



**BOYS & GIRLS CLUBS**  
OF THE EMERALD COAST

# PARENT HANDBOOK

Revised June 2026

This handbook is designed to provide parents and guardians with comprehensive information regarding the policies, procedures, and expectations of the Boys & Girls Clubs of the Emerald Coast. Our goal is to ensure a safe, supportive, and enriching environment for all our members. Please read through this document carefully to familiarize yourself with our operations.

## Mission Statement

To enable all young people, especially those who need us most, to reach their full potential as productive, caring and responsible citizens.

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## Disclaimer

The Handbook will answer many questions you may have about programs, discipline, Club expectations, safety, locations, and other topics. No set of expectations or guidelines can cover every conceivable situation that might arise at a Club. The expectations, policies and procedures set forth in this Handbook are intended to apply under normal circumstances. However, we recognize that from time to time, there may be circumstances that require immediate or nonstandard responses.

This Handbook does not limit the authority of Boys & Girls Clubs of the Emerald Coast to deviate from the scripted procedures set forth in this Handbook, and to handle individual circumstances as they arise in the manner deemed most appropriate by BGCEC, taking into consideration the best interests of BGCEC, its employees, Club members or overall organizational community.

The policies may be revised or updated, at any time during the year. All families will be advised of changes as they are made either electronically (email) or in person at your local Club. Boys & Girls Clubs of the Emerald Coast’s website will have the most up-to-date information posted. All questions pertaining to any part of the Handbook should be directed to the Club leadership. The Chief Executive Officer has the ultimate authority in all operating decisions.

## Non-Discrimination Policy

Boys & Girls Clubs of the Emerald Coast is committed to providing a safe and inclusive environment for all its members, staff, volunteers, and partners. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or any other protected status in any of our programs or activities.

## Vision and Values

**Our Vision:** Improving the lives of all Emerald Coast youth as the premier Youth Development Organization.

**Our Values:**

- **Safety:** Our Organizational Over-Arching Value
- **Excellence**
- **Commitment**
- **Empowerment**
- **Initiative**
- **Trust**

## Our Priority Outcomes

We offer a variety of programs designed to meet the developmental needs of our members:

1. **Academic Success:** Homework help, tutoring, arts, creative expression, and educational activities & programs.
2. **Health & Wellbeing:** Sports, fitness, nutrition education, and social & emotional health.
3. **Character & Leadership:** Programs focused on building strong character and leadership skills.
4. **Life & Workforce Readiness:** Programs and activities to help build the basic life skills that youth will need as young adults as they prepare to be successful in the workforce.

## Hours of Operation

Clubs operate Monday through Friday. Specific hours vary by location. Please refer to the individual location details for precise operating times. We are typically open after school hours and for the Summer.

## Eligibility

Membership is open to all school aged children from 5 to 18 years old. Child must at least be in kindergarten to start the school year to enroll in the After School Program. For the Summer Program, child must at least have completed kindergarten and going into the first grade. All members must adhere to the Club's rules and Code of Conduct.

## Membership Fees

Membership fees may vary depending on the Club and if transportation fees are needed (With the exception of 21<sup>st</sup> Century & Escambia Children's Trust Clubs.). If your child qualifies for free or reduced lunch, they will be eligible for a discounted rate, with the submission of a school district proof of lunch status. **REFUNDS ARE NOT GIVEN FOR MEMBERSHIP FEES.**

## MyClubHub Parent Portal/Communication Guidelines

The MyClubHub Parent Portal is the online platform we utilize for membership management, attendance tracking, parent communication, registration for memberships, field trips, and much more. Parents are required to create and maintain an active account. Open and consistent communication between parents and the Club staff is vital. Please:

- Keep your contact information up-to-date in MyClubHub.

- Check MyClubHub and your email regularly for announcements.
- Inform the Club Director of any significant changes in your child's life (e.g., medical conditions, family issues) and update MCH accordingly.
- Address any concerns or questions directly with the Club staff or Director, preferably the day of any particular issue.
- We encourage Club Parents to follow our social media outlets for consistent updates.

Information on how to set up your account will be provided during registration. The parent portal can be reached by visiting [emeraldcoastbgc.org](http://emeraldcoastbgc.org).

## Expectations for Parents and Children

### For Parents:

- Ensure your child arrives and is picked up on time.
- Communicate any special needs or concerns to staff.
- Support the Club's policies and Code of Conduct.
- Be respectful of staff, other parents, and children.

### For Children:

- Have Fun
- Respect the Club, others, and yourself
- Follow all Club rules and staff instructions.
- Participate positively in programs.
- Keep the Club environment clean and safe.
- Walk, when inside the building
- Keep hands and feet to yourself
- Use appropriate language
- Report any problems or issues to Staff immediately
- Leave toys, games, etc. at home
- Wear appropriate attire when in the Club

## Pick-up Procedures

Children must be signed out upon departure by an authorized adult listed for their current registration. Please ensure authorized individuals have a valid photo ID. Late pick-ups may incur additional fees as outlined in the payment policy. Please do not ask staff to release children to unauthorized individuals.

## Attendance

The Boys & Girls Clubs of the Emerald Coast ask that Club Members attend a Club at least 2-3 times(engaged-highly engaged) a week in order to maximize the Club's positive impact.

Research shows that kids that come to the Club consistently demonstrate greater positive outcomes in grades, healthy lifestyles, and character & leadership.

If your attendance is not consistent or absences aren't communicated with Club Staff, membership may be terminated. If your child will be absent from the Club, please contact and communicate that to Club Staff. This particularly helps Staff to know not to look out for them at school during transportation routes.

## Discipline Policy and Code of Conduct

The "Code of Conduct" consists of discipline guidelines assigned to assist program staff in helping to ensure a safe and positive Club environment for everyone. This policy is divided into three disciplinary areas to reflect the severity of misconduct. Under all circumstances, all involved parties will be considered individually and determinations made, in light of all facts found. Past incidents of misconduct (occurring in prior afterschool and or summer program seasons) may be considered in disciplinary decisions. All Club members and visitors are expected to follow Club procedures and rules and honor the Code of Conduct.

**\*\*Although each tier of offense has guidelines for disciplinary measures, the decision is ultimately at the discretion of the Director and some offenses may result in immediate suspension or termination of membership\*\***

<p><b>Minor Offense:</b> Behaviors include, but are not limited to:</p> <ul style="list-style-type: none"> <li>A. Being in the office or behind the front counter without permission</li> <li>B. Misuse of equipment: <i>throwing equipment, banging pool sticks or paddles on tables, unintended use of Club and/or office furniture such as jumping, sitting or standing on tables and furniture, etc.</i></li> <li>C. Running anywhere in the building; except for the gym</li> <li>D. Disturbing programming areas or groups</li> <li>E. Using the phones without permission</li> <li>F. Not following directions</li> <li>G. Unsportsmanlike Conduct</li> <li>H. Inappropriate attire (including sandals, sagging, or revealing clothing)</li> </ul>	<p><b>GUIDELINES FOR DISCIPLINARY MEASURES– Minor Offense</b></p> <ul style="list-style-type: none"> <li>▪ 1st occurrence – verbal redirection of member</li> <li>▪ 2nd occurrence – verbal redirection and appropriate consequence</li> <li>▪ 3rd occurrence – written documentation, appropriate consequence, and notify parents</li> <li>▪ 4th occurrence – one-day suspension, 5th – two-day suspension, 6th – three-day suspension</li> </ul>
<p><b>Intermediate Offense:</b> include, but not limited to:</p> <ul style="list-style-type: none"> <li>A. Refusing to follow directions as instructed by a Club staff member or assigned volunteer</li> <li>B. Violating safety rules such as; throwing objects, playing on bleachers, pushing, etc.</li> <li>C. Name calling, use of racial slurs, inappropriate language or obscene gestures (5-8 year olds)</li> <li>D. Leaving assigned group or area without permission</li> </ul>	<p><b>GUIDELINES FOR DISCIPLINARY MEASURES– Intermediate Offense</b></p> <ul style="list-style-type: none"> <li>▪ 1st occurrence – verbal redirection, appropriate consequence and notify parents</li> <li>▪ 2nd occurrence – written documentation, appropriate consequence, and notify parents</li> <li>▪ 3rd occurrence – one-day suspension</li> <li>▪ 4th occurrence – two-day suspension, 5th – three-day suspension, 6th – one-week suspension</li> </ul>
<p><b>Major Offense:</b> Behaviors include, but not limited to:</p> <ul style="list-style-type: none"> <li>A. Being disrespectful to Club staff or volunteers</li> <li>B. Use of any defamatory, abusive, profane, threatening, offensive language, or obscene gestures (9-18+ year olds)</li> <li>C. <i>Threats of Violence ( Management reserves the right, Based on the severity of the incident, to change or modify disciplinary action as they see fit.)</i></li> <li>D. Provoking or instigating a fight on Club property, during Club events and field trips</li> <li>E. Physically striking, fighting, spitting or biting a person</li> <li>F. Stealing, misusing, destroying, vandalizing/damaging property (<i>equipment, items belonging to another person</i>)</li> <li>G. Deliberately putting hands on another Club member</li> <li>H. Leaving premises without parent or staff permission</li> <li>I. Alcohol, Tobacco, or other Drugs</li> <li>J. Bringing weapons of any kind</li> </ul>	<p><b>GUIDELINES FOR DISCIPLINARY MEASURES– Major Offense</b></p> <ul style="list-style-type: none"> <li>▪ 1st occurrence – one-day suspension</li> <li>▪ 2nd occurrence – one-week suspension, parent(s) must meet with Club Management prior to returning</li> <li>▪ 3rd occurrence – expulsion from program</li> </ul>

## Technology Acceptable Use Policy

Technology resources (computers, internet, tablets) are provided in the Club for educational and enrichment purposes. Members are expected to use these resources responsibly and ethically. Prohibited activities include:

- Accessing inappropriate content.
- Cyberbullying or harassment.
- Attempting to bypass security measures.
- Using technology for non-Club related activities without permission
- Any action that may lead to the damage of tech hardware.

Violations may result in loss of technology privileges or disciplinary action.

## Severe Weather Procedures

In the event of severe weather (e.g., hurricanes, thunderstorms), the Club will follow established safety protocols. This may include:

- Closing the Club early or for the entire day.
- Implementing shelter-in-place procedures.
- Communicating updates via MyClubHub, social media, etc.

Parents will be notified as soon as possible regarding any changes to the operating schedule.

## Medication/Health and Safety Policies

**\*\*Medication cannot be held or administered by Club Staff to Members\*\***

**\*Prescribed inhalers and/or epi-pens must be kept in the front office, accompanied by a signed medical authorization form\***

To ensure a healthy environment, please:

- Keep your child home if they have a fever, vomiting, diarrhea, or are experiencing contagious illness.
- Notify the Club immediately if your child develops a serious illness or injury.
- Provide accurate and up-to-date medical information, including allergies and emergency contacts.

First Aid kits are available at all locations, and staff are trained in basic first aid and CPR.

**Lice:** Members who have lice (eggs, nits, bugs) will not be allowed to attend the Club until cleared by the Club Director. If a child is at the Club with any evidence of lice, parent(s) will be notified and required to pick up the child. The child may not return until properly treated and cleared by the Director.

## Child Abuse Reporting

As mandated reporters, all Boys & Girls Club staff are required by law to report any suspected cases of child abuse or neglect to the appropriate authorities. If staff have reasonable cause to suspect abuse, they will follow established reporting procedures.

## Emergency Evacuations

In the event of an emergency requiring evacuation, staff will guide members to designated safe assembly points. Parents will be notified as soon as possible regarding the situation and the location of their child. **It is crucial to have current emergency contact information on file.**

## Dress Code

Members are expected to dress appropriately for Club activities. Clothing should be safe, comfortable, and suitable for active play. Avoid clothing with offensive graphics or messages. Specific attire may be required for certain sports or activities (e.g., close-toed shoes for gym).

## Field Trips

Occasional field trips may be scheduled as part of our programming. Parents will be notified in advance of all field trips, including destination, purpose, and any associated costs. Parental permission is required for each child to participate in field trips. Transportation will be provided by authorized vehicles, and adequate supervision will be maintained.

It is important that Members know and understand that field trips are a privilege. If any child is having behavioral issues at the Club, field trip privileges may be taken away.

## Acknowledgment Form

Parents/guardians are required to sign an Acknowledgment Form (online or in person), confirming they have received, read, and understood the contents of this handbook. Failure to sign may affect membership eligibility.

## Contact Information

For any questions or further information, please do not hesitate to contact us:

### **Boys & Girls Clubs of the Emerald Coast**

**Phone:** (850) 862-1616

**Website:** [Emeraldcoastbgc.org](http://Emeraldcoastbgc.org)

*(Specific contact details for individual Clubs are available on our website and through the MyClubHub portal.)*

# **Thank You for Entrusting Us With Your Child's Future!**

We are excited to partner with you in providing your child with a safe, fun, and enriching experience at the Boys & Girls Clubs of the Emerald Coast. We look forward to a successful year filled with great futures!