

# Boys & Girls Clubs of Palm Beach County, Inc.

## 2019 – 2020 Parent Handbook



### Great Futures Start Here

Boys & Girls Clubs of Palm Beach County, Inc.  
800 Northpoint Parkway, Suite 204 / West Palm Beach, FL 33407  
[www.bgcpsc.org](http://www.bgcpsc.org) / 561.683.3287

## **CEO Welcome**

It is my honor and privilege to welcome you and your child to the Boys & Girls Clubs of Palm Beach County. Our dedicated staff are committed to providing a positive, safe environment for your child. Our goal is to instill in your child a sense of belonging, competence and usefulness. We look forward to fulfilling our mission of serving 'children who need us most.'

**Jaene Miranda, President & CEO**

## **The Mission**

The mission of the Boys & Girls Clubs of Palm Beach County is to enable all young people; especially those who need us most to reach their full potential as productive, caring, responsible citizens.

## **Boys & Girls Club Code**

I believe in the right to worship according to my own faith and religion.

I believe in America and the American way of life...in the Constitution and the Bill of Rights.

I believe in fair play, honesty and sportsmanship.

I believe in my Boys & Girls Club, which stands for these things.

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**Safe Passage**

The Board of Directors of the Boys & Girls Clubs of Palm Beach County is committed to developing and sustaining the highest level of safety for members and staff. The Boys & Girls Clubs of Palm Beach County, Inc. ("Club") does not discriminate against any individual with regard to race, color, religion, sex, national origin, age, disability, sexual orientation or other protected status.

**Youth Program Model**

The Boys & Girls Clubs of Palm Beach County’s programs are designed to address the following targeted priority youth outcomes:

**Academic Success**

Increases grade-level advancement and reduces high school dropout rates

**Good Character & Citizenship**

Increases community service and reduces juvenile crime rates

**Healthy Lifestyles**

Encourages healthy behaviors and decreases drug use and obesity rates

**Fee Structure**

The Clubs believe that all children should have the opportunity to attend a Club regardless of their economic situation. Our fees have always been based on this premise and we provide either a sliding scale fee and/or scholarships for families in need. This is why we have continued to offer an annual membership/registration fee of \$30.00 and low summer fees. **Certain fee structures may fluctuate due to funding opportunities/restrictions.** Contact your Club Director for more information. *21<sup>st</sup> CCLC students are not charged this fee.*

**Club Fees (All fees are based on a sliding scale)**

<b>Annual Membership/Registration</b>	<b>\$30.00</b>
<b>Full Time Daily Rate</b>	<b>\$19.86</b>
<b>Part Time Daily Rate</b>	<b>\$10.44</b>
<b>Drop Rate</b>	<b>\$10.00</b>

**Winter, Spring, Summer Fees - Published rate (Full day)** **\$99.30 per week**

*\*Only families who exceed income limits are charged. Families participating in the Early Learning Coalition voucher program or families covered by another grant source, i.e. 21<sup>st</sup> CCLC are not charged this fee.*

**Transportation Fees (Monthly)**

<b>Boca Raton</b>	<b>\$35.00</b>	<b>Florence De George</b>	<b>\$35.00</b>
<b>Marjorie S. Fisher</b>	<b>\$40.00</b>	<b>Max M. Fisher</b>	<b>\$35.00</b>
<b>Naoma Donnelley Haggin</b>	<b>\$35.00</b>	<b>Neil S. Hirsch Family</b>	<b>\$45.00</b>

## Field Trips

Fees varies

### School Year Fees – Published rate (partial day-after school)

\$52.50 per week

*\*only families who exceed income limits are charged. Families participating in the Early Learning Coalition voucher program or families covered by another grant source, i.e. 21<sup>st</sup> CCLC students are not charged this fee.*

### Annual Membership Registration (August 12, 2019 – August 14, 2020)

A completed registration form and \$30.00 registration fee is due and will hold a Club member's place in the Club. The \$30.00 registration fee is non-refundable.

Current Club Members will register on a first-come, first-serve basis, based on space availability and staffing. A wait list will be established when the program is filled. As space become available, families will be contacted starting with the first families to apply and working forward. The Clubs will then open enrollment for new Club Members. Registration for the school year begins in July. Memberships for 2019-2020 year will expire on August 11, 2019. *21<sup>st</sup> CCLC students are not charged this fee.*

### Membership Guidelines

Memberships are transferable from Club to Club within Palm Beach County.

1. Membership Application

The membership application must be completed and signed by a parent/guardian.

2. Membership Card

All youth will receive a membership card upon becoming a member. This card is to be used for admittance to the Club on a daily basis. **Member must have their cards to access the building.**

#### MEMBER AGE VERIFICATION

Each youth registering for the first time at the Boys & Girls Club will be required to show age verification in the form of a certificate of birth. Any legal type of verification can be approved at the discretion of the Club Director; i.e.; passport, Government issued ID card, school picture ID card.

### Payment Policies and Late Pickup Fees

Dues for all Boys & Girls Club members will be paid annually upon registration. The membership year runs from August 12, 2019 through August 14, 2020. Members will be issued a membership card and Club number at the time they register and pay their dues. Membership is open to youth ages 6 through 18 (*School based sites accept 5 year olds*). Clubs may be limited in terms of the number of members they can accommodate. We accept cash, checks, credit cards, debit cards and money orders. *21<sup>st</sup> CCLC students are not charged this fee.*

### Weekly School Year Fees

Weekly fees are not charged for children who participate in the 21<sup>st</sup> CCLC program. In addition, families who are eligible for Early Learning Coalition funding will not be charged weekly fees during the school year as the fees are covered by Early Learning Coalition. Parents who have not yet been approved for Early Learning Coalition funding, but document that they have contacted Early Learning Coalition and are eligible for funding and are on the waiting list will be eligible for fee waivers. Fees waived do not include the annual membership or transportation fees.

### **Spring and Winter Break Fees**

All non-scholarship families will be charged an average of \$30.00-\$50.00 per week. Weekly fees will not be charged to families who are funded through 21<sup>st</sup> CCLC or Early Learning Coalition. Fees will be charged for optional field trips, which are recreational in nature and not covered by other funding.

### **Summer Camp Break Fees**

Weekly fees will not be charged for Club members participating in the 21<sup>st</sup> CCLC (6 hour or less) program. However, Club participants who choose to participate in the full-day program will be charged a reduced weekly summer rate of \$30.00. All other non-scholarship families will be charged an average of \$50.00 per week. Weekly summer fees will also not be charged to families who are participating in the Palm Beach County Summer Voucher Program or are funded through Early Learning Coalition. Fees will be charged for optional field trips, which are recreational in nature and not covered by other funding.

### **Late Fees**

Any Club member left after Club hours will be charged a late fee of one dollar for every minute. This must be paid before a member returns or is transported from school to the Club. Parent/guardian will be contacted if the child is brought to the Club without a late fee payment. *21<sup>st</sup> CCLC students are not charged this fee.*

### **Transportation Fees**

The transportation fee per month varies from Club to Club. Van/bus fee(s) are due the **first of the month**. Any member(s) who has not paid by the **5<sup>th</sup> of the month (excluding weekends)** will be charged a **\$5.00 per day late fee** and will not be transported and will be replaced by a Club member on the transportation waiting list. No space will be held for a child whose fee(s) are not paid. Failure to pay will result in transportation privileges being suspended. *21<sup>st</sup> CCLC students are not charged this fee.*

**Please know that it is not our intent or mission to turn a child away because of a fee. We will work with each and every family in need to make sure your child/children have the opportunity to attend the club.**

## **Hours of Operation**

The Club's normal school year schedule is Monday through Friday from 2:00 pm to 8:00 pm. Belle Glade school sites generally are open between 2:00 pm and 6:00 pm (subject to change).

The Club's normal summer schedule is Monday through Friday from 7:30 am to 6:00 pm.

When public schools are closed, Club facilities may be open from 7:30 am to 6:00 pm, but only if it is not a Club-recognized holiday.

On early release days from the public schools, Club facilities may be open from 11:00 am to 6:00 pm.

In the event schools are closed due to severe weather, our stand-alone and school sites Clubs will also be closed. Once our stand-alone Clubs are able to open, which may or may not be before the schools open, we will work diligently to reopen as quickly as possible. We will continuously update our website [www.bgcpcb.org](http://www.bgcpcb.org), Dial 211 and Facebook page regarding the openings of our Clubs. We also notify all local radio and television stations and the newspaper so they too can provide Club opening information.

The Clubs will be closed in observance of the following holidays:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Week (December 25<sup>th</sup>-31<sup>st</sup>)

If one of the above holidays falls on Saturday, the holiday will be observed on the preceding Friday; if one falls on Sunday, it will be observed on the following Monday.

## **Club Cards**

Each Club member is required to carry his/her Club membership card at all times while at the Club. Club members must scan their membership card when they arrive and when they leave for statistical and safety purposes. Should a card be lost; replacement cards must be purchased for \$1.00 each. Failure to bring your membership card will result in disciplinary action up to and including suspension of membership.

## **Sign In Procedures**

Club members must scan in each day with their Membership card for statistical and safety purposes. Only authorized persons can sign in/out the Club members. Parent/Guardian/Authorized Person must come to the Club to sign his/her complete legal name/signature, date and time on a sign in/out sheet, per requirements.

### **Dismissal/Sign Out Procedures**

Club members must scan out each day with their Membership card for statistical and safety purposes. Only authorized persons, as designated in the Pick Up Authorization Form, can pick up a Club member. For safety reasons, calls from parents/guardians are not adequate for dismissal. Authorized persons must be of 18 years of age or older and have a photo I.D. card to show daily to the Club staff to release a Club member. Unless there is a specific State of Florida (any other state is not valid) custody order on file with the Club, a Club member may be released to a non-custodial parent if they are on the Club member's Pick Up Authorization form. Parent/Guardian/Authorized Person must come to the Club to sign his/her complete legal name/signature, date and time on a sign in/out sheet for any ELC participants. The staff will not accept phone calls from parents/guardians requesting that an unidentified contact escort a Club member out of the Club. The Club will not release a child to an unauthorized individual. The parent/guardian/emergency contact will be called and be required to pick up the child. The parent/guardian of the Club member must make any necessary changes to the membership application in person at the Club member's respective Club. Phone calls, emails and/or faxes for change in authorization WILL NOT be accepted. Younger members are allowed to walk home with their 13 and older sibling. Parents/Guardians must indicate that in writing on the Authorization to Leave the Club Form.

### **Confidential Information**

Club employees have access to confidential information related to the Club and, particularly, its members. Except with the express permission of the President & CEO, employees may not at any time during or after their employment, use, duplicate, or disclose by any means, any such information to any unauthorized person or Club entity. Moreover, the very fact that an individual is served by the Club must be kept private and confidential; disclosure can be made only under specific conditions described below for reasons relating to law enforcement and fulfillment of the Club's mission. As such, employees shall not disclose any information about a person, including the fact that he/she is or is not served by the Club, to anyone outside of the Club unless authorized by the President & CEO or other authorized personnel or in some cases with a signed parental permission form. The principle of confidentiality must be maintained in all programs, departments, functions and activities. No information requested by someone outside the Club may be given over the telephone. Release of Member Information forms must be explained and completed in the presence of the parent/guardian of the child about whom any information is requested before it is released. The Club will not release any reports. All Club documentation is the property of the Boys & Girls Clubs of Palm Beach County, Inc.

### **Behavior Guidelines**

Every Club member is responsible for his/her own actions. The Club has three basic codes of conduct that every member must follow. These three codes will help to ensure the safety of all members and will contribute to creating a fun, positive and memorable experience at the Club.

#### **The three rules are as follows:**

- Respect yourself and other members
- Respect all staff and volunteers
- Respect all Club property and equipment



All Club members are expected to abide by the rules and regulations in relation to dress, manners, sportsmanship, respect and cooperation. Failure to adhere to such rules will result in disciplinary action. The Club has established rules and regulations for the convenience and protection of all of its Club members and staff. A violation of any of the rules/regulations is considered misconduct and appropriate disciplinary action will be initiated. Negative behavior among Club members prevents the Club from providing activities that are engaging, fun and foster positive moral values.

Parents will be notified of these instances when a violation of the rules has occurred. Club staff will endeavor to rectify such problems, but cooperation on the part of the Club member and the parent/step-parent/guardian is a necessity.

Our basic goal is youth development and our goal can be reached through the willingness of all parties to render their assistance.

Inappropriate behavior will be dealt with in a variety of ways. Disciplinary action may include, but is not limited to, the following: verbal warning, time out, written warning, suspension and expulsion. There is no guarantee that one form of disciplinary action will necessarily precede another.

1. Verbal Warning
2. Time Out
3. Shadow a Counselor
4. Member Incident Report (Referral)
5. Suspension from a designated area
6. Suspension from field trips and/or events
7. Suspension from Club
8. Expulsion from Club

The type of behavior and frequency of the problem will determine what action will be taken. Concerned parents are welcome to ask at the front desk how their child is participating.

Any Club member suspended from the Club will be required to have a parent/step-parent/guardian meet with the Club Director prior to being readmitted to the Club.

**The following are strictly prohibited:**

- Swearing
- Verbal abuse
- Inappropriate and/or sexual physical contact
- Fighting or any other form of physical abuse
- Use or possession of controlled substances, or any tobacco product.
- Weapons on premises
- Bullying or cyber bullying

There will be NO refunds for any fees, including field trips, for a Club member that is suspended.

Extreme discipline methods are prohibited. Examples of extreme discipline methods would include:

1. Corporal punishment;
2. Aversive stimuli
3. Withholding nutrition or hydration;
4. Inflicting physical or psychological pain;
5. Demeaning, shaming, or degrading language or activities;
6. Unnecessary punitive restrictions;
7. Forced physical exercise to eliminate behaviors;
8. Punitive work assignments;
9. Punishment by peers; and
10. Group punishment or discipline for individual behavior

The Club Director will use his/her judgment to determine the degree of severity of the discipline issue. The Boys & Girls Clubs of Palm Beach County reserves the right to suspend or expel any Club member at any given moment. This policy is at the total discretion of the Boys & Girls Clubs of Palm Beach County.

### **Personal Belongings**

Please have your child leave all personal belongings at home. The Club will not be held responsible for the loss, theft or damage of any items that are brought to the Club and/or on field trips. The Club will not provide reimbursement for any lost, stolen or damaged items that are brought to the Club and/or on field trips.

### **Personal Electronic Devices**

The Club has determined that Personal Electric Devices can create a disruption, distract others and can be used to threaten other Club members. Therefore, the policy of the Club is to forbid the use of Personal Electronic Devices by Club members on Club premises, in Club facilities, in Club vans or busses or on Club field trips by Club members with the exception of our teens. The following definition of a Personal Electronic Device is an electronic device that emits an audible or visual signal, displays a message, or otherwise summons the possessor, including, but not limited to, cellular telephones, paging devices, electronic e-mailing devices, radios, tape players, CD players, DVD players, video cameras, iPods or other MP3 players, laser pointers, portable video game players, laptop computers, personal digital assistants (PDA's), cameras, and any device that provides a wireless connection to the Internet. Staff who witnesses the possession and/or use of a Personal Electronic Device may confiscate the Personal Electronic Device with the exception of our teens.

Teen Club members may possess cell phones while on Club premises, in Club facilities, in Club vans or busses or on Club field trips. Use of Cell Phones may be restricted during programming. Cell phone use is a privilege and may be revoked at the Club Director's discretion if warranted. However, the Club is not responsible for any lost, stolen or damaged personal electronic devices. The Club will not provide reimbursement for any lost, stolen or damaged personal electronic devices that are brought to the Club and/or on field trips.

## **Weapons**

Possession and/or use of a weapon or replica of a weapon in the Club, on Club premises, in Club vans or busses, Club field trip or any Club activity is strictly prohibited. Bringing any weapon onto Club premises, Club facilities, Club vans or busses, Club field trip or any Club activity is also prohibited.

Prohibited weapons include, but are not limited to, guns, bombs, explosives, and all firearms as that term is defined in Section 921 of Title 18 of the U.S. Code (18 U.S.C. S921), including parts from which firearms may be assembled. Prohibited weapons also included axes, clubs, bludgeons, knives, artificial knuckles, slingshots, firecrackers or similar devices, mace, pepper spray, stun guns, air guns, pellet guns, and any other type of devise designed to inflict bodily harm or to cause serious physical discomfort.

Bullets and other types of ammunition for weapons are also prohibited. Violation of this policy will subject the Club member to immediate expulsion. All incidents involving the presence of weapons in the Club, on Club premises, in Club vans or busses, Club field trip or any Club activity is a violation of federal or state law shall be reported to the appropriate law enforcement authorities.

## **Snack/Meals**

The Club offers a healthy snack program, which consists of a fruit or fruit drink (100% juice) and at least one health food choice. The healthy meal program consists of a fruit drink (100% juice) or water and a meat choice, such as a hamburger, chicken breast, etc. Meal schedules are set by funding guidelines and cannot be deviated from.

## **Illness/Injury**

Club members unable to stay with their groups due to injury or illness will be taken to the front desk. The parent/guardian will be notified immediately and the Club member will remain in the administrative offices. The parent/guardian will immediately need to pick up the child. If necessary, minor first aid will be administered by staff, and parents/guardians will be notified at sign-out. For serious illness or injury, the Club Director or their designee will call 911/Ambulance, and then contact parents/guardians immediately. Immediate pick-up will be necessary. Club staff will document the illness/injury including the time the parent/guardian was contacted.

*Club may require a doctor's note before allowing Member to return to Club.*

In order to avoid injury, Club members are expected to follow the school day dress code and wear closed-toed shoes at all times for their safety.

## **Medicine**

Club staff will not administer any type of medication (prescription and/or non-prescription). Club staff will not keep any type of medication (prescription and/or non-prescription) for a Club member at any time. Club members are not allowed to possess any medication at any time, with the exception of prescribed asthma inhalers and epi-pens.

## **Dress Code**

The safety and well-being of all our Club Members is our primary goal. Club members are expected to dress in appropriate attire.

The following is **NOT** acceptable

- Open –toe or open-back shoes. Flip Flops, sandals, etc.
- Shoes with wheels
- No halter or tank tops or undershirts can be worn as outer garments
- Garments that expose the midriff
- Skirts or shorts that are 4” or more above the knee
- Thong bathing suits
- See-through or mesh clothing unless worn over other apparel
- Head coverings worn indoors
- Drooping or sagging pants
- Clothing and/or accessories which display emblems relating to abusive substances, sex, gangs, obscenities and/or support discrimination

The following is acceptable

- Closed and laced shoes only – athletic shoes
- Shorts (of appropriate length)
- Pants
- Skirts (of appropriate length)
- Club Shirts
- Plain t-shirts
- One-piece bathing suits or appropriate two-piece bathing suits
- Flip flops and sandals are allowed **ONLY** at Waterpark field trips

If Club members come to the Club dressed in a manner that is inconsistent with the Dress Code, parent/step-parent/guardian will be contacted and the issue will be addressed.

## **No Smoking**

The Club is a smoke-free workplace. In compliance with Florida law, no person may smoke in any indoor area of a Club facility. In addition, persons may not smoke on Club premises, in Club facilities, in Club vans or busses or while on Club business and/or with Club members. This policy extends to the use of E-Cigarettes.

## **Parking**

Parking is not allowed in Fire Zones. Vehicles will be towed at the owner’s expense.

## **Parent Resolution Policy**

The Club wants to ensure parents/guardians understand that ideas, suggestions and complaints will be heard. It is also the policy of management to attempt to resolve disputes that may arise between or among

fellow members or between employees and parents. Open and respectful communication between parents and the Club Director or Director of Club Operations is encouraged. Parents/Guardians have the right to file a grievance without interference or retaliation from the Club.

If parents have ideas, suggestions or complaints to share, the organization directs them to follow these simple steps:

**STEP 1:**

A parent is directed to discuss a complaint with the Club Director within three (3) working days of the matter causing the complaint. Most matters can be resolved at Step 1.

**STEP 2:**

If the parent is not satisfied with the results of a discussion with the Club's Director, the parent is directed to take the matter to the Director of Club Operations within three (3) working days after meeting with the Club Director.

**STEP 3:**

The Director of Operations will speak with the parent and work to resolve the issue.

**STEP 4:**

If the parent believes the matter remains unresolved, the Director of Club Operations will schedule a meeting between the parent, Vice President of Operations and those people who have a legitimate business reason to know.

The Vice President of Operations shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the Vice President of Operations shall be final. The parties involved will be notified of the Vice President of Operations decision by phone or written documentation in a timely manner.

**Parent Behavior**

All parents/guardians are expected to abide by the rules and regulations in relations to manners, respect, sportsmanship and cooperation with Club staff. The Club has established rules and regulations for the convenience and protection of all of its Club members, parents/guardians and staff. Parents should feel free to voice ideas, suggestions or complaints in a professional manner without fear of reprisal or retribution. A Club member will not be released to any parent/guardian suspected to be under the influence of a controlled and/or illegal substance.

A violation of any of the rules/regulations is considered misconduct and appropriate disciplinary action will be initiated. Disciplinary action could include but, is not limited to, suspension of the Club member and/or no trespassing order for the parent/guardian.

**Family Involvement & Resources**

As we strive to serve families, please remember that our door is always open! Parents are partners in our program. We encourage our parents are encouraged to visit the Club during regular operating hours as well as during our evening special family programs.

**Documentation/Reports**

The Club will not release any Club documentation or reports. All Club documentation or reports remain the property of the Boys & Girls Clubs of Palm Beach County, Inc.

## **Locations**

### **Belle Glade Elementary**

500 N.W. Avenue "L"  
Belle Glade, Florida 33430  
(561) 829-4862

### **Boca Raton**

300 Newcastle Street  
Boca Raton, Florida 33487  
(561) 994-7551

### **Florence De George Club**

4105 Pinewood Avenue  
West Palm Beach, Florida 33407  
(561) 881-9565

### **Gove Elementary**

900 S.E. Avenue "G"  
Belle Glade, Florida 33430  
(561) 993-8747

### **Max M. Fisher Club**

221 W. 13th Street  
Riviera Beach, Florida 33404  
(561) 842-5234

### **Pioneer Park Elementary**

39500 Pioneer Park Road  
Belle Glade, Florida 33430  
(561) 261-3352

### **Neil S. Hirsch Family Club**

1080 Wellington Trace  
Wellington, Florida 33414  
(561) 790-0343

### **Belle Glade Teen Center**

350 S.W. 10th Street  
Belle Glade, Florida 33430  
(561) 992-5399

### **Canal Point Elementary**

300 Main Street  
Canal Point, Florida 33438  
(561) 924-0095

### **Glade View Elementary**

1100 S.W. Avenue "G"  
Belle Glade, Florida 33430  
(561) 993-8800

### **Marjorie S. Fisher Club**

905 Drexel Road  
West Palm Beach, Florida 33413  
(561) 683-3392

### **Naoma Donnelley Haggin Club**

1451 S.W. 7th Street  
Delray Beach, Florida 33444  
(561) 279-0251

### **Rosenwald Elementary**

1321 Martin Luther King Blvd.  
South Bay, Florida 33493  
(561) 993-8900

### **General Service Center**

800 Northpoint Parkway, Suite 204  
West Palm Beach, Florida 33407  
(561) 683-3287

**Receipt and Acceptance of Parent Handbook**

**I understand that my child(ren) and I are expected to follow the policies/rules/regulations . I also understand that any violations of these or any other Club policy, practice or procedure will subject my child(ren) to disciplinary action up to and including expulsion from the Club.**

**If I have any questions regarding the content or interpretation of these policies/rules/regulations, I will bring them to the immediate attention of the Club Director.**

\_\_\_\_\_  
**Parent/Step-Parent/Guardian Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent/Step-Parent/Guardian Print Name**

**Child(ren) Names *(Please Print)*:**

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

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