no later than 24 hours. The Area Clubs Director is responsible for reporting the incident to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system.

Reporting Process:

Any instances of children showing unusually high levels of attention or attachment to a staff must be reported immediately to the Club Director. The Club Director will then consult with the Area Clubs Director to determine appropriate next steps to ensure the well-being of both the child and the staff member involved.

Required Training:

The Boys & Girls Clubs of Greater Conejo Valley conducts mandated reporting training at the time of hire and annual training for all staff members and volunteers with direct repetitive contact with young people. Training is conducted through Spillett Leadership University.

Abuse and Safety Resources:

The Boys & Girls Clubs of Greater Conejo Valley prominently display BGCA-approved materials that provide information on the ethics hotline, crisis text line, and safety helpline to members, staff, volunteers, and families. Also, we ensure we share the parent handbook and all safety policies with parents and guardians upon receipt of a youth membership application.

One-on-Contact Prohibition:

The Boys & Girls Clubs of Greater Conejo Valley prohibits isolated one-on-one interaction between Club members and staff or volunteers, including board members. This includes prohibiting one- on- one contact at any time at the Club, in vehicles or by phone, text, social media or any other means.

All staff and volunteers, including minor staff (under age 18), are prohibited from meeting Club members outside of any Club-sponsored activities. The only exception to this rule is if the Club participant is a child or sibling of a staff member or volunteer.

Emergency Operations Plan

The Club has basic emergency procedures covering any major unanticipated event that would disrupt the delivery of services to members. These include child abuse/neglect, earthquake, fire, missing child, transportation accident, weapons, and violent behavior.

Established procedures include:

- Designated outside assembly areas for times when the building must be evacuated.
- Adult staff are trained to remain with the victim when an accident occurs, to ensure that the injured is not disturbed and to keep the area clear for emergency personnel.
- All exit doors are kept free of obstructions and in operable condition.
- All staff receive crisis management training on an annual basis.
- Drills are routinely completed to ensure staff are familiar with emergency procedures.

Once notified, the Senior Club Staff shall follow established procedures and direct staff to:

- Ensure the safety of all members, visitors and staff.
- Control existing injuries so they do not become worse.
- Notify the appropriate emergency authority and the Administrative Office.
- Limit damage to facilities and equipment (only after the above is followed).

Senior Club Staff will maintain a staff roster with phone numbers. Staff will be notified in the event of an emergency, and if the building shall be open or closed.

The decision to open or close a building should be based on the following criteria:

- There is no threat to individual lives.
- Operating conditions are safe and healthy.
- Staff and resources are adequate for serving the anticipated clientele.
- Official approval has been given to resume normal operations.

In the event that the building cannot be occupied, staff and members should utilize the nearest safe public facilities. Staff should leave a notice on the building announcing to parents where the family reunification site will be.

Emergency Operations Plan Annual Review

Boys & Girls Clubs of Greater Conejo Valley leadership will maintain a board-led safety committee that regularly focuses on safety and will have oversight and responsibility for the emergency operations plan. The board-led safety committee will be responsible for reviewing and updating the emergency operations plan annually.

First Aid and CPR Training
Boys & Girls Clubs of Greater Conejo Valley always maintains a minimum of one CPR- or first-aid-trained staff on site during all operating hours when members are being served.

Parent/Club Communication

Communication between parents and Club staff is essential to ensure a great Club experience for everyone. BGCGCV may use email, phone calls, text messages, or in-person conversations to communicate with parents.

Communication

Club Contact Information

Click on the link below to find information about each Club, including hours, fees, and contact information for staff.

- Catlin Family Boys & Girls Club
- Cal & Marje Johnston Boys & Girls Club
- Marion & John E.Anderson Youth Center
- John L. Notter Family Boys & Girls Club
- Rocky & Lon Morton Boys & Girls Club

Administrative/Corporate Contact Information

Click on the link below to find contact information for all Leadership contacts, including staff at the administrative offices.

- Administrative/Corporate Contacts

Communication Methods:

Clubs use several methods to communicate information to parents, depending on the situation.

- Newsletters and emails are used to communicate general information, including upcoming programs, sharing outcomes of events, and other general information.
- Text messages are used when urgent information needs to be communicated quickly to all parents at the same time. If a natural disaster occurred, the Club would send a text notifying parents regarding the status of the Club, and emergency procedures.
- Phone calls are used when time sensitive information needs to be communicated quickly to one or a few parents. If a field trip was late returning to the Club due to traffic, the Club would call parents to let them know of the delay and when to expect members to return to the Club.

Parent/Club Grievance Policy

The Boys & Girls Clubs are committed to resolving grievances in a fair, timely, and respectful manner. All concerns will be taken seriously and addressed promptly to ensure a satisfactory resolution for all parties involved.

Grievance Procedure

Informal Resolution

Step 1: Parents are encouraged to discuss their concerns directly with the staff member involved. Many issues can be resolved quickly through open communication.

Step 2: If the issue is not resolved, parents should then contact the Club Director or Area Director to discuss the concern and seek a resolution.

Formal Resolution

Step 3: If the grievance is not resolved informally, parents may submit a formal written complaint to the Club Director. The written complaint should include:

- The nature of the grievance
- Relevant facts and details
- Steps taken to resolve the issue informally
- The desired outcome or resolution

Step 4: The Club Director will acknowledge receipt of the complaint within five (5) business days and will conduct an investigation. This may involve meeting with the parent(s), staff, and any other relevant parties.

Review and Decision

Step 5: Within ten (10) business days of receiving the complaint, the Club Director will provide a written response outlining the findings of the investigation and the steps to be taken to resolve the grievance.

Step 6: If the parent(s) are not satisfied with the decision, they may appeal in writing to the Chief Executive Officer within five (5) business days of receiving the Club Director's response.

Appeal Process

Step 7: The Chief Executive Officer will review the appeal, the original complaint, and the Club Director's response. The Chief Executive Officer may request additional information or meetings with the parties involved.

Step 8: Within fifteen (15) business days of receiving the appeal, the Chief Executive Officer will provide a final written decision.

Confidentiality and Retaliation

All grievances will be handled confidentially to the extent possible, and information will only be shared with those directly involved in the resolution process.

Retaliation against any parent, guardian, or child for filing a grievance is strictly prohibited. Any retaliation will be addressed promptly and may result in disciplinary action against the retaliator.

Responsibilities

- **Parents/Guardians:** Ensure grievances are submitted in a timely and respectful manner, providing all necessary details for a thorough review.
- **Staff and Club Management:** Respond to grievances promptly, conduct thorough investigations, and work collaboratively to resolve issues.
- **Chief Executive Officer:** Review appeals and ensure a fair and final decision is made.

In the Clubs

Club Member Rules

To make the Club a safe and fun environment for all members, the following rules are in force at all Club locations.

- Members must check in and out each day when attending the Club.
- Respectful behavior is always expected, and this means following 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 BGCGCV. Take home all personal belongings each day.
- Food and drink are 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 6:00 pm at the middle school and 6:00 pm at the elementary school.
- 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.

Behavior Management

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.

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.

The Boys & Girls Clubs of Greater Conejo Valley has defined three levels of behavior that need to be addressed as well as the responses to each.

Level 1

- Includes behaviors such as ignoring staff requests or refusing to follow staff instructions, invading personal space, disrupting activities, etc.
- Staff responses include talking with the member, reminding them of the rules, and setting expectations for appropriate behavior.
- Consequences to the member range from a discussion (as noted above) through a 5-day suspension, depending on the number of incidents.

Level 2

- Includes behaviors such as causing significant disruption or damage to the Club, theft, etc.
- Staff responses include calming the impacted members, moving members away from any damaged areas, and calling for support.
- Consequences to the member range from an in-Club suspension through a one-month suspension, depending on the number of incidents.

Level 3

- Includes behaviors such as alcohol or drug use, bullying or intimidation, serious threats of harm, etc.
- Staff responses include, as appropriate, directing others to a safe area, reassuring the members, calling 911 if there's immediate danger, etc.
- Consequences to the member range from a 5-day suspension and instituting a member agreement through expulsion, depending on severity and number of incidents.

Anti-Bullying Policy

The Boys & Girls Clubs of Greater Conejo Valley (BGCGCV), in alignment with Boys & Girls Clubs of America's mission to ensure safe, positive environments for all youth, is committed to providing a Club environment free from bullying, harassment, discrimination, or intimidation. This policy is established in accordance with California Education Code §§ 234–234.5 (Safe Place to Learn Act, Seth's Law) and other applicable state laws protecting youth.

Bullying in any form is strictly prohibited in BGCGCV facilities, programs, transportation services, online platforms, and during any Club-sponsored activities. All youth have the right to feel safe, supported, and respected. Staff, volunteers, and members are expected to uphold these values at all times.

Definition of Bullying

For the purpose of this policy, bullying includes, but is not limited to:

- Physical Bullying: Hitting, kicking, pushing, spitting, or damaging another's property.
- Verbal Bullying: Name-calling, insults, teasing, intimidation, threats, or discriminatory remarks.
- Social/Relational Bullying: Spreading rumors, excluding others, manipulating friendships, or public humiliation.
- Cyberbullying: Using technology (social media, texts, emails, gaming platforms, etc.) to harass, threaten, or intimidate.

California law (§ 48900 & § 48900.4) further prohibits harassment, threats, or intimidation directed at any youth that disrupts their educational or recreational participation.

Scope

This policy applies to:

- All youth members, staff, volunteers, contractors, and visitors.
- All Club property, vehicles, online platforms, and events.
- Off-site conduct that impacts the safety or well-being of Club members.

Reporting & Response

1. Immediate Action – Staff must intervene promptly when witnessing or receiving reports of bullying.
2. Reporting – All incidents must be documented in the Club's Safety Incident Report system. Members, parents/guardians, and staff may report bullying verbally, in writing, or anonymously.
3. Investigation – A designated Club Director or Administrator will review all reports, conduct interviews, and determine findings within a reasonable timeframe.

4. Confidentiality – Reports and investigations will be handled with discretion to protect the privacy and safety of all parties.
5. Protection Against Retaliation – Retaliation for reporting bullying is strictly prohibited and subject to disciplinary action.

Corrective Actions

- For Members – Corrective measures may include restorative conversations, behavior agreements, parent/guardian conferences, suspension from programs, or loss of membership privileges.
- For Staff/Volunteers – Any staff or volunteer found to have engaged in or failed to address bullying will be subject to disciplinary action up to and including termination depending on the severity.
- Support Services – Counseling resources, peer mediation, and conflict resolution programs will be offered to those impacted. (We may keep this, but I recommend removing if we do not have establish resources for members to access)

Prevention & Education

- Annual anti-bullying training for staff and volunteers, consistent with BGCA's safety requirements and California mandates.
- Youth education programs (e.g., SMART Moves, social-emotional learning workshops) to build respect, empathy, and conflict resolution skills.
- Posting of the Club's Anti-Bullying Statement in visible areas at each site.

Compliance with California Law

This policy is designed to ensure BGCGCV complies with:

- California Education Code §§ 234–234.5 (Safe Place to Learn Act, Seth's Law): Mandates anti-bullying policies, reporting procedures, and protections.
- California Education Code § 48900 & § 48900.4: Defines bullying, harassment, and intimidation as grounds for discipline.
- California Education Code § 220: Prohibits discrimination based on disability, gender, nationality, race/ethnicity, religion, sexual orientation, or other protected status.

Review & Accountability

This policy will be reviewed annually, and updates will reflect changes in California law, BGCA standards, and community needs.

Personal Items at the Club

- No personal electronics are allowed at Clubs or Summer Camps. If you would like your child to have their cell phones for emergency purposes, they must keep them in their backpack or cubby.
- If members bring any personal belongings from home, they must be appropriate, and they are the sole responsibility of the member.
- The staff will confiscate any items that disrupt our scheduled programming.
- The BGCGCV is not responsible for any lost, stolen, or damaged personal belongings.
- All items left at the Club are placed in our lost and found section and held for 14 days.
- Unclaimed items will then be donated to charitable organizations.
- Labeling your belongings is encouraged.

Club Policies and Procedures

Attendance and Absences

The Boys & Girls Clubs of Greater Conejo Valley is committed to providing a safe environment for our members, staff, and parents. To this end, we enforce the following Sign In & Out Procedure for staff. Having clear policies and procedures is an important step in assuring that all members are safe and accounted for.

Check In

Members must check in upon arrival at any Club Site. If you have questions on where to check in at your Club, please contact your Club Director. Note that Members may not be present on Club grounds without being checked in and participating in Club activities. Therefore, members should NOT be dropped off prior to the opening of the facility, or be on Club property after checking out, as Club cannot be held responsible for their supervision.

Check-in times, particularly on non-school days and during summer camp, can be hectic. Please be patient with our staff while they ensure that all children are appropriately registered and checked in.

Absences

We ask that you notify the Boys & Girls Club as soon as possible on the day that your child will be absent. We need to know where your child is every day for their safety and accountability.

Check Out

We ask that all members be picked up by a parent/guardian or authorized contacts, as stated in their registration information. Please update your authorized contacts in your account as needed. Parents may indicate that their child can leave without an escort. For additional assistance contact the Membership Manager.

- In the case that a custody or visitation situation arises the Club can ONLY ban pickup if provided with legal documentation that states the arrangement or agreement. The information will be kept on the member's file.
- We ask that members 12 and under be escorted by a parent, guardian or authorized adult or older sibling when departing.

Certain times in the late afternoon and early evening are busier than others for pick up. Please be patient as our staff may be trying to check out a number of kids at the same time.

Late Pickup

We understand that delays can happen. Please note that a late pickup fee of $15 per member will be charged for every 15-minute increment after the Club closes.

If we have not heard from a parent or guardian within **one hour** of closing, we will need to contact the Police Department to ensure your child's safety. We appreciate your cooperation in picking up your child on time and keeping us informed if you're running late.

Technology Policy

The Boys & Girls Clubs of Greater Conejo Valley (BGCGCV) is committed to providing a safe environment for the use of technology and online safety for members. The purpose of this policy is to ensure safe, responsible, and educational use of technology at BGCGCV.

This policy applies to:

- Club computers and technology equipment.
- MyFuture.net accounts
- Internet access on Club property
- Members' personal electronic devices

Technology access at the Club is a **privilege, not a right.**

Authorization and Consent:
Before members are allowed to use Club technology or their personal devices, both the member and their parent/guardian must read, sign, and return the Technology Acceptable Use Policy.

Staff and volunteers must acknowledge this policy as part of their onboarding process.

Definitions
Club Devices: Includes all Club-owned existing and emerging technologies capable of recording, transmitting, or accessing digital content.

Personally Owned Devices: Refers to member-, staff-, or volunteer-owned devices with similar capabilities.

Club Purposes: Encompasses activities like program engagement, homework, career development, communication, and other approved Club activities.

Use Guidelines

General Rules

1. No food or drinks in the computer lab
2. Computers are for educational use and approved programs only (Minecraft and MyFuture.net are permitted)
3. Some video games require approval from the Director of Program Support
4. Members may not install software or download apps/games.
5. Members may not alter files, hack systems, or bypass firewall/security protections.
6. Accessing proxy servers is prohibited.
7. Members may not move equipment, cables, keyboards, or mice.
8. Members may not change desktop backgrounds or settings.
9. Inappropriate language, videos, or images are not tolerated.

Prohibited Sites & Content

The following are not allowed:

- Social media platforms (TikTok, Instagram, Snapchat, etc.)
- Messaging apps & chatrooms (Discord, WhatsApp, etc.)
- Streaming platforms (YouTube, Netflix, etc., unless approved and PG-13 or below)
- Fantasy sports sites
- Violent, explicit, profane, or live chat content

Personal Device Policy

- Personal devices may be used **only during designated free time** or for emergencies at the front desk.
- Devices must remain in backpacks when not in use.
- Members may not take pictures of others.
- Members must comply with their signed technology contract.

Online Safety Expectations

BGCGCV promotes safe and respectful digital citizenship. Members are expected to:

- **Think Before Posting**
  What is posted online can impact reputation, relationships, and future opportunities?

- **Report Cyberbullying**
  If a member experiences or witnesses cyberbullying, they must report it to a trusted adult (staff, parent, teacher, or counselor)

- **Verify Online Friends**
  Members should not share personal information or meet online contacts without adult involvement.

MyFuture.net Usage

All members participating in online programming must:

- Use accounts created and managed by BGCGCV staff.
- Participate in assigned activities such as "Being Kind and Safe Online."
- Submit required activities either through upload or staff verification.

Staff are responsible for:

- Managing member accounts through Member Management
- Ensuring correct club selection before account creation
- Securing login information and printed credential lists

Consequences for Violations

Violations of this policy will result in the following progressive discipline:

1. **1st Offense** – Verbal warning
2. **2nd Offense** – Device placed in locker and returned at departure + parent conversation.
3. **3rd Offense** – Parent notified; device locked for 3 program days.

Serious violations (hacking, accessing prohibited content, threatening equipment, or others) may result in immediate loss of privileges.

Acknowledgment

Members and parents/guardians must sign the Technology Contract acknowledging:

- Understanding of rules
- Agreement to follow all guidelines.
- Acceptance that computer/device privileges may be revoked.

Monitoring and Inspection

BGCGCV reserves the right to monitor, inspect, copy, and review any Club-owned or personally owned device used within the Club. Prior notification will be provided to parents/guardians before inspecting a member's personal device, and they may be present during the inspection. Refusal to allow an inspection may result in restrictions on the use of personal devices at the Club.

Digital Citizenship and Training

All users are expected to adhere to BGCGCV's Code of Conduct in both online and offline interactions. Annual digital citizenship training will be provided to ensure safe and responsible use of technology.

Loss and Damage

Members, staff, and volunteers are responsible for the safety and security of their devices. BGCGCV is not liable for any loss, damage, or theft of personally owned devices brought to the Club.

Disciplinary Actions

Violations of this policy may result in disciplinary actions, including but not limited to:

- Confiscation of the device.
- Suspension or termination of membership or employment.
- Referral to local law enforcement when necessary.

Parental and Guardian Responsibility

While the Club implements content filtering and supervision, complete oversight of internet use may not always be possible. Parents/guardians are encouraged to discuss internet safety with their children and set additional guidelines for acceptable online behavior.

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 BGCGCV, Conejo Valley 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 in order to provide programs and coordinate services for my child. I understand that my records are protected under federal confidentiality regulations and cannot be disclosed without my written consent unless otherwise provided for in the regulations.
- The most current version of the published Parent Handbook will supersede any prior versions.
- 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.
- BGCGCV will periodically show movies rated PG-13 or lower and play T rated video games.
- 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 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.
- 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 and are not transferable.

- 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 $70 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. This includes audio recording.
- 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.
OBJ

_____ _____

Member Signature Date