



Admin Office

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www.greatclubs.org

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BOYS & GIRLS CLUBS
OF BENTON AND FRANKLIN
COUNTIES



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☎ 509.543.9980
✉ info@greatclubs.org
🌐 www.greatclubs.org

Dear Families,

Welcome to the Boys & Girls Club! We are honored that you have chosen us as a partner in your child's growth and development. It is a privilege to walk alongside your family, and we are excited to build a strong, lasting relationship with you in the year ahead.

At the heart of everything we do is our mission: *To empower all young people—especially those who need us most—to reach their full potential as productive, caring, responsible citizens.* This mission guides our daily work and fuels our commitment to creating a space where every child feels safe, supported, and inspired.

We believe every child has incredible potential. Through consistent mentorship, engaging programs, and a welcoming, inclusive environment, we help youth discover their strengths, develop confidence, and build the skills they need to thrive. Our team of trained, compassionate professionals is here not only to provide care—but to nurture meaningful connections and help each child feel seen and valued.

Your child will have opportunities to participate in enriching programs rooted in our four key pillars:

- **Academic Success**
- **Healthy Lifestyles**
- **Good Character & Leadership**
- **Life & Workforce Readiness**

Each program is thoughtfully designed to support the whole child—encouraging positive habits, strong values, and lifelong learning.

We know that raising children takes a village, and we are proud to be a part of yours. Thank you for entrusting us with this important role in your child's life. We look forward to an incredible year ahead, full of learning, laughter, and growth.

With appreciation,

Your Boys & Girls Club Team



WHATEVER IT TAKES TO BUILD GREAT FUTURES

Location	Phone Number	Provider # (Needed for DSHS)
Badger Mountain 1515 Elementary St	(509) 947-6758	178615
Desert Sky 2100 Sunshine Ave	(509) 366-4969	285626
Jason Lee 1750 McMurray Ave	(509) 948-8568	178628
Jefferson 1550 George Washington Way	(509) 366-7461	188333
Lewis & Clark 415 Jadwin Ave	(509) 948-8409	175350
Marcus Whitman 1704 Gray St	(509) 948-2482	180619
Orchard 1600 Gala Way	(509) 947-7252	175372
Sacajawea 535 Fuller St	(509) 947-8679	178638
Tapteal 2100 Sunshine Ave	(509) 366-7685	177808
White Bluffs 1250 Kensington Way	(509) 366-7556	175393
William Wiley 2820 S. Highland Blvd.	(509) 948-8492	177821

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MISSION

The mission of the Boys & Girls Clubs of Benton and Franklin Counties is to empower all young people, especially those that need us most, to reach their full potential as productive, caring, responsible citizens.

PROGRAM PHILOSOPHY

We are committed to creating a safe, welcoming environment where every child feels a sense of belonging and is empowered to thrive. Our school-age programs promote the development of self-worth, respect for others, and the confidence to make positive life choices.

We encourage each child to explore their interests, develop new skills, and grow socially and emotionally. Through meaningful relationships with supportive staff, we help young people recognize their strengths and build resilience.

Our approach is rooted in:

- Encouraging positive habits and behaviors
- Building respectful relationships
- Supporting the development of character and leadership
- Celebrating each child's individuality and potential

ANTI-BIAS, NON-DISCRIMINATION POLICY

We are proud to provide inclusive programs where all children and families are welcomed and respected. We do not discriminate based on:

- Race or ethnicity
- National origin or religion
- Gender or gender identity
- Sexual orientation
- Disability or ability status
- Personal beliefs or family background

In alignment with the Americans with Disabilities Act (ADA), we are committed to offering inclusive environments that meet the needs of all children. While our programs may not be able to accommodate all individual needs due to staffing ratios, facility limitations, or group-based settings, we work closely with families to determine the best plan for each child's success.

We may request:

- A copy of your child's IEP or health plan
- A family meeting prior to attendance

This collaborative approach ensures we can support your child in the best way possible.

As a USDA Child and Adult Care Food Program (CACFP) sponsor, we comply with all federal civil rights laws, including non-discrimination based on race, color, national origin, sex (including gender identity and sexual orientation), age, disability, or prior civil rights activity.

ENROLLMENT

To enroll your child, please visit www.greatclubs.org. You will find all necessary registration forms online. Prior to your child's first day, you may be asked to provide:

- Certificate of Immunization
- Medication Authorization (if applicable)
- Health Plan or Food Allergy Plan (if applicable)
- Copy of your child's IEP (if applicable)
- Parenting Plan or court documentation (if applicable)

A registration fee is required for both school-year and summer programs.

Ensuring that we are providing an environment in which youth can thrive, is a top priority. If we receive a registration form that indicates that a child has a behavior related diagnosis, a medical condition or disability that may require special accommodations and/or intensive care, the Site Coordinator will reach out to guardians to set up a meeting prior to the child attending to be able to discuss any needed accommodations and to assess whether our program is the best fit. If so, we will work with guardians to develop a success plan and have open communication as the child settles into the program.

CARE OPTIONS

We offer flexible care plans to meet your family's needs:

Full-Time Care

Includes before and after school care, early release days, no school days, and care during winter and spring breaks. Families are billed a flat monthly rate. Up to 15 vacation days during the school year and 10 vacation days during summer can be used for account credits.

Part-Time Care

Includes care either before *or* after school on regular school days. Early release days, no school days, and breaks are available for an additional fee. Families receive 15 vacation days during the school year and 6 vacation days during summer.

Drop-In Care

Families are charged per session (before or after school) on a weekly basis. Any additional care beyond the selected session is billed separately.

STATE SUBSIDIES

We proudly accept state subsidies through the Department of Children, Youth & Families (DCYF) as payment for childcare services. To find out if your family qualifies for assistance, call 1-844-

626-8687 or visit www.washingtonconnection.org.

If you qualify for coverage, please be sure to:

- List the appropriate provider number for your child's site
- Request coverage for the registration fee

Our administrative team is happy to support you through this process.

SCHOLARSHIPS

We believe all children should have access to high-quality programs, regardless of a family's financial situation. Scholarships are available based on income and/or special circumstances.

To apply for a scholarship:

- Complete the request for financial assistance during online registration through the Parent Portal, or
- Request a paper application from your Site Coordinator or our Administrative Office

Families must reapply each school year and each summer for continued assistance.

DISCOUNTS & VACATION DAYS

We offer a 10% discount to families who:

- Have multiple children enrolled
- Are employed by the Pasco or Richland School Districts
- Serve in the military (active or reserve)

Please notify your Site Coordinator if you qualify for a discount.

Families must inform the Site Coordinator in advance when using vacation days. Approved vacation days will be credited in the MyClubHub system.

BILLING PROCEDURES

- Monthly fees are due by the end of each month. If unpaid by the start of the following month, a \$30 late fee will apply.
- Payment methods include ACH, check, money order, or credit card (3% processing fee). Cash payments must be made at the Administrative Office in Kennewick.
- Returned checks or declined ACH transactions incur a \$25 fee.
- Requested refunds are subject to a \$30 processing fee.

- Inactive accounts (12+ months) with remaining credits will be redirected to support scholarships.
- Outstanding balances must be paid before enrolling in new programs or transferring sites.
- Accounts past due 60+ days may be referred to collections if no payment plan is arranged.

TAX INFORMATION

Our Tax ID Number is **91-1673327**. End-of-year tax statements are available through the MyClubHub Parent Portal. Please retain this number for your records and tax filing.

OPEN DOOR POLICY

We welcome you to visit the Club at any time to observe or participate in activities. If you plan to visit regularly, we require a background check for the safety of all children.

Staff are available to talk with you about your child's day or any concerns. For longer discussions, please schedule a time outside of program hours so staff can remain focused on child supervision.

New families are encouraged to schedule a visit before their child's first day to ease the transition.

COMMUNICATION

We are committed to maintaining open, transparent communication with families. Here are the key ways we'll stay in touch:

- **Daily updates:** Quick check-ins about your child's day and any items needed
- **Monthly newsletters:** Program highlights, reminders, and upcoming events
- **Remind101 App and/or text messages:** For urgent or mass communications (contact your Site Coordinator for enrollment)
- **Parent board & sign-in table:** Important daily notices and updates posted on-site

If your child is involved in an incident or injury, a written form will be provided for you to review and sign.

For questions or concerns:

- Call or email your Site Coordinator
- Contact our Admin Office at (509) 543-9980

SIGN-IN AND SIGN-OUT PROCEDURES

For your child's safety, Washington State law requires that children are signed in and out of licensed childcare programs each day by an authorized adult.

Please follow these important procedures:

- Children may **not** be dropped off outside the building; an adult must sign them in at the program site
- Only individuals listed on your authorized pick-up list may sign out your child
- All authorized individuals must show photo ID until staff become familiar with them

If someone new will pick up your child, please provide the following in writing:

1. Date of the change
2. Child's full name
3. Name and phone number of the person picking up
4. Your printed name and signature

Independent Departure: Children in 5th grade may walk home independently with written parent permission. Approval is at the discretion of the Site Coordinator on a case-by-case basis.

AFTERSCHOOL ACTIVITIES

If your child participates in a school-based activity such as sports or music before checking into the Club:

- Notify your Site Coordinator and provide the following info in writing: the day, time, and activity details
- Your child must check in with Club staff immediately following their activity

This ensures we know your child's whereabouts and can maintain accurate attendance.

LATE PICK-UP POLICY

If you will be late for any reason, please call and inform the staff. A late fee of \$1.00 will be assessed for every minute after closing per family. After 30 minutes if we are unable to reach someone to pick the youth up we will call the Police Department and report that a child has been abandoned. Late fees need to be paid before youth can attend again unless payment arrangements have been made with club leadership.

RUN AWAY POLICY

The safety and supervision of all children is our highest priority. In the rare event a child runs away from the Club site or their group while on a field trip:

- Staff will immediately attempt to call the child back to safety
- Due to licensing requirements, staff are not permitted to leave the remaining group to follow the child
- Parents/guardians and emergency contacts will be notified of the child's last known location
- If necessary, police will be contacted to assist in locating the child

Running away places the child at serious risk. This behavior may result in immediate suspension and potential removal from the program.

DISCIPLINE POLICY

All members of the Boys & Girls Club are expected to demonstrate respect toward themselves, others, and the program environment. We use a positive approach to behavior guidance, which includes:

- Reinforcing appropriate behavior
- Modeling and teaching problem-solving strategies
- Recognizing and rewarding displays of good character

We do not use any form of physical punishment. If a child is experiencing challenges with behavior, staff will work with the family to find supportive solutions.

Behaviors that may result in suspension or expulsion include:

- Physical or emotional harm to self or others
- Destruction or defacement of property
- Disruption that prevents safe program operation
- Repeated disregard for safety expectations or staff guidance
- Possession of weapons, use of inappropriate language, bullying, or fighting

While we are committed to inclusion, we also must maintain a safe and positive environment for all children. If a child's behavior consistently poses safety or programmatic challenges, we will provide community resource referrals such as:

- Child Care Aware
- Local school districts
- Family counselors
- Children's Developmental Center

If a child must be picked up early due to behavior concerns, this must occur within 30 minutes of contact. If a parent is unavailable, an alternate contact must pick up the child.

PHYSICAL RESTRAINT POLICY

Physical restraint will only be used as a last resort when a child poses immediate physical harm to themselves or others, and only after all other de-escalation efforts have failed.

If restraint is necessary:

- Staff will use the least restrictive method and hold the child for the shortest amount of time possible
- Parents will be contacted immediately

- A parent meeting and/or behavior support plan may be required before the child returns to care

REMOVAL FROM THE PROGRAM

We reserve the right to suspend or dismiss a child from the program if their behavior or a guardian's behavior interferes with the safe and effective operation of the site.

Reasons may include (but are not limited to):

- Repeated or unresolved disciplinary issues
- Chronic late pick-up
- Failure to pay program fees
- Incomplete enrollment documentation
- Violations of the Parent Code of Conduct

All registration and tuition fees are non-refundable in the event of suspension or dismissal.

GRIEVANCE PROCEDURE

We value open dialogue and are committed to resolving concerns respectfully and promptly. If you have a concern:

1. Contact the Site Coordinator to schedule a time to talk privately
2. If the issue is not resolved, you may contact Jaime Bright, Director of Richland School-Age Licensed Programs, at (509) 543-9980
3. Written concerns may also be sent via email to jaime.bright@greatclubs.org or mailed to:
PO Box 1322, Pasco, WA 99301

All grievances will be handled with discretion. Please note that in order to maintain a safe and professional environment, concerns must be addressed away from children.

PARENT CODE OF CONDUCT

We ask all parents and guardians to support a respectful, safe, and positive environment. To protect the wellbeing of all children and staff, the following expectations apply:

1. **Respectful Communication:** Refrain from using profanity or inappropriate language while at the program, whether children are present or not.
2. **No Threats or Aggression:** Threatening language or behavior toward staff, children, or others will result in immediate removal from the premises and possible termination of services.
3. **Respecting Boundaries:** Only Club staff may discipline children. If you have concerns about another child's behavior, report it to staff rather than addressing the child directly.

4. **Privacy & Confidentiality:** Do not contact other families regarding incidents involving children. Staff are not permitted to share information about children with unauthorized individuals.
5. **Safe Pick-Up:** A child will not be released to a parent or guardian who appears to be under the influence of drugs or alcohol.

Violation of this code may result in restricted access to the facility or dismissal from the program.

NO SMOKING POLICY

In accordance with Washington State law and our commitment to maintaining a healthy environment, smoking is strictly prohibited:

- Inside any facility used by the program
- Within 25 feet of all entrances, exits, windows, and ventilation intakes

Tobacco products, vape devices, and cigarette waste must be kept inaccessible to children at all times.

DRUGS AND ALCOHOL POLICY

Our program sites are drug- and alcohol-free zones. The use or possession of illegal drugs, cannabis, or alcohol is prohibited on site at all times. Additionally:

- Staff, volunteers, and parents must not be under the influence of any substance while on premises
- We follow all school district policies regarding drug-free environments

Violations may result in immediate removal from the premises and termination of services.

CHILD ABUSE AND NEGLECT

All staff are mandatory reporters under Washington State law. If we have reason to suspect that a child is experiencing abuse, neglect, exploitation, or any form of maltreatment, we are legally required to report it to Child Protective Services (CPS).

Our top priority is to ensure the safety and wellbeing of every child in our care. Reports are made confidentially and in good faith.

CONFIDENTIALITY

We are committed to protecting the privacy and dignity of all families. Information shared with us during enrollment or while your child is in our care is treated with the utmost confidentiality.

- We do not share medical records, contact information, behavior records, or other sensitive details with unauthorized individuals

- Exceptions include disclosure to licensed regulatory agencies or health officials as required by law
- Information may be shared with school or Club staff on a need-to-know basis to support your child's wellbeing

We will not discuss any child's behavior or situation with other families without parental consent.

PHOTO, VIDEO AND MEDIA CONSENT

By signing the handbook agreement, you give permission for your child's image to be used in Boys & Girls Club promotional materials, including photos, videos, and other media formats.

If you wish to opt out, please request and complete a Public Relations Denial Form from your Site Coordinator.

CHILDREN'S RECORDS

We maintain updated records for every child enrolled in our licensed programs, in accordance with Washington State Administrative Codes. These include:

- Immunization records
- Emergency contact information
- Medical alerts or allergies
- Authorized pick-up persons

Please notify your Site Coordinator promptly of any changes to your contact information, custody arrangements, or your child's health needs.

CLOSURE DAYS

Our programs are closed on the following days during the year:

- | | |
|-------------------------------------|---------------------------------------|
| · Labor Day | · Thanksgiving and the day following |
| · Christmas Eve and Christmas Day | · New Year's Day |
| · Memorial Day | · Fourth of July |
| · Veteran's Day- for staff training | · President's Day- for staff training |

Additionally, programs may close up to **two extra days per year** for seasonal preparation. On other no-school days, care is typically offered at designated sites from 6:00 AM to 6:00 PM.

SNOW DELAYS AND CLOSURES

In the event of inclement weather or emergencies:

- If school is **delayed**, our programs will also delay opening by two hours (opening at 8:00 AM instead of 6:00 AM)

- If school is **cancelled**, care may be provided at select Club locations beginning at 8:00 AM
- If school dismisses **early**, Boys & Girls Club programs will close. Parents must arrange for timely pickup

We will communicate delays or closures via:

- **Local radio station** KONA
- **Our Facebook page** and **website** (www.greatclubs.org)

EMERGENCY RESPONSE PLAN

We are prepared to care for your child in the event of a natural disaster or emergency. Our staff complete regular emergency training and participate in quarterly safety drills.

In the event of an emergency:

1. We will follow our Emergency Preparedness Plan to ensure the safety of children and staff.
2. If evacuation is required, we will relocate to a safe site and post signage at the original location with details.
3. We will care for your child until you or an authorized emergency contact arrives.

Important: Always check in with staff before removing your child during an emergency. Accurate records help ensure every child's safety.

ILLNESS POLICY

To protect the health of all children, we follow Department of Health guidelines regarding communicable illnesses. Children must stay home if they have any of the following symptoms:

- Diarrhea (3+ episodes in 24 hours)
- Vomiting (2+ times in 24 hours)
- Rash not caused by heat or allergies
- Eye discharge (pink eye)
- Sore throat with fever or swollen glands
- Lice, nits, or scabies
- Persistent fatigue, irritability, or lethargy
- Fever of 101°F or higher
- Any symptoms of a contagious condition (e.g., whooping cough)

Children may return when symptoms have been resolved for at least 24 hours, and in the case of lice, once all lice and nits are removed.

If your child becomes ill during the program day, we will contact you immediately. Prompt pick-up is required to ensure the safety and comfort of your child and others.

Please inform staff if your child is diagnosed with a communicable illness. While we keep your identity confidential, we may need to notify health authorities or inform other families (without disclosing names) as required.

MEDICATION POLICY

We are happy to support children who need medication during program hours. To ensure proper care:

1. **Prescription and over-the-counter medications** require a signed “Medication Authorization” form.
2. All medications must be provided in their original container, with:
 - Child’s full name
 - Medication name and strength
 - Dosage, method, and timing
 - Storage instructions
 - Start and end dates
 - Physician’s name (for prescriptions)
3. **Over-the-counter medications** (e.g., fever reducers, allergy meds, sunscreen) must be age-appropriate and labeled for the child’s use. They must also be authorized in writing by a parent.
4. **Emergency medications** (e.g., inhalers, EpiPens) require a physician-issued Health Plan on file **before** the child may attend.

All medication is stored securely and administered only by trained staff. Please speak with your Site Coordinator if your child has any health conditions requiring medication during program hours.

ACCIDENT POLICY AND EMERGENCY TREATMENT

We prioritize your child’s safety and wellbeing. In the event of an injury or medical issue, we follow these response levels:

1. First Aid Treatment Only

Examples: minor cuts, scrapes, bruises, low-grade fever, headaches

- Staff administer first aid
- Incident is documented on an accident form for guardian signature

2. Non-Emergency Medical Needs

Examples: vomiting, persistent pain, high fever, cuts requiring possible stitches

- First aid is administered
- Parents/guardians are contacted for pick-up
- Documentation is provided for review and signature

3. Emergency Treatment Required

Examples: uncontrolled bleeding, seizures, broken bones, allergic reactions

- 911 is called
- First aid is administered until emergency personnel arrive
- Parents are contacted immediately
- Incident is documented

PESTICIDE POLICY

Our programs operate on school district property and adhere to district policies for pesticide use.

- Written notification will be posted at least 48 hours before pesticide application
- Children are kept away from treated areas for the recommended period to ensure safety

STAFF QUALIFICATIONS

Our team of Youth Development Professionals is dedicated to providing safe, enriching care. All staff:

- Undergo criminal background checks and reference checks before hire
- Complete orientation and ongoing training
- Meet Washington Administrative Code requirements for education and experience
- Receive at least 10 hours of annual training in child development, program management, safety, and cultural competency

Each site includes a Site Coordinator, Lead Teacher, and additional support staff based on the program size. Programs maintain a **1:15** staff-to-child ratio or better, in accordance with state licensing standards.

LESSON PLANS & CURRICULUM

Our programs are designed to reflect the interests, needs, and strengths of the children we serve. We do not use a pre-packaged curriculum. Instead, our staff develop engaging, age-appropriate lesson plans weekly.

Activities are centered around the Boys & Girls Clubs' four priority outcomes:

- **Academic Success**
- **Healthy Lifestyles**
- **Good Character & Leadership**
- **Life & Workforce Readiness**

We aim to create a fun, safe, and stimulating environment where learning is meaningful and children feel empowered to explore and grow.

FIELD TRIPS

Occasionally, we plan off-site field trips that enhance program themes or provide opportunities for new experiences. For each trip:

- A permission slip will be provided in advance with details about the destination, timing, and transportation
- Fees, if applicable, will be noted
- Children may walk, use public transportation, contracted transportation, or ride in a Club vehicle (seatbelts and boosters required by law)
- Personal vehicles are never used for transporting children

RESTROOM POLICY

To ensure safety and privacy, our restroom procedures include:

- No shared restrooms between mixed age groups (children, teens, adults)
- Separate facilities for youth and adults whenever possible
- Staff and children do not use the restroom at the same time
- Only one child at a time may use a single-use restroom
- For multi-stall restrooms, only the number of children matching the number of stalls may enter
- Staff supervise entrances to restrooms and monitor use during field trips

SNACKS AND FOOD FROM HOME

We provide nutritious snacks daily:

- After school: One snack
- No-school days: Morning and afternoon snacks

Each snack includes two food groups and meets licensing guidelines. Menus are posted on the parent board monthly.

Please inform us if your child has dietary restrictions. You may provide alternate snacks when needed.

Lunches:

- Provided by the school district when available
- If not provided, please pack a balanced sack lunch (grain, protein, fruit, vegetable)
- No glass containers or food requiring reheating
- Use ice packs to keep food cold

Birthday Treats:

- Must be store-bought with ingredient labels

- Homemade items are not permitted due to allergy risks

ITEMS TO BRING OR NOT TO BRING

To help us maintain a safe, inclusive, and focused learning environment, we ask families to follow these guidelines:

Please Do Not Bring:

- Valuables such as cell phones, tablets, gaming devices, cameras, jewelry, or toys (unless staff grant special permission)
- Weapons or any items resembling weapons
- Chewing gum
- Cough drops, hand sanitizer, or sunscreen in backpacks (these require written permission)

If your child needs sunscreen, hand sanitizer, or cough drops during the day, please speak with a staff member. You'll be asked to complete the appropriate authorization form.

Footwear: We recommend sturdy, closed-toe shoes for safety. Flip-flops are discouraged as they may break easily or increase the risk of injury during active play.

CELEBRATION OF HOLIDAYS

As a non-sectarian, multicultural organization, we celebrate the diverse backgrounds of our members. Holidays are acknowledged for their cultural value and the opportunity they provide for learning and community-building.

Children are introduced to a variety of traditions and customs through age-appropriate activities and inclusive celebrations. Our goal is to foster respect, curiosity, and appreciation for cultural differences.

SAMPLE SCHOOL YEAR SCHEDULE

Before School Program

6:00 AM – Quiet activities & projects
 7:00 AM – Power Hour (homework help)
 7:30 AM – Curriculum & activity time
 8:00 AM – Group games
 8:45 AM – School begins

After School Program

3:15 PM – Sign-in & snack time
 4:15 PM – Gym or outdoor activities
 5:00 PM – Power Hour (homework help)
 5:30 PM – Free choice activities
 6:00 PM – Program closes

Note: Activities and times may vary slightly by site or special event.

TECHNOLOGY POLICY

We strive to create a distraction-free, safe environment where children are engaged in hands-on learning and social interaction. Our technology policy reflects this goal:

- **K–5 members are not permitted to use cell phones** during program hours unless granted specific permission by staff
- Members may use **school-issued devices** for homework or approved activities
- Personal devices may **not be shared** between members
- Use of Club-owned devices (Chromebooks, tablets, etc.) is allowed only for educational or program purposes
- All internet access must occur on Club or school Wi-Fi to ensure content filtering

Attempts to access inappropriate content or misuse devices may result in suspension of device privileges or program participation.

If suspended due to a technology policy violation, members may only bring a personal device with prior approval from the Club Director or Administrative Staff.

Thank You!

Thank you for reviewing the Parent Handbook. We are honored to partner with you in supporting your child's growth, learning, and happiness. If you have any questions, concerns, or suggestions, please reach out to your Site Coordinator or our administrative team.

We're looking forward to a fantastic year together!

—The Boys & Girls Club Team