



THE **ZONES**

**Membership
Handbook**

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Our Mission

The mission of The Zones is to inspire and engage youth through community-based educational and social enrichment in a purpose-driven, positive environment.

We are deeply committed to building an environment that is equitable and inclusive, so we can encourage young people to pursue their passions, stoke their curiosity, and enrich their lives. As such, we offer varied and diverse programs that recognize and respond to the collective and individual needs of all young people.

Our programs are guidance-oriented and emphasize the values inherent to the relationships between young people, their peers, and adults.

Code of Conduct

The Zones is committed to each member's success in a safe environment, free of discrimination, threats, intimidation, violence and bullying. Our code of conduct requires that:

- Our facility is safe and non-threatening, friendly, and non-discriminating.
- All persons treat themselves and others with respect.
- No one shall be bullied, intimidated, physically, verbally threatened or abused in person or within any published materials or social media.

Our facility is free of threats, taunts, slurs, weapons, violence, tobacco, alcohol and drugs. In the event that any member should feel threatened or intimidated in any way, a report to staff should be made with complete confidentiality and privacy and without fear of retribution or retaliation.

Programming

With a focus on 5 zones of programming, we offer dynamic activities and programs that inspire curiosity, creativity, and personal growth.



Activities

The Zones offers many different activities within our core areas of focus. Members are free to choose the activity they'd like to participate in and have the option to attend several additional lessons, clubs, presentations and projects.

The Zones' activities are staff-led and designed for all abilities and interests. We also partner with several organizations and companies throughout Sonoma County to bring a wide variety of topics and experiences to our members. All of our activities are developed to generate interest in new fields and produce positive outcomes. Some activities require parental consent which can be given via sign up sheet or consent form at the front desk. Activities are subject to change and some may require an additional fee.

Membership

The Zones is a 501c3 nonprofit organization and is exempt from licensing in the state of California. Access and participation requires an active and current membership with our organization.

Membership & Enrollment

Membership at The Zones is open to all youth ages 5–18 who are enrolled in kindergarten through 12th grade (Transitional Kindergarten not permitted). All memberships require online registration through our Parent Portal or website. Once registered, a student becomes a member and may enroll in any class, program, or session offered at The Zones.

Membership Sessions

Membership is offered in three sessions:

- After-School Programming (school year)
- Summer Camp (June–August)
- Classes/Camps/Workshops (year-round)

After-School Programming

Our after-school program follows the school-year calendar and is open to students ages 5–18. Enrollment options include full-time, part-time, and daily drop-in.

Summer Camp

Summer Camp typically runs June through August and serves youth ages 6–12. Attendance is flexible and families only pay for the days the member attends.

Classes/Camps/Workshops

The Zones also offers a variety of sports leagues, classes, and specialty camps that are open to members. You do not have to be enrolled in a membership session (After-School or Summer Camp) to enroll in a class, league or camp.

The Zones works with several agencies and subsidies for membership and also provides additional financial assistance in the form of scholarships for those eligible. Scholarships are based on annual fundraising results and may fluctuate from year to year.

Members receiving a subsidy or connected through a third party payer are considered a member of The Zones and are held in accordance with The Zones membership policies.

Tuition & Payments

All memberships at The Zones begin with registration through our website at www.thezonesyouth.org or via the Parent Portal.

A valid credit card must be securely stored on each member's account. Tuition for After-School Programming is billed monthly, with payments automatically processed between the 1st and 5th of the month for the upcoming month of enrollment. Summer Camp is billed on a daily basis, and tuition is charged only for the days a child attends.

Families may switch between full-time and part-time enrollment with notice in writing 5 days prior to the beginning of the billing next month. Please note that **credits or refunds are not issued for absences, partial attendance, or unused days.**

All accounts must remain current in order for a child to attend. A \$35 late fee applies to declined or past-due payments. Statements and payment history can be accessed any time in the Parent Portal.

The Zones accepts several subsidies for the cost of tuition. Parent must indicate on the registration form that a subsidy is expected. If no subsidy is indicated on the registration form, The Zones reserves the right to charge the card on file for the registration fee. This fee is non-refundable. A credit card on file is required for all memberships, including subsidized memberships.

Schedules are subject to change. The Zones may close for holidays, school breaks, staff trainings, or unforeseen circumstances such as power outages, evacuations, or public health concerns. Tuition is not prorated or credited for closures or missed attendance. **The Zones does not offer refunds for any reason, at any time.**

Membership may be cancelled at any time by either The Zones or parent/guardian. We must receive written notice 5 days prior to the next billing date to cancel membership or to change between full-time and part-time enrollment. A credit or refund is not given for unused days. Tuition will be processed for the current enrollment status without notice of change or cancellation. **The Zones does not offer refunds for any reason, at any time.**

Refund Policy

Our programs operate on a reserved-space model and therefore we do not offer refunds. When a child enrolls, we hold a spot for them and schedule staff based on the number of students registered. This means we commit resources in advance such as staffing, supplies, and program space whether or not a child attends.

Additionally, we strive to keep tuition as affordable as possible for all families, and being consistent in our no-refund policy helps us plan responsibly, keep our costs steady, and ensure fairness across all members.

Safety

The Zones is committed to providing a safe and secure experience for our youth members. The following safety measures are implemented in our program:

Background Checks

National and local background checks are required for all staff and volunteers who have direct contact with members. Clean DMV record is required for drivers.

Mandated Reporters

Staff are mandated reporters and are required by law to confidentially report suspicions of abuse, neglect or other safety concerns.

Staff Trainings

Staff participate in a wide variety of child safety trainings conducted through seminars, conferences and workshops. Staff members are CPR certified.

Child Interactions

The Zones strictly prohibits one-one-one interactions between youth members and staff and/or volunteers. Disciplinary actions are documented.

Member Records

All member records are held confidentially and securely with limited staff access. Information is never shared with other parents, members or outside entities.

Visitors & Guests

Parents, guardians, volunteers, officials or other interested persons may visit The Zones during programming hours with prior authorization from staff. All visitors must check in upon arrival and make arrangements to be accompanied by staff. Any volunteer having direct contact with members must undergo a background check.

Social Workers, therapists, etc may visit on an observation basis only with prior authorization by agency and with acknowledgement of parent/guardian. Our policy does not allow for any visitor to engage with members in a group setting or for a visitor to participate in programming.

All visitors must be acknowledged by staff and at no time are permitted to walk through the facility without staff. Tours of our facility are by appointment only.

Ratios

To ensure the safety of youth participating in large program activities, The Zones generally maintains a staff to member ratio of 1 to 20. Additional consideration is given to skill requirements of a given activity and size of the room at which time additional staff assists in supervision.

Members with an Individual Education Plan (IEP) are welcome in our program, and we make accommodations where possible to empower youth with special needs to participate within our program and child to staff ratio successfully.

Behavior Expectations

The Zones is a place for youth to feel comfortable, respected and safe. Our primary concern is always the safety and welfare of each member and staff.

The Zones reserves the right to remove a member from the program for breaking expectation guidelines. Physical hitting or violence will result in an immediate revocation of membership. **The Zones has a zero tolerance for violence.**

Expectation Guidelines

- Respect yourself, staff, and other members
- Respect behavior boundaries and the Code of Conduct
- Respect property and equipment

Supportive Approach

We recognize that challenges are part of growing up, and mistakes provide an opportunity for learning. The Zones uses a progressive approach to accountability that balances fairness, safety, and opportunities for learning. Staff will model positive choices, use restorative practices whenever possible, and partner with families to support youth in making better decisions.

Discipline Policy

The Zones' expectation guidelines provide positive guidance, allows for redirection and sets clear behavior standards. If boundaries are broken, our staff may use any of the following tools:

Redirect & Reflect

Staff may require a member to sit out of the activity until calm and ready to return, or until further corrective action can take place. We will redirect and encourage a more positive behavior and discuss limitations and consequences.

Incident Reports

Incidents and issues are documented in an Incident Report, used to track behavior history, patterns, and corrective action. These reports may be used for discussions with parents about repeated behaviors and plans for redirection.

Temporary Suspension or Removal from Session

Sometimes a temporary suspension is necessary to allow the member to reset and get some distance from a particular behavior or incident. Other times it can be come apparent that the program is not a good fit and removal from the program is appropriate.

In all instances, The Zones works to encourage positive behavior and will seek parental input if the member does not respond to redirection or if the behavior cannot corrected internally.

Property Damage

At The Zones, we take pride in maintaining a safe, welcoming, and well-cared-for environment for all youth and families. Our equipment, furnishings, and facilities are essential to providing high-quality programs, and all members are expected to treat them with respect.

Normal wear and tear to The Zones' equipment and property is expected in a youth facility. However, intentional damage may result in the parent or guardian being held responsible for the cost of repair or replacement.

Emergencies Policy

Staff is trained on evacuation routes as well as policies around injuries and procedures for fire, violence threats, and earthquakes. In the event of an emergency or natural disaster, we will contact parents and guardians via text message or phone call, and continue supervision of members until arrangements are made for pick-up.

Decisions to keep the facility open are made on the ability of the staff and members' ability to arrive and leave safely as well as our ability to keep members at our facility safely. We typically follow safety guidance of the schools we serve. If schools are closed due to safety concerns, we will most likely close as well.

We will make several attempts to inform parents/guardians of any closures via text, phone, email and social media. Please ensure we have a working phone number and 2 emergency contacts on file on the membership record. Updates may be made to the membership records via the Parent Portal at any time. The Zones does not offer refunds or credits for unforeseen closures.

Accidents & Injuries

We will treat cuts, scratches, bumps, and minor ailments and administer first aid and/or provide ice packs as needed. If medical attention is required, we will call the parent/guardian or emergency contact we have on file.

If our staff is unable to reach an adult listed on the family account, we reserve the right to call a doctor or ambulance to seek medical treatment as necessary. All costs for medical intervention including ambulance, emergency room visit and treatment is the responsibility of the parent and not of The Zones.

Medication Policy

All medications (prescription and over-the-counter) must be provided in their original container with the student's name and dosing instructions clearly labeled. Medications will be kept in a locked cabinet or secure storage area at all times.

Staff will only administer medication exactly as indicated on the prescription label or manufacturer's instructions. A Medication Authorization Form must be completed by a parent/guardian for each medication. Members may not carry or self-administer medication unless pre-approved with written parent/guardian consent (e.g., inhalers, EpiPens).

Illness Policy

The Zones is committed to maintaining a safe, healthy, and positive environment for all youth, staff, and families. To protect the wellbeing of our community, students who are sick should not attend programs at The Zones.

When to Stay Home

Students should remain at home (or be picked up immediately if symptoms develop while at The Zones) if they have any of the following:

- Fever of 100.4°F or higher within the past 24 hours
- Vomiting or diarrhea within the past 24 hours
- Severe cough, sore throat, or difficulty breathing
- Rash of unknown cause, especially if contagious (e.g., chickenpox, impetigo, ringworm)
- Eye infections (redness, discharge, or “pink eye”)
- Any illness that prevents the student from comfortably participating in activities

Return to The Zones

Students may return when:

- They have been fever-free for at least 24 hours without the use of fever-reducing medication
- They have not vomited or had diarrhea for at least 24 hours
- Symptoms have improved and the child is able to participate in normal program activities
- Any prescribed antibiotics have been taken for at least 24 hours (when applicable)
- A healthcare provider has cleared the student to return (if required)

Illness During Program Hours

If a student becomes ill while at The Zones:

- Staff will contact the parent/guardian to pick up the student promptly
- The student will be supervised in a safe, quiet space until they are picked up
- If necessary, emergency medical services will be contacted

Communicable Diseases

Families are required to notify The Zones immediately if their child has been diagnosed with a communicable illness (e.g., flu, strep throat, head lice). The Zones will follow county public health guidelines for exclusion and return, and will notify families of potential exposures when appropriate.

Pick Up Policy

Members are required to check in and out when entering or exiting the facility using their unique pin number. Members are required to remain inside the facility until picked up by a parent, guardian or other adult listed on the membership record.

Members under the age of 12 may exit the facility to walk or bike home with written authorization of the parent or guardian. Any adult picking up a member must be listed on the membership record. In the event of a custody change or if a court ordered document is issued, staff will rely on the membership record for pick up. If changes need to be made to the registration record, it is the responsibility of the parent or guardian to make those necessary updates using the Parent Portal, or to notify staff in writing.

Upon pick up, please notify the front desk of your arrival and staff will page or bring the member to the front desk. At no time are adults permitted to walk through the facility unaccompanied by staff.

A fee of \$5 per minute, per child will apply for every minute past closing time for pick up. These fees will be automatically run via the credit card we have on file within 24 hours of late pick up.

Returned payment will result in an additional fee. The account must be current with no balance due for the member to return. For families receiving subsidized membership, late pick up fees are not covered and are the responsibility of the parent/guardian.

Consistent late pick ups will result in revocation of membership. After 30 minutes past closing time with no pick up, staff reserves the right to contact the police department or Child Protective Services to assume custody of the child.

Personal Belongings

We ask that you leave toys, electronics, any valuable belongings at home as they have a tendency to be lost or damaged. We suggest labeling any water bottles, lunch boxes, backpacks, sweaters, etc. with your child's name. Any items left behind will be put into the Lost & Found, and unclaimed items will be donated after a week.

The Zones is not responsible for lost, damaged, or stolen items, nor will The Zones staff review security camera footage to track down personal items.

IEP & Special Needs

Members with special needs or an Individualized Education Plan (IEP) are welcome at The Zones, and we strive to provide reasonable accommodations that encourage youth of all abilities to participate successfully in our programs. To maintain a safe and supportive environment for every child, all participants must be able to engage within our required staff-to-student ratio of 1:20.

It is also a requirement that all members follow The Zones' safety and behavior policies. Members must be able to participate appropriately in program activities while supported by our staff team under these ratios.

Photos & Media

Photos and videos may be taken of members engaged in activities for the use of social media, print or web marketing, signage, advertisements, or The Zones website. Parents and Guardians may opt out by signing a No Photography Agreement to be kept in the membership record.

Third parties including community partners or volunteers may choose to tag themselves in or share The Zones' social media posts, however we do not allow outside parties to take photographs or video of our youth members without parental consent.

Field Trips

Field trips and off-site activity information will be posted at the front desk and require a permission form signed by the parent or guardian to attend. Field trips and activities are first come, first served and require that membership fees are current with no balance due.

Our behavior policy applies while off-site and violation of the policy will result in loss of privilege to attend future trips or activities.

Parent Partnership

At The Zones, we believe youth thrive best when families and staff work together in partnership. Parents and guardians are valued members of our community, and their involvement helps us create the safe, positive, and enriching environment every child deserves.

Shared Commitments

- Open Communication – We encourage ongoing, respectful communication between parents and staff. Parents are expected to share any important updates regarding their child's health, behavior, or special needs that may impact participation.
- Engagement – Parents are welcome to participate in family events, volunteer opportunities, and workshops. These connections strengthen our programs and create a sense of belonging for youth.
- Support for Staff – Our team is dedicated to maintaining a safe and structured environment. Parents are expected to support The Zones' safety, behavior, and attendance policies at home to reinforce consistency for their child.
- Respect and Collaboration – Parents, guardians, and staff agree to treat each other with courtesy and respect. Concerns should be addressed promptly and in a spirit of problem-solving.

Our Commitment to Parents

- Provide timely and transparent communication regarding program updates, student progress, and any concerns that may arise.
- Offer opportunities for parents to provide feedback and input on program quality.
- Partner with families to support each child's individual growth, interests, and well-being.

Contacting The Zones

Parents and guardians are encouraged to contact us whenever they have questions, updates, or concerns. The Zones can be reached:

- By Phone: (707) 542-3249 during business hours.
- By Email: info@thezonesyouth.org
- In Person: Parents are also welcome to schedule a meeting with management staff.

Email is the best way to contact us for questions about membership, our policies, billing, or other general information. For urgent matters affecting a child's same-day attendance or safety, please call rather than email.



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