



**BOYS & GIRLS CLUBS**  
OF HERNANDO COUNTY, INC.

# School Age Programs

# Parent Handbook

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This handbook is intended to provide information about Boys & Girls Clubs of Hernando County's policies and procedures to the parents and guardians of members. It is not a contract and is subject to revision at any time, without prior notice, by the Boys & Girls Clubs of Hernando County. It is the goal of the Boys & Girls Clubs of Hernando County to continue to provide affordable, quality youth programs in a safe environment. To accomplish this goal, we ask for your commitment to the policies and procedures in this handbook. The Boys & Girls Clubs of Hernando County does not discriminate based on age, gender, race, national origin, ancestry, religion, creed, pregnancy, marital, parental status, sexual orientation, physical, mental, emotional, or learning disability.



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# Welcome!

Dear Parent/Guardian,

Boys & Girls Clubs of Hernando County (BGCHC) would like to welcome parents/guardians to another exciting program year! This year, we include additional information for the families to be prepared for the year and know what to expect. Our staff has been working very hard since the end of last school year to make the upcoming year as successful and fun as they can.

We hope that this information is helpful, and parents/guardians and members will have the information to answer questions and/or concerns before committing to the program.

## **MISSION OF BOYS & GIRLS CLUBS OF HERNANDO COUNTY**

**Boys & Girls Clubs of Hernando County (BGCHC)** exist to inspire and enable all youth, especially those who need us most, to realize their full potential as productive, responsible, and caring citizens. BGCHC strives to provide a world-class Club Experience that assures success is within reach of every young person who walks through our doors, with all members on track to graduate from high school with a plan for the future, demonstrating good character and citizenship, and living a healthy lifestyle.

## **HISTORY**

Boys & Girls Clubs of Hernando County is a multi-unit organization that is affiliated with a national organization, Boys & Girls Clubs of America (BGCA). BGCA has been in existence since 1906 and is one of the largest, oldest, and most respected youth-service organizations in the United States. Since 1999, Boys & Girls Clubs of Hernando County has grown from one small Club to nine before and after school locations, five licensed Preschool, and sports/recreation programs that serve over 2,000 youth, ages 6 weeks-18 years old annually.

## **PROGRAM PHILOSOPHY**

Our program philosophy delivers our mission by using a national **Formula for Impact**, which is structured to ensure that all programs generate a sense of belonging, usefulness, influence, and competence. Our "priority outcome areas" of Academic Success, Good Character & Citizenship, and Healthy Lifestyles.

BGCHC provides youth with age-specific and individually appropriate enrichment activities that promote opportunities for friendship, skill development, self-esteem, values, self-discipline, and respect for others through positive habits, attitudes, behaviors, and choice.

## **SAFETY**

**Safety is our #1 priority.** We do mandatory and ongoing background checks on all potential staff and volunteers, each of whom must follow strict policies and procedures. Boys & Girls Clubs of Hernando County employs a zero-tolerance policy for any disregard of our procedures. If any issues or concerns are brought to our attention, we immediately contact the police and Child Protective Services. We incorporate the national BGCA safety standards and work with other community organizations to strengthen our safety programming consistently through new training. For more details on our safety policies, please see the **Child & Club Safety Handbook** and/or our **Commitment to Safety** page on our website <https://bgchernando.org/who-we-are/commitment-to-safety.html>.

If you have any safety-related concerns or questions, please contact your Unit Director or Director of Operation at [bmcnamee@bgcherando.org](mailto:bmcnamee@bgcherando.org). Additionally, the national organization offers a 24-hour hotline, 1-866-607-SAFE, and has developed a Child Safety Portal.

# CORE PROGRAM AREAS

Boys & Girls Clubs of America provides local clubs with tested, proven and nationally recognized programs in five core program areas – The Arts, Character & Leadership Development, Education & Career Development, Health and Life Skills and Sports, Fitness & Recreation. We offer program activities in five Core Areas:

## CHARACTER & LEADERSHIP DEVELOPMENT

**Programs in this area** empowers youth to support and influence their club and community, sustain meaningful relationships with others, develop a positive self-image, participate in the democratic process and respect their own and others' cultural identities.

## HEALTH & LIFE SKILLS

**Programs in this area** develop young people's capacity to engage in positive behaviors that nurture their own well being, set personal goals and develop the competencies to live successfully as self-sufficient adults.

## EDUCATION & CAREER DEVELOPMENT

**Programs in this area** enable youth to become proficient in basic educational discipline, to instill good study habits, apply learning to everyday situations and embrace technology to optimize employability.

## THE ARTS

**Programs in this area** enables youth to develop their creativity and cultural awareness through knowledge and appreciation of visual and tactile arts and crafts, performing arts and creative writing. Programs in this area enable youth to develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts and creative writing.

## MEMBERSHIP

Boys & Girls Clubs of Hernando County, Inc. encourages all children to attend.

Boys & Girls Clubs of Hernando County does not discriminate on the basis of age, gender, race, national origin, ancestry, religion, creed, pregnancy, marital, or parental status, sexual orientation or physical, mental, emotional, or learning disability.

Any items, issues, requirements, rules or restrictions not specifically covered in this handbook are at the discretion of the Unit Director with the agreement of President/Chief Executive Officer.

The Club does not take prior enrollment or membership into consideration when accepting membership applications for the School Year or Summer Camp.

### **Eligibility**

Youth Development programming is available to all Hernando County children 5 (and enrolled in Kindergarten) to 18 years of age during school year. Children must have turned 5 by September 1<sup>st</sup> of the prior year and attended Kindergarten in order to attend Summer Camp.

### **Bathroom/Restroom Usage**

Per our Child and Club Safety Handbook, Staff may not assist members in the bathrooms/restrooms nor assist with clothing, therefore, members must be potty trained and self-sufficient in the bathroom. Occasional accidents happen, however, chronic issues will result in the dismissal of the child from the program.

### **Waitlist**

When openings occur, parents of waitlisted children are contacted for enrollment based on the date of registration. The primary contact on the registration form will be contacted via email and will be given 24 hours to respond. If no response is received, the child will be removed from the waitlist. Parent/Guardian is responsible for ensuring their email is set up and monitored. The Club will only make one contact attempt.

### **Parents/Guardians will be asked to complete the following:**

#### **Membership Application.**

In order to have all appropriate emergency information, all enrollment forms must be complete and submitted to Boys & Girls Clubs of Hernando County, Inc. office by the day prior to the child starting at the Program. The child will not be allowed to attend until the completed forms are submitted. **Registration fee and first week payments are due when forms are submitted.**

The Club expects the forms to be kept current. The primary contact on the account must provide updated information to the Director such as: emergency contacts, names, phone numbers, arrival/departure changes, allergy and health issues. ONLY the primary contact on the account (i.e., the person who enrolled the member) may make changes to the account.

A membership application must be filled out COMPLETELY and signed by a parent or guardian each school year (even if you are simply renewing your membership) and for Summer Camp.

In addition, parents will be required to sign off on the following documents, which will be available at the site and on our website:

1. School Age Programs Parent Handbook -

2. Distracted Adult Brochure – required to be signed in April and September
3. Influenza Brochure – required to be signed in August and September
4. Know your Child Care Facility Brochure

### **Enrolled Period**

The enrolled period for the School Year is effective the first day of school through the last day of school. In the event a member is enrolled after the start of the school year, the enrolled period will run from the anticipated start date, as identified on the membership application through the last day of school. The enrolled period for Summer Camp shall run from the first day of Summer Camp through the last scheduled day of camp.

### **Withdrawing**

Parents wishing to withdraw their child from the program must provide 2 weeks written notification. If 2 weeks notification is not provided parent/guardian accounts will be charged for the 2 weeks and payment must be made prior to re-enrollment or registration for holidays/break weeks/summer or new school year. Members without attendance for two weeks and no contact from parent/guardian will be automatically withdrawn and parent/guardian notified. Payment for the 2 weeks remain due and will be required to be paid prior to re-enrollment or registration for holidays/break weeks/summer camp or new school year.

### **Class Dojo**

The program may use Class Dojo to communicate with the Primary Contact identified on the Membership Application, in addition to email and phone. Please make sure to keep all contact information current.

### **Circumstances for Terminating Program Participation**

We reserve the right to suspend or remove any child from BGCHC programs. Staff and parent(s)/guardian(s) have the right to request a parent conference at any time. The following are circumstances in which the director could terminate program participation. In every instance, all effort will be taken to try to resolve the problem before termination.

- If parents/guardians disagree with a Club policy and attempt to reconcile differences between the parent/guardian fails, participation will be discontinued. Fees will not be refunded.
- If a child's behavior puts him/her or other children or staff at risk and is disruptive to the total program and every attempt to work with the child and his or her parent(s) fails to produce ongoing improvement, services will be discontinued. Fees will not be refunded.
- Additional grounds for terminating services include chronic late pick up, non-payment of program fees, failure to comply with program policies, failure to disclose required information, or other standards indicated in this and the Child & Safety handbook. Fees will not be refunded.
- Any other actions that present a challenge to BGCHC's ability to operate in a safe and positive fashion. Fees will not be refunded.

**Please note:** Boys & Girls Clubs of Hernando County reserves the right to terminate any youth's membership based on the behavior of the parent/guardian. Negative behavior by a parent/guardian will be viewed as a serious violation of policies. It will be addressed immediately with consequences up to and including suspension/termination of membership. **A refund will not be issued in the instance of a membership termination due to parent/guardian behavior.**

### **Unlimited Parental Access Policy**

In accordance with state & federal mandates it is the policy of Boys & Girls Clubs of Hernando County, Inc. to provide custodial parents/guardians unlimited access to their children during their attendance at our Units. This access is only limited by property access restrictions put in place by Hernando County School District or School policy.

### **Absences**

If your child will not be attending the program as scheduled, please notify the Unit Director in advance. Absences



without prior notification may be mistaken for a missing child and unnecessary concern and time spent in searching for the child may occur. If a child does not arrive at the program as intended, the Unit Director will contact the parents. If the parents cannot be reached, the Unit Director will contact the child's alternate emergency contacts.

### **Food Projects and Special Occasions**

The program will be doing food projects through out the year that may involve the consumption of food provided by local, licensed restaurants/food vendors or purchased from area grocery stores. In addition, special occasions throughout the year may include the Club purchasing food from local, licensed restaurants and/or food vendors to be consumed by the children, such as, but not limited to a Pizza Day, or a cake for VPK graduation. By acknowledging receipt of this handbook, you are granting permission for your child to participate in the food projects or special occasions and consume food related to these activities.

### **Field Trips on School Breaks**

During school breaks the program may schedule field trips to various area attractions/business. By enrolling your child in our School Break programs (Thanksgiving, Winter and Spring) you are authorizing the program to transport your child via bus or van to the attraction/business and back to the program. You will be notified of all field trips prior to the day of the field trip. If you do not wish your child to attend a field trip, you will need to make other plans for child care that day.

### **Early Learning Coalition Provider**

The program is a contracted provider with the Early Learning Coalition. Parent's with ELC must sign their child(ren) in and out daily at the Procure kiosk. Sign in/outs must be done at the time of drop off and pick up and may not be completed in advance or in arrears. Each day must include an accurate drop off and pick up time and must be completed by an authorized pick up with their own PIN. PIN Codes may not be shared. Payment of Parent Co-Pays MUST be kept current and are due the Friday before the week of service. Absences each month in excess of 3 days will result in additional fees. **Failure to abide by these requirements may result in suspension or termination of your child(ren)'s membership, in addition to placing your contract with PHELC at risk.**

### **Procure**

The program uses Procure Child Care Management software to manage enrollments at our sites. Please make sure to respond to all invitations from Procure and to keep your account information current. Procure is available both in a web browser (on-line) and phone app versions.

## **FEES AND SCHEDULE**

### **Before & After School Program**

A flat, weekly fee of \$70.00 per child is due every Wednesday before the week of service. This fee reserves your child's spot in the program and is due, irrespective of your child's actual attendance each Wednesday of their enrolled period. Parent/Guardians are required to notify the Program of planned vacation usage.

### **Summer Camp**

A flat, weekly fee of \$125.00 per child is due every Wednesday before the week of service. This fee reserves your child's spot in the program and is due, irrespective of your child's actual attendance each Wednesday of their enrolled period. Parent/Guardians are required to notify the Program of planned vacation usage.

### Weekly Breaks

Thanksgiving Break (Monday & Tuesday)	\$60
Winter Break (Monday thru Thursday, Tuesday thru Thursday)	\$75
Spring Break (Monday thru Friday)	\$80

### Registration Fees

School Year (per Family)	\$50
Summer Camp (per Child)	\$30

### Other

ELC	*Parent Co-Pay (either PT or FT) x 5 + \$10.00
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*\*For Winter Break, Spring Break or Summer Camps if member is not ELC Full Time approved, the rate will be the Parent Co-Pay x 5 + \$50.00/week.*

*If an ELC member is absent in excess of 3 days a month, the member shall be charged the ELC reimbursement rate for each unexcused absence. An absence is excused with a signed, dated doctor's note or court order.*

### Food – Holiday/Professional Days/In-Service Days and Weekly Breaks

Parents/Guardians are responsible for providing sufficient food and drink for their child(ren) during holidays/professional days/in-service days and weekly breaks. The Club will have running water available at each site to refill drink containers. Child(ren) will be denied service if parent attempts to drop off without sufficient food and drink.

### Late Pick-Up Fee

\$1 PER MINUTE, per child, according to the clock on site for each minute your child/children remains at the site past closing. Late Fees are paid at the time of pickup by a separate check made payable to Boys & Girls Clubs of Hernando County, Inc. Membership may be suspended until payment is made or discharged. If your child/children are picked up late three times membership may be terminated.

### Payments

- **Weekly Fees** – Tuition payments by check, money order or credit/debit card, are due the **Wednesday before the week of service** and are paid to reserve an entire week of care for the Members enrollment period, irrespective of the actual number of days and hours or weeks the child attends.
- **Late Payment Fee** (\$25.00 per child) – Charged if any fees are not paid in full by end of day Wednesday.

Service may be denied if account is not current (this includes weekly fees, late fees, late pick up fees, and any and all fees charged by the club) by drop off on Monday the week of service.

### **Disputed Credit Card Charges**

Parents will be charged **\$25** for each valid credit card charge that is disputed. Parents will be notified by the Program and shall have seven program days in which to pay the charge. If not paid by the end of the seventh day after notice, services will be suspended immediately.

### **Returned Checks**

Parents will be charged **\$25** for any check that is not honored by their financial institution. Parents will be notified by the Program upon our notification and shall have seven program days in which to pay the charge and tuition. If not paid by the end of the seventh day after notice, services will be suspended immediately. Two **returned checks** will require future tuition to be paid by **money order**. If in need of financial assistance please contact the administrative office at 352-666-0068.

### **Non-Refundable**

Registration and weekly **fees** are **non-refundable for all programs and camps unless** the program or camp does not open due to low enrollment.

### **Charges and Refunds**

You will be charged registration and weekly, professional day, holiday and break **fees** at the time of sign up/registration. Registration fees are non-refundable. Professional Day, Holiday and Break Fees are refundable if sign up is cancelled by the last day of registration or if the program or camp does not open due to low enrollment.

**Prices are subject to change and a 30-day notice of a fee schedule change shall be provided to current members' Parents/Guardians.**

### **IRS Statements**

Our Taxpayer Identification number is **59-3550575**. As a courtesy, Boys & Girls Clubs of Hernando County, Inc. will provide a statement for tax purposes at the request of the parent.

### **Hours of Operation**

#### **Westside Unit:**

Mornings Hours 6:30AM - 8:35AM  
Afternoon Hours 3:10PM – 6:00PM  
Early Dismissal Hours 12:10PM - 6:00PM  
School Out Days: 6:30AM – 6:00PM

#### **Brooksville Unit:**

Mornings Hours 6:30AM - 8:35AM  
Afternoon Hours 3:10PM – 6:00PM  
Early Dismissal Hours 12:10PM - 6:00PM  
School Out Days: 6:30AM – 6:00PM

#### **Eastside Unit:**

Mornings Hours 6:30AM - 8:35AM  
Afternoon Hours 3:10PM – 6:00PM  
Early Dismissal Hours 12:10PM - 6:00PM  
School Out Days: 6:30AM – 6:00PM

#### **Winding Waters Unit:**

Mornings Hours 6:30AM - 9:10AM  
Afternoon Hours 4:10PM – 6:00PM  
Early Dismissal Hours 1:10PM - 6:00PM  
School Out Days: 6:30AM – 6:00PM

#### **Moton Unit:**

Mornings Hours 6:30AM - 8:35AM  
Afternoon Hours 3:10PM – 6:00PM  
Early Dismissal Hours 12:10PM - 6:00PM  
School Out Days: 6:30AM – 6:00PM

#### **Spring Hill Unit:**

Mornings Hours 6:30AM - 8:35AM  
Afternoon Hours 3:10PM – 6:00PM  
Early Dismissal Hours 12:10PM - 6:00PM  
School Out Days: 6:30AM – 6:00PM

**J.D. Floyd Unit:**

Mornings Hours 6:30AM - 8:35AM  
Afternoon Hours 3:10PM – 6:00PM  
Early Dismissal Hours 12:10PM - 6:00PM  
School Out Days: 6:30AM – 6:00PM

**BEST Academy**

Morning Hours 6:30AM – 9:30AM

**Summer Programs:**

6:30AM—6:00PM

**Drop Off and Pick Up Times**

Please note that individual site drop off and pick up time restrictions may vary throughout the year due to issues beyond our control. Parents will be provided notice of any changes.

School Year:

School	Drop Off Times	Pick Up Times
Elementary Schools*	6:30am – 7:45am	3:45pm – 6:00pm
Middle Schools	6:30am – 8:45am	4:30pm – 6:00pm
K-8	6:30am – 8:30am	4:45pm – 6:00pm

Summer

All Sites Children must be on site no later than 9:00am on non-field trip days. Children may not be picked up prior to 2:00pm. If a pick up or drop off is absolutely necessary outside of these times, please work with the Summer Camp Site Director in advance.

Breaks, Holidays, Professional Days:

All Open Sites: Children must be on site no later than 9:00am and may not be picked up prior to 2:00pm. If a pick up or drop off is absolutely necessary outside of these times, please work with the Site Director in advance.

**School Out Days & Breaks**

- **School Holidays:** The program is available at a \$15 fee at limited sites.
- **Scheduled Early Dismissal Days:** The program is available at no additional fee.
- **Unscheduled No-School Days:** There will be no program on days when the school is cancelled due to water main breaks, electrical problems, weather, etc.
- **Teacher Workdays:** The program is available at an additional \$15 fee at limited sites.
- **School Breaks:** The program is available at an additional fee, see above, at limited sites.

*Please note that not all sites will be open for school holidays, teacher workdays or school breaks. Parents/Guardians will be notified of which sites will be open by posting on the Parent Board at the sites. Attendance for these days is by separate, sign-up. **By signing up, Parent/Guardian understands that they will be charged, and agree***

***to pay, the associated fee unless they cancel their sign up by the last day of registration.***

### **Camps and Breaks**

Member Accounts must be current in order for members to be signed up for professional days, breaks or camp.

## **HEALTH & SAFETY**

### **Local or Environmental Health Emergency**

If there is a local, regional, or national health emergency, including COVID-19, BGCHC may be required to modify its regular procedures by adding more rigor, regulations, and/or restrictions to ensure its ability to safely operate its programs. For example, processes may require a minimum additional screening, parental acknowledgment of health and wellness, provision of documentation, and/or verification of compliance with organizational standards before admission to program or services, and/or modified operating hours. Any process implementation may require an escalation in its administration and/or frequency of administration. All process implementation is done following organizational policy and adherence to local, state, and federal laws and ordinances.

### **Video or Audio Recordings**

Video or Audio recording by visitors, parents or authorized pick ups is strictly prohibited at all times at all Club sites.

### **Medical Conditions**

If your child has a known medical condition, please be sure the Unit Director knows what to do if a problem should occur during program hours.

### **Unexpected Illness**

If a child has any one of the following conditions, the parent will be notified to pick up the child immediately:

- Contagious disease,
- Fever over 100 degrees\*\*,
- Vomiting or diarrhea\*\*,
- Head Lice, or
- Accident requiring medical attention.

Parent/Guardian MUST notify the Unit Director if your child has one of the above conditions and was at the Club or a Club event so that other members can be notified.

\*\*For fever over 100 degrees or vomiting or diarrhea, the child may not return until 24 hours after symptoms abate, without the aid of medication, or parents/guardians must provide a doctor's note with the child for early return.

### **Emergency Conditions**

In case of an accident or extreme illness, the parents of the child will be called immediately. In severe cases, the child will be taken to one of the local hospitals by emergency vehicle for treatment & the parents will be contacted as soon as possible. Parents are responsible for the cost, if any, of an emergency vehicle.

### **Distribution of Medications**

The Boys & Girls Clubs of Hernando County, Inc. staff will distribute prescription medication only to a child attending the program when the proper documentation is on file. Medication must be in the original prescription bottle with the pharmacist label which identifies the pharmacy, Doctor's name, child's name, name of the medication and dosage instructions (all current, not expired) and will be secured in a locked box on site. The parent will need to fill out a

medication form authorizing the staff to administer their medication to them, explaining the proper times and doses. The staff member will fill out every time they distribute the medication, what the medication was, how much was given, and they will sign & date it stating that it was given at that specific time.

### **Hand Washing**

Hand washing procedures communicated to the children adhere to the following steps: wash hands with warm water and soap for 20 seconds, dry hands, and turn off the water with a paper towel. These precautions are in place to help reduce the occurrence of infectious diseases. Children will be asked to wash their hands during transitions.

### **Incident Management**

To ensure the safest possible environment for serving all youth in the event of a behavior incident, accident, injury, or emergency, BGCHC follows its incident management process. All incidents are thoroughly investigated and reviewed to gather all available facts. Parent(s)/guardian(s) and/or an authorized individual picking up Club member(s) are informed verbally and are asked to sign the incident form acknowledging that they have been made aware of any incident involving their child (ren). If the parents/guardians are not picking up the child on the day an incident occurs, the parent will be called and notified before the program closes that day. Information about decisions and/or actions regarding another child or parent is confidential and will not be shared publicly.

### **Emergency Response Plan**

Boys & Girls Clubs of Hernando County are committed to providing your child with the best care possible at all times. We hold regular drills on how to care for youth after a disaster and review emergency scenarios to handle a wide variety of crises. Please keep the following in mind:

In the event of a natural disaster, such as a hurricane, we have supplies and emergency preparedness plans to accommodate staff and children while they are on site. Detailed lists and protocols assist in tracking children and staff during an emergency. If the Club becomes uninhabitable and we are instructed to move to a safer place, we will post our location and transportation methods.

After a disaster, we will continue to care for your child until you or an emergency contact is able to pick them up. We understand this may be for many hours after a disaster.

Phone lines can handle only a small portion of calls at any one time. You may not be able to reach us by phone after a disaster. Unless you need to report a life-threatening injury to authorities, it is best to stay off the phone. Calling us takes us away from caring for children during emergencies.

Check-in with staff first before removing your child from our care. It will be imperative we keep accurate, written records when releasing children. Taking your child without notifying staff will put that child on the missing list. This will cause needless delays for searchers who need to be looking for children truly in crisis.

### **Release of Children**

#### **Parent's Right to Pick– Up a Child**

By enrolling your child in the Club, you agree that both parents of the enrolled child/children have equal parental rights and responsibilities. Equal parental rights and responsibilities means that either parent has the right to pick up a child on any given day. The first parent to arrive will be given physical custody of the child. Boys & Girls Clubs of Hernando County, Inc. will not be responsible for determining which parent is entitled to pick up the child.

Only signed orders from a court of competent jurisdiction will alter the above general rights and responsibilities. It is the parents' responsibility to provide such documentation, including copies of all orders governing their child's pick up/drop off, to Boys & Girls Clubs of Hernando County, Inc.. Written or verbal notes will not be accepted to change parental pick up/drop off rights. If Boys & Girls Clubs of Hernando County, Inc. receives an order from a court of competent jurisdiction altering the pick-up/drop-off authorizations, then Boys & Girls Clubs of Hernando County, Inc. will perform in accordance with such written order until further orders from the court are received.

If there is any doubt as to the enforceability or ambiguity as to the meaning of a court order, Boys & Girls Clubs of

Hernando County, Inc. will interpret the same to allow shared parental rights to the greatest extent possible.

### **Third Party Pick-Up**

Children will only be allowed to leave with persons named on the ENROLLMENT form. Exceptions to this rule must be submitted to the Unit Director in writing by the parent, or faxed to the office at 352-556-2986. Please include the name of the school, date, and parent's signature. A picture ID will be required for those person(s) authorized to pick up the child(ren). Students must be signed in and out daily by an authorized adult. If your child attends extracurricular activities or has any other kind of arrival/departure time change within the period he/she is enrolled, you must provide the Unit Director with a completed change of arrival/departure procedures form prior to the date the change is effective.

Boys & Girls Clubs of Hernando County, Inc. reserves the right to refuse any third party from picking up a child. A third party includes, but is not limited to a grandparent, step-parent, friend, fiancée, or significant other of a parent. Boys & Girls Clubs of Hernando County, Inc. will accept the written authorization of one parent for third party pick up authorization. Boys & Girls Clubs of Hernando County, Inc. has the right to assume the third party is authorized to pick up the child upon receipt of written authorization from any one parent, absent a court order to the contrary. **However, if Boys & Girls Clubs of Hernando County, Inc. receives conflicting directives regarding third party authorizations, Boys & Girls Clubs of Hernando County, Inc. may refuse to permit the third party to pick up the child until the conflict is resolved including through court order or written authorization from both parents.**

### **Insurance**

The Club carries accident insurance on all club members. This insurance will be utilized as a secondary insurance, unless the family has no insurance coverage.

## **DISCIPLINE & EXPULSION**

### **Positive Climate Philosophy & Procedures**

As a youth development agency, Boys & Girls Clubs of Hernando County focuses on rewarding and reinforcing positive behavior. If your child is involved in a conflict or unsafe situation with another member or staff or has violated Boys & Girls Clubs rules, they will be handled in the following manner:

### **Violations of Expectations or Rules**

The following will occur as a result of a violation, at a minimum:

- 1st Guidance                      Warning
- 2nd Guidance                    Warning & Phone Call to Parent/Guardian
- 3rd Guidance                    Youth, Parent/Guardian & Unit Director Conference
- 4th Guidance                    1 Day Suspension
- 5<sup>th</sup> Guidance                    2 Day Suspension
- 6<sup>th</sup> Guidance                    3 Day Suspension
- 7th Guidance                    Withdrawal From Program

The following negative behaviors will result in automatic suspension of youth member for at least one day:

- Fighting
- Stealing
- Threatening the safety of a youth member or staff member
- Damage to the Boys & Girls Club facility or equipment. Parents/Guardians are expected to reimburse the Boys & Girls Club for any damage and will be billed accordingly. The suspension will continue until payment is approved by the Chief Executive Officer.

- Use of Extreme Language (including excessive profanity, racial slurs, sexual innuendos, etc.)

Children, Parents/Guardians, and Staff are entitled to a pleasant and harmonious environment at the program. Therefore, Boys & Girls Clubs of Hernando County, Inc. programs cannot serve children or parents/guardians who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include but is not limited to such behavior that: requires constant attention from staff, inflicts physical or emotional harm on children, abuses the staff, ignores or disobeys the rules which guide behavior during the school day and program time. Reasonable efforts will be made to assist children in adjusting to the program setting; however, if the child is unable to adjust, they will be dismissed from the program. Members must remain with their groups at all times to ensure the safety of all attending members. Members must also be able to transition with their groups successfully to ensure the safety of all attending members.

**If the severity of a problem is great enough that it could endanger the safety of the child or other children in the program, dismissal will be effective immediately after the Director consults with their Supervisor.**

**Under NO circumstances will the methods of discipline practiced include the use of spanking or other forms of physical punishment, nor will they be associated with food, rest, and/or toileting. Discipline methods permitted are age appropriate and constructive.**

In addition, if Parent/Guardian or any individual authorized as an Alternate Pick Up displays disruptive behavior that inflicts physical or emotional harm on a child, staff or other parents, abuses the staff or other parents, ignores or disobeys the staff, or uses foul language on club site property and/or appears intoxicated or under the influence while on the club site, the Director, with agreement by the Chief Executive Officer, may

1. Permanently ban the Parent/Guardian or Alternate Pick Up from the Club Site; and/or
2. Terminate the child's membership with the Club.

Repeated violations (3 or more violations of the same policy) of any section of the Parent Handbook may result in the dismissal of your child from the program, including Late Pick Up and/or Late Payment of fees.

## **ANTI-BULLYING**

The Boys & Girls Clubs of Hernando County is committed to providing all members with a safe environment, and will not tolerate any form of bullying at any Club activity on or off Club property.

All staff, volunteers and members shall read and abide by the Boys & Girls Clubs of Hernando County's Code of Conduct.

Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose.

Staff and/or volunteers who observe an act of bullying shall take immediate, appropriate steps to intervene. If the staff member and/or volunteer believes his/her intervention has not resolved the matter, they shall report it to Club leadership and document the incident in writing.

Club leadership or appropriate staff member shall inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior, up to, and including terminating membership.

If your child notifies you of bullying behavior at the Club or during a Club event, please bring that information to the attention of the Unit Director.



## DRESS CODE

Members must wear appropriate attire at all times.

- Shirts must not have inappropriate images.
- Shorts and pants must not sag.
- Shorts must have a 4" inseam.
- No open-toed shoes, sandals; no shoes with heels exceeding ½".
- No skate shoes/heelies with or without the heel insert.
- No bare back or see through clothing.
- Shoulder straps must be 1".
- No long dresses or skirts unless accompanied by shorts or leggings. Skorts are acceptable.
- Be weather/temperature appropriate. Unless raining, children will be participating in programs both outdoors and indoors (with air conditioning)

\*water shoes will be allowed during water day activities, but member must have acceptable shoes to change into once water day activities are completed.

If a member comes to the Club dressed inappropriately, Parent/Guardian will be contacted to either pick up the member or to bring appropriate clothing.

## GRIEVANCE POLICY

Honest differences of opinion regarding conditions of care or procedures will arise from time to time. When this happens, families are encouraged first to bring the matter to the attention of the Unit Director by asking to meet in private where concerns may be addressed. We recognize that not all challenges can be remedied doing this and ask that parents/guardians follow the more formal, step-by-step procedure:

1. Address a letter/email to the Unit Director stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss.
2. If this discussion does not resolve the concern, you may request to meet with the Director of Operations. After listening to your concerns and reviewing the Unit Director's response, the Director of Operations will make a final decision.
3. If necessary, the final resolution will involve the Chief Executive Officer for Boys & Girls Clubs of Hernando County.

This grievance resolution policy is only a guideline. In some circumstances, we may decide to use a different procedure to look into or resolve challenges at our discretion. All decisions regarding the resolution of concerns or complaints remain at our discretion and shall be final.

Our goal is to provide a quality, safe place for children. The procedure to address grievances does not include the option of confrontation while children are present. We strive for a positive working relationship with all involved. However, any situation deemed a threat to the safety and well-being of children in our care or our staff or disruption to the regular operation of our programs will not be tolerated.

## ANTI-BIAS STATEMENT

Boys & Girls Clubs of Hernando County is committed in all areas to providing an environment that is free from discrimination and harassment. We will not tolerate discrimination and harassment based on sex, race, ethnicity, national origin, age, sexual orientation, religion, or other legally protected characteristics. All Club staff, youth

members, and volunteers are expected and required to abide by this policy. We strive to engage youth in programs that support the development of cultural competency. Our programs help youth understand and respect their own culture and the cultures of others, where they are able to contribute to a multi-cultural society and demonstrate acceptance of differences among people.

## **NON-DISCRIMINATION**

All people are welcome at Boys & Girls Clubs of Hernando County regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability.

## **ADA POLICY**

Boys & Girls Clubs of Hernando County seek to serve all youth. Our intention is to include youth of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. This provides youth with a physical, mental, or emotional need that substantially limits a major life activity, youth with a record of such need, or youth who are regarded as having such needs. Despite our best efforts, it may not be possible in certain circumstances for Boys & Girls Clubs of Hernando to accommodate the disability or special needs of a particular child. This could occur in the following examples:

- The individual's disability or special needs present a significant direct threat to the health or safety of others, and such risk cannot be eliminated or reduced to an acceptable level; or
- The required accommodation would require a fundamental alteration to Boys & Girls Clubs of Hernando County youth programs or otherwise would present an undue burden for Boys & Girls Clubs of Hernando County.

For some youth, special accommodation needs may appear later or may differ over time. Boys & Girls Clubs of Hernando County will make ongoing assessments of your child's needs and require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations, or supervision needs may jeopardize your child's placement or continued participation in the program. All children are expected to abide by the Code of Conduct or stated behavior expectations. An individual plan of care stating needs is required before starting the program.

## **NON-RELIGIOUS POLICY**

Boys & Girls Clubs of Hernando is a non-denominational organization and does not promote or facilitate religious activities regardless of where the program is housed. From time to time, however, we will expose children to diverse cultural experiences that may have religious overtones. Children will not be required to participate in these activities, and alternate activities will be provided upon request.

Boys & Girls Clubs of Hernando County allow children to feel comfortable expressing their own religious beliefs and practices without staff promoting their own beliefs.

## **CELEBRATION OF HOLIDAYS**

Boys & Girls Clubs of Hernando County is a non-sectarian, multi-cultural organization. Holidays are recognized for their celebration value rather than their religious significance. One way staff honors diversity is by teaching children how different cultures celebrate their holidays. You are welcome to inform us of the holidays your family celebrates.

## **PARENT/GUARDIAN CODE OF CONDUCT**

Boys & Girls Clubs of Hernando County are committed to providing a safe and nurturing learning environment for your child. In an effort to ensure your child's development is met in a positive way, we ask that you as the parent(s)/guardian(s) agree to the following:

- To make every effort to follow all policies and procedures expressed in this handbook and the Child & Club Safety Handbook. You understand that it is your responsibility to read and comprehend the policies set forth and follow them to the best of your ability.
- To wear appropriate clothing during drop off and pick up and special events. This includes a requirement for shirts, pants or skirts, and shoes. Bathing Suits are prohibited unless under shirts and shorts; mesh cover ups are not allowed..
- To strive to support the Club in the way you communicate with the children, the staff, and other parents. You will not be discourteous to, threaten, or use inappropriate language or actions towards any child (yours or others), staff, or other parents/guardians either at or near any Boys & Girls Clubs Hernando County's locations or at any Boys & Girls Clubs function or event.
- To not approach any child other than your own to obtain confirmation, clarification, or "their view" on Boys & Girls Club-related issues, disputes, or disagreements between children. Such matters must be brought to the attention of Boys & Girls Clubs staff.
- To not approach any staff member requesting confidential information in regards to any child but your own.

Should you violate the above guidelines, you understand that your child's enrollment may be terminated.

## **ZERO TOLERANCE**

Boys & Girls Clubs of Hernando County **will never tolerate** violence in our programs and/or on our premises. If a child or family member chooses to bring a weapon, or any item that may be used as a weapon, with malicious intent either at or near any Boys & Girls Clubs of Hernando County's locations or at any Boys & Girls Clubs function or event, he/she will be expelled immediately! **911, and the police will be called.** Child Protective Service (CPS) may also be notified in these circumstances. **NO SECOND CHANCES.**

## **CHILD ABUSE/NEGLECT REPORTS**

Florida State Law requires that all Boys & Girls Clubs of Hernando County staff who suspect that a child in our care is being abused or neglected must make an official report on behalf of the child to Child Protective Services (CPS). Reports are kept confidential. Referrals may be made to CPS without conferring with parents.

Reporting should be regarded as a request for an investigation into a suspected incident of abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of the child. Making a report can be the beginning of a process to help parents with their challenges and to protect their children.

## **DRUGS, ALCOHOL AND SMOKING**

Illegal drugs, controlled substances, recreational drugs, alcohol, tobacco, and other smoking materials are prohibited at Boys & Girls Clubs.

- **Impaired Parent/Caretaker:** Staff is to make every effort to keep a child from getting into a car with a parent under the influence of drugs or alcohol. If suspicion of impairment occurs, we will ask you to call for a ride or an emergency contact to pick up you and your child. If you choose to leave with your child, we will call 911 and CPS. Staff will not under any circumstances give transportation to a parent who appears to be impaired by drugs or alcohol.

## CANCELATIONS

At times, Boys & Girls Clubs of Hernando County will need to cancel a program due to low enrollment. Parents will be notified via email/phone call, and a 100% refund will be issued.

## INCLEMENT WEATHER

On days of inclement weather Boys & Girls Clubs of Hernando County will follow the Hernando School District's closing schedules. However, we reserve the right to close at any time due to weather or safety concerns.

## CHILD'S PERSONAL PROPERTY

Children's personal property, coats, clothing, school bags must be cleared from the room after each session of the program. Any personal property which remains after the session will be taken to the site offices lost & found box. Children may not bring toys, cell phones, smart watches, iPads/Tablets, or other items not necessary for after school activities. Boys & Girls Clubs of Hernando County, Inc. is not responsible for lost, stolen or damaged articles, including money.

## MEDIA CONSENT

Boys & Girls Clubs of Hernando County may photograph or video record your child for marketing and promotional purposes, including but not limited to use as stock photos on our website and social media pages. You give permission to Boys & Girls Clubs of Hernando County to photograph and/or video record your child for use in marketing and promotional materials. Your permission grants us the authority to publicize any photos/video recordings we may take of your child.

By participating in Boys & Girls Club services, you agree to the following: I grant permission to Boys & Girls Clubs of Hernando County to photograph and/or video and audio record my child for marketing and promotional purposes and to publicize any photos/recordings of my child without additional notification. This grant remains in effect until revoked. The rights granted to Boys & Girls Clubs of Hernando County in this release include the perpetual, exclusive, and unencumbered right to use, edit, reproduce, distribute, publish, and otherwise exhibit the photos/recordings worldwide, in any and all forms of media. In addition, the rights granted to Boys & Girls Clubs of Hernando County in this release include the right to use the photo/recordings to publicize and advertise Boys & Girls Clubs of Hernando County and/or its services. No monetary compensation will be given for use of any photo/recording of my child. I agree to hold harmless and do hereby release the Boys & Girls Clubs of Hernando County and its past, current, or future directors, employees, agents, representatives, affiliates, successors, and assigns from any and all claims, demands, and causes of action associated with this release and, including without limitation, any claims for libel of violation of any rights of publicity or privacy which I may have by reason of this release.

You have a right to opt out of inclusion in photographs/recordings, but unless you email [llesmeister@bgchernando.org](mailto:llesmeister@bgchernando.org), participation in Boys & Girls Clubs activities implies permission for the use of images taken at those events.



## WAIVER OF LIABILITY

**Please read this carefully and thoroughly.** You are agreeing to let your minor child engage in a potentially dangerous activity. You are agreeing that, even if Boys & Girls Clubs of Hernando County uses reasonable care in providing this activity, there is a chance your child may be seriously injured or killed by participating in this activity because there are certain dangers inherent in the activity which cannot be avoided or eliminated. By signing the acknowledgment of receipt of the handbook you are giving up your child's right and your right to recover from Boys & Girls Clubs of Hernando County, Inc. in a lawsuit for any personal injury, including death, to your child or any property damage that results from the risks that are a natural part of the activity. You have the right to refuse to sign the acknowledgement form, and Boys & Girls Clubs of Hernando County, Inc. has the right to refuse to let your child participate if you do not sign this form.

## MISCELLANEOUS

- Parents and Club members are responsible for their own transportation to and from the Club.
- Parent/Guardian understands that the Club is not, nor does it claim to be, a licensed day care center.
- Parent/Guardian understands that their child/children's membership may be suspended or canceled at any time, the sole decision resting in the judgment of the Unit Director and/or the President/Chief Executive Officer.

## CODE OF CONDUCT

**Please discuss these with your child periodically**

- Be respectful to staff and club members.
- Play fairly and be honest.
- Applaud the efforts of other members.
- Resolve disagreements in a positive way.
- Take care of club equipment and equipment of other members.
- Do not use improper language.
- Remove hats while in the building.
- Remain with their group/level at all times and request permission to leave their group.
- Dress appropriately at all times.
- Listen during club meetings and while instructions are being given.
- Running is only allowed outside the building.
- Understand that the club is not responsible for personal items brought from home – Leave them at home.

# **RULES**

## **MEMBERS MUST:**

- Stay in assigned area.
- Respect staff and other club members at all times.
- Keep hands and feet to self.
- Walk inside of building.
- Not bring weapons, or items that could be weapons, to the club.
- Not Fight or intentionally inflict physical harm on other club members or staff.
- Not Vandalize or steal property from the club or its members.
- Not Use inappropriate language or obscene gestures.

# CALENDAR

## 2024-2025 School Year—Hernando County School Holidays:

The Club keeps two sites open during planned school closures, one in Spring Hill (the Westside Unit) and one in Brooksville (either the Moton or Brooksville Unit). An “✗” indicates the site is closed for that particular holiday/professional day. A “✓” indicates the site will be open.

Date School Closed	Westside E05HE0022	Moton E05HE0028	Brooksville E05HE0027
August 5 <sup>th</sup> & 6 <sup>th</sup> and 7 <sup>th</sup> – Pre School for Teachers	✓	✓	✗
October 14 <sup>th</sup> (Professional Day)	✓	✓	✗
November 1 <sup>st</sup> (Professional Day)	✓	✗	✓
November 11 <sup>th</sup> (Veterans Day)	✓	✗	✓
November 25 <sup>th</sup> & 26 <sup>th</sup> (Thanksgiving)	✗	✗	✗
December 23 <sup>rd</sup> , 26 <sup>th</sup> & 27 <sup>th</sup> – Winter Break Week 1 December 30 <sup>th</sup> , January 2 <sup>nd</sup> & 3 <sup>rd</sup> – Winter Break Week 2	✓	✗	✓
January 6 <sup>th</sup> (Professional Day)	✓	✗	✓
March 17 <sup>th</sup> thru 21 <sup>st</sup> (Spring Break)	✓	✓	✗
March 24 <sup>th</sup> (In - Service)	✓	✓	✗

## Closures – all sites are closed on the following days:

- July 4<sup>th</sup> (Thursday) – Independence Day
- September 2<sup>nd</sup> (Monday) – Labor Day
- November 27<sup>th</sup>, 28<sup>th</sup> & 29<sup>th</sup> (Wednesday, Thursday & Friday)– Day Before, Thanksgiving Day, Black Friday
- December 24<sup>th</sup> & 25<sup>th</sup> (Tuesday, Wednesday)– Christmas Eve, Christmas Day
- December 31<sup>st</sup> & January 1<sup>st</sup> (Tuesday, Wednesday) – New Years Eve, New Years Day
- January 20<sup>th</sup> (Monday) – M.L. King Day
- February 17<sup>th</sup> (Monday) – President’s Day
- April 18<sup>th</sup> (Friday) – Good Friday
- May 26<sup>th</sup> (Monday) – Memorial Day



# PROGRAM LOCATIONS

## Clubhouse Program

Westside Unit

5404 Applegate Drive, Spring Hill, FL 34606  
352-666-0068

## School Site Programs

Brooksville Unit

885 N. Broad Street, Brooksville, FL 34601  
352-797-7014

Eastside Unit

27151 Roper Road, Brooksville, FL 34602  
352-797-7045

Moton Unit

7175 Emerson Road, Brooksville, FL 34601  
352-797-7065

Winding Waters Unit

12240 Vespa Way, Weeki Wachee, FL 34614  
352-797-7092

J.D. Floyd Unit

3139 Dumont Ave, Spring Hill, FL 34609  
(352) 797-7055

Spring Hill Unit

6001 Mariner Blvd, Spring Hill, FL 34609  
(352) 797-7030

BEST Academy

835 School Street, Brooksville, FL 34601

## Administrative Office

336 Beverly Court

Spring Hill, FL 34606

Phone: 352-666-0068 - Fax: 352-556-2986

Nicole Andrews, President/Chief Executive Officer