



EDUCATION | CHARACTER DEVELOPMENT | LEADERSHIP

## FAMILY HANDBOOK

The Pro Kids mission is to challenge underserved youth to excel in life by promoting character development, life skills, and values through education and the game of golf.

### **City Heights Campus**

4085 52<sup>nd</sup> Street  
San Diego, California 92105  
619-582-7884

### **Oceanside Campus**

821 Douglas Drive  
Oceanside, California 92058  
760-547-8566

# Welcome to Pro Kids!

We are excited to welcome you and your child to the Pro Kids family. Joining Pro Kids | The First Tee of San Diego is a privilege and responsibility. We aim to provide a safe, enriching environment where your child can thrive. While golf is at the heart of what we do, our programs are designed to **build champions of life**. We hope this handbook is helpful in understanding our system. If at any point you need assistance, please do not hesitate to ask one of our knowledgeable staff members or volunteers.

## Our mission

The Pro Kids mission is to challenge underserved youth to excel in life by promoting character development, life skills, and values through education and the game of golf. We aim to hook our kids on golf as a life-long amateur sport, teach them how the rules of the game can be applied to everyday life, and empower them to excel in school, to develop successful careers, and to become leaders in their community.

## Our History

Founded by Ernie Wright in 1994, Pro Kids Golf Academy, Inc. started as a not-for-profit organization operating the Colina Park Golf Course in the City Heights neighborhood of San Diego. In 1997, Pro Kids was used as one of the models for The First Tee organization and later designated Pro Kids | The First Tee of San Diego. In 2012 Pro Kids opened a second campus in Oceanside. Through the golf and Learning Center programs, Pro Kids offers its members access to golf and life-skills instruction, educational workshops, vocational field trips, tutoring, community service opportunities, college preparation support, and college scholarships. Since 1999, Pro Kids has awarded more than \$2 million in college scholarships to its members.

## Hours of operation

The **City Heights campus** operates in cooperation with The Colina Park Golf Course. This course is open for public play daily (with the exception of Thanksgiving and Christmas days) from 7:00 a.m. – 6:00 p.m. Pro Kids operates supervised youth programs at this facility from Monday through Friday 1:00p.m. – 6p.m. and Saturday 9:00a.m. – 6:00p.m.

The **Oceanside campus** is open to members only. The hours of business operation are Monday through Saturday from 10:00 am – 6:00 pm. Pro Kids operates supervised youth programs at this facility Monday – Friday, 1:00 pm - 6:00pm and Saturday, 9:00am – 2:00pm.

For a more detailed calendar of our youth offerings for both locations, please pick up a monthly calendar from the front counter or download from our website, [thefirstteesandiego.org](http://thefirstteesandiego.org).

## HOW TO JOIN PRO KIDS

**AGE REQUIREMENT:** Pro Kids is open to all kids ages 7-17. (18 is accepted if enrolled in High School)

## PROCESS AND FORMS

To become a member, a parent or guardian must complete an online or paper application for each potential member. All payments and fee waiver evidence can be submitted on site for final membership approval.

There are two ways to access and submit our application:

- 1) Apply online! Go the following web address and complete the form.
  - English: <http://www.tfaforms.com/338478>
  - Español: <http://www.tfaforms.com/355780>
- 2) Complete a paper application. These can be found on site and on our website at: [thefirstteesandiego.org](http://thefirstteesandiego.org)

3) Make Payment or Apply for Fee Waiver

Annual payments and fee waiver requests can be made onsite. Payments can payment can be made with check, cash or credit.

Annual and monthly payments can be made online at:

<https://donate.thefirstteesandiego.org/membershippayment>

## MEMBERSHIP FEE OPTIONS

*Select the membership payment option the works for your family*

**Membership will be renewable on the anniversary of your registration date each year**

**Option A: \$1000 or \$84 per month (Monthly payments are available online only)**

**This is the actual price for one year** of membership which includes the golf and life skills classes, professional golf instruction, local field trips and golf trips, golf course and practice area access, community service, scheduled tutoring, custom fit golf equipment and career and college prep. Being a member includes additional access, free of charge, to highly specialized programs such as the Pro Kids Academy, the SMASH Lab STEM program, the college road trip, First Tee and Pro Kids Trip and Travel programs and the Pro Kids Scholarship opportunity. These programs require application and acceptance.

**Option B: \$300 or \$25 per month (Monthly payments are available online only)**

**This is the partially subsidized price for one year** of membership which includes all of the opportunities in Option A. This price covers basic member management, membership card and processing fees.

**Option C: \$100 or \$9 per month (Monthly payments are available online only)**

**This is the highly subsidized price for one year** of membership which includes all of the opportunities in Option A. This price covers processing fees.

**Option D: Fee waiver request and donate what you can!**

Fee waiver requests require documentation of the categories noted below. We encourage families who are requesting a fee waiver to make a donation of any size if you are able.

**Documentation accepted to request fee waiver:** \_\_\_\_\_ **Admin Initials**

\_\_\_\_ **PROVISION 2 SCHOOL:** Attends a Provision 2 School (Requires proof of Enrollment)

\_\_\_\_ **MILITARY:** Parent/guardian is an active or retired member of the United States military/Veteran

\_\_\_\_ **FREE AND REDUCED LUNCH:** Individual/family qualifies for Free or Reduced Lunch Program (Requires evidence.) Note: Households who receive Food Stamps, CalWORKs, Kin-GAP, FDPIR, or Life Line benefits also qualify.

\_\_\_\_ **SPECIAL CIRCUMSTANCES:** A letter regarding a special circumstance, explaining the need for a fee waiver, is attached.

**APPROVAL:** Registration forms will be processed and approved with the appropriate payment or documentation within 7-10 business days. Membership cards will be ready at that time at the chosen home course. If a member misplaces a card s/he may have one replacement card at no charge. All additional replacement card will cost \$3.00 or 15 points. (Points will be described in a later section)

**ORIENTATION ATTENDANCE IS REQUIRED for new member parents or guardians:** Orientation is an opportunity to learn about the benefits as well as the responsibilities for both you and your child. You also have a chance to ask questions and understand the culture and purpose of our program.

## **WHEN IS ORIENTATION?**

**City Heights:** The first three Saturdays of the month at 11:00 am. An orientation is also available in Spanish on the third Saturday of the month at 11:00 am

**Oceanside:** By appointment only or as scheduled. Check our website, [thefirstteesandiego.org](http://thefirstteesandiego.org), for an updated schedule.

## **CARDS and CHECK IN AND OUT**

Our members are expected to practice personal responsibility while at Pro Kids. All members must check in when arriving and out when departing from Pro Kids. In addition, each member will check in for class, an event, or special activity. Members must present his/her membership card.

**\*If your child regularly does not have their membership card or there are repeated incidents of not checking in or out they will not be able to participate at Pro Kids.**

## **STARTING LEVEL ONE:**

Just like parents and guardians, new members must learn about Pro Kids too! Before jumping into the full program, members must attend a designated number of Level one classes (see grade level requirements below) and participate once in the learning center. Once the member passes the Level One certification including a written and playing test, they will advance to Level Two. The Level One written test may be taken at any time. Please let us know if your child needs accommodation for test taking.

See the monthly calendar and the levels chart below to learn more about access and classes.

We have implemented this system to both motivate and prepare your child for success. Committing to and understanding the culture of Pro Kids helps all kids to feel more connected and welcome. In addition, learning the basic practical and life skills associated with golf is a core part of our program. We welcome any questions you may have.

Our group golf instruction uses The First Tee curriculum. It is structured to fit a player's golf ability while also delivering structured life skills programming. Communication, conflict management, healthy lifestyle habits, and goal setting are all central components of our life skills program.

Members may access the activities at either the Oceanside or City Heights locations, but families will select a "home course".

## **LEVEL ONE Required Classes**

- Elementary School (1-5 grades): Nine classes
- Middle School (6-8 grades): Six classes
- High School (9-12 grades): Three classes

## **When member reach Level Two, they may access the program in the following ways:**

**Golf and Life Skills Program:** is our traditional golf and life skills program based on the first tee curriculum and philosophy. This program consists of interactive golf classes designed to meet kids at their golf skill level as well as teach essential life skills. Members may participate in the appropriate level class as well as the seven level certification systems. There will be enrichment workshops and fields trips available on a monthly basis doing community service, vocational information and social development. Enrichment does not always include golf.

There is no attendance requirement for this program. Members will need to sign up ahead of time to ensure space in the class. Classes are available Tuesday through Saturday each week. Please see the Golf and Life Skills calendar for more details.

**Pro Kids Academy** is an attendance based after school program. Academy members will make a 3 month commitment to join a grade level team led by a staff team leader. Through the game of golf, math, literacy, science and arts enrichment will be taught, supporting the common core standards. Family connection and support is key, offering monthly events and quarterly meetings to keep parents and guardians informed and engaged. Graduation, ready for life is our goal, equipping all academy members with the skills, experiences and resources to be successful!

Academy program is and available 5 days per week, Monday – Friday. We encourage all academy members to come as much as possible, however members must commit to at least two days per week. Members must be checked in for at least 50% of the day, to receive credit for academy participation. We will provide a general monthly schedule ahead of time to parents and families.

Members must apply for and receive approval for this program. If there is not room in the program when your member applies, they will be put on a wait list. Members will receive points for the following criteria. The wait list priority will be based on number of points.

## **PRO KIDS LEVEL SYSTEM**

To test out of a specific level, a child will be required to complete a written and playing ability test as well as meet certain participation and skill requirements. Written test may be taken at any time and must be passed (as well as specific participation requirements completed) prior to registering for the playing ability tests. At the Colina Park campus, the playing ability tests are only offered on the third Saturday of the month. At the Oceanside campus, playing ability tests are available by appointment or as scheduled. To learn more about the certification process, please ask the front desk for more information.

**Additional access and opportunities** are available to kids who reach higher levels of golf and life skills certification. See the proceeding Certification Level section for more information.

# PRO KIDS LEVELS ACCESS and PRIVELEDGES

Tasks needed to do be:		Privileges earned:
<ul style="list-style-type: none"> <li>✓ Come with a good attitude and ready to learn</li> </ul>	<b>Level 1 (white)</b>	<ul style="list-style-type: none"> <li>• Level One Golf Class (sign up)</li> <li>• Level One specific workshop (sign up)</li> </ul>
<ul style="list-style-type: none"> <li>✓ Level 1 golf classes (3 to 9 based on age)</li> <li>✓ 1 workshop or tutoring participation</li> <li>✓ pass the written test                             <ul style="list-style-type: none"> <li>-basic golf, etiquette, nutrition</li> </ul> </li> <li>✓ pass performance test                             <ul style="list-style-type: none"> <li>- putting, chipping</li> <li>- Playing Ability Test (PAT): score 10 on 2 holes</li> </ul> </li> </ul>	<b>Level 2 (orange)</b>	<ul style="list-style-type: none"> <li>• Opportunity to join the Pro Kids Academy</li> <li>• Supervised access to Golf Course (must be accompanied by an adult or a Pro Kids member who is Level 4 or higher)</li> <li>• Putting green without supervision</li> <li>• Ability to earn points</li> <li>• Ability to attend special afternoon programs</li> <li>• Ability to play in End of the Month tournaments</li> <li>• Opportunity to be a Youth Volunteer</li> </ul>
<ul style="list-style-type: none"> <li>✓ 1 workshop or tutoring participation</li> <li>✓ pass the written test                             <ul style="list-style-type: none"> <li>- course, etiquette, nutrition</li> </ul> </li> <li>✓ pass performance test                             <ul style="list-style-type: none"> <li>- putting, chipping</li> <li>- PAT: score 30 on 6 holes</li> </ul> </li> </ul>	<b>Level 3 (blue)</b>	<ul style="list-style-type: none"> <li>• Unsupervised access to the golf course</li> <li>• Chipping practice area without supervision</li> <li>• Ability to attend off-site golf trips</li> <li>• Access to choice time computer use</li> </ul>
<ul style="list-style-type: none"> <li>✓ 1 workshop, field trip, or off-site community service</li> <li>✓ pass the written test                             <ul style="list-style-type: none"> <li>-course, etiquette, fitness, nutrition, words to live by</li> </ul> </li> <li>✓ pass performance test                             <ul style="list-style-type: none"> <li>- putting, chipping</li> <li>- PAT: score 45 on 9 holes</li> </ul> </li> </ul>	<b>Level 4 (red)</b>	<ul style="list-style-type: none"> <li>• Supervised Youth on Course access</li> <li>• Access to simulator with golf pro approval</li> <li>• Independent access to the driving range at City Heights</li> </ul>
<ul style="list-style-type: none"> <li>✓ 1 workshop</li> <li>✓ 1 off-site community service</li> <li>✓ pass the written test                             <ul style="list-style-type: none"> <li>-course management, nutrition, fitness</li> </ul> </li> <li>✓ pass performance test                             <ul style="list-style-type: none"> <li>- putting, chipping</li> <li>- PAT: score 35 on 9 holes</li> <li>- Regulation course PAT: score 50 on 9 holes</li> </ul> </li> </ul>	<b>Level 5 (yellow)</b>	<ul style="list-style-type: none"> <li>• Unsupervised Youth on Course access (age 13 and older)</li> </ul>
<ul style="list-style-type: none"> <li>✓ 1 workshop</li> <li>✓ 1 off-site community service</li> <li>✓ pass the written test                             <ul style="list-style-type: none"> <li>-regulation play, fitness, nutrition</li> </ul> </li> <li>✓ pass performance test                             <ul style="list-style-type: none"> <li>- putting, chipping, pitching</li> <li>- PAT: score 31 on 9 holes</li> <li>- Regulation course PAT: score 45 on 9 holes</li> </ul> </li> </ul>	<b>Level 6 (green)</b>	<ul style="list-style-type: none"> <li>• Priority for nomination for golf trips, leadership programs and specialized Pro Kids activities</li> </ul>
<ul style="list-style-type: none"> <li>✓ 1 college visit</li> <li>✓ 1 off-site community service</li> <li>✓ pass written test                             <ul style="list-style-type: none"> <li>-maximizing performance, fitness, nutrition</li> </ul> </li> <li>✓ pass performance test                             <ul style="list-style-type: none"> <li>- accuracy</li> <li>- PAT: score 31 on 9 holes</li> <li>- Regulation course PAT: score 43 on 9 holes</li> </ul> </li> </ul>	<b>Level 7 (platinum)</b>	<ul style="list-style-type: none"> <li>• Priority access and invitation to Country Club events.</li> <li>• Club fitting at the Kingdom by Taylor Made</li> </ul>

# POINT REWARD OPPORTUNITY (PRO) SYSTEM

Our founder Ernie Wright used to say, "Golf is the hook; education is the payoff." Pro Kids strives to help our members grow into well-rounded individuals, creating champions of life, not just golf. Our point system, Point Reward Opportunity (PRO), supports this concept.

Beyond the initial membership fee (when applicable), our programs do not cost money to kids. Kids in Level 2 or higher participate using our economic system, PRO. By taking part in educational programs and community service at Pro Kids, kids earn PRO points they can use to play golf, rent the simulator, buy equipment and apparel, or attend special trips. We believe this system incentivizes exposure to new cultures, vocations, and skills while allowing kids to practice saving and budgeting. It also rewards our members for their hard work in school.

The exact number of points a member earns varies by the type of participation. PRO points are recorded and maintained for each child in our computer database. It may take as long as one week following an event or the submission of a report card/essay before points are credited to a child's account.

## Ways to Earn Points

- Performing well in school (measured when member turns in semester report cards to Learning Center staff) (up to 50 points per report card)
- Reaching a new level of golf certification (25 points per level)
- Attending educational workshops or field trips with the Learning Center (10 – 20 points)
- Participating in Pro Kids community service (10 points per hour)
- Completing Pro Kids monthly essay assignment (5 – 20 points)
- Representing Pro Kids at a special event or speaking engagement (10 – 25 points)

## Ways to Spend Points

- Rounds of golf (-2 points per round)
- Use of golf simulator at Pro Kids upon availability (-5 points per 30 minutes)
- Computer use (-1 point)
- Entry in monthly tournaments (-4 points)
- Off-site golf outings (variable)
- Golf equipment and apparel (variable)
- Fun field trips (-10 to -100 points)

**Note: Only kids who are in Level 2 or higher are eligible to earn or spend PRO points.**

# CODE OF CONDUCT

Pro Kids | The First Tee of San Diego's Code of Conduct expects members to **RESPECT:**

- Themselves
- Others (Pro Kids staff, volunteers, members, parents, and the public)
- The facility (golf course, clubhouse, equipment, property of others, parking lot, etc.)
- The game of golf (through proper etiquette and rules)
- Their neighborhood

Staff and volunteers are expected to model the code of conduct and therefore respect for our members.

## Clubhouse rules

- Walking, keeping hands to self, using appropriate language and tone of voice are expected of all members at all times.
- Playing with any golf equipment (clubs and balls) must stay on the golf course only!
- The simulator may be used with supervision or specific permission.
- Staff only areas include behind the counter, office spaces and storage closets
- Personal golf clubs must remain outside of the clubhouse

- All borrowed golf equipment must be returned to its proper location
- Food and beverages will be consumed outside.
- Bathroom safety rules and care for the bathroom key is the responsibility of all members
- Level 3 or higher members are permitted to use the computer lab facility for recreation.

### **Golf course rules**

- Only Level 3 or higher members may use course or putting green unaccompanied
- All members must check in with the gold staff before using any areas
- Members must follow the time and tee assignment of the front desk staff
- Independent practice must be supervised or approved by a golf professional
- Groups of four are the largest groups allowed on the course.
- Proper golf safety and etiquette must be maintained at all times on the course and in practice areas
- Use of street vehicles (bikes, skateboards, roller blades, etc.) must be used in appropriate areas outside the Pro Kid's Property
- Use of golf equipment (clubs or balls) must remain on the course.
- Members must replace divots and fix ball marks on course
- Members must play from designated tee boxes and not surrounding areas

## **DISCIPLINE SYSTEM**

Pro Kids members are expected to follow the rules and the code of conduct at all times. The following is an outline of the discipline system. Oceanside and City Heights have unique systems. If you have questions please ask the Site Program Director.

- Verbal warning by staff
- Immediate removal from facility or off-site activity (must be picked up by parent if not designated to walk home.)
- Suspension from program

Based on severity of the behavior, the Site Program Director will determine suspension. Listed are some examples:

### **1 day – 1 week – 1 month**

Showing poor sportsmanship or etiquette, disrupting the enjoyment of others, unsafe practice or play, disregarding staff instructions, or any basic breach of golf course and clubhouse rules

### **1 month – 3 months**

Stealing, tagging, cheating, fighting, destruction of course/equipment/property, lack of respect for adult



## **MEMBER GRIEVANCE POLICY AND PROCEDURE**

Pro Kids, The First Tee of San Diego is committed to fostering a climate of ethical integrity. Our staff and volunteers work together with the understanding that we are, first and foremost, a support network for our members with learning and personal growth at the heart of our mission. The organization's members, families and community partners are all expected to uphold these principles as well as our core values to exhibit acceptance and respect for others.

When a member participating in a program believes that a staff and/or volunteer have violated some form of ethical or professional behavior, the member may contact the site program director for assistance. If the grievance is with the site program director, the parties can consult with the chief operating officer (COO). The site program director or COO will work with the member to chart a course of action to address his or her concern. Should resolution through informal processes not be possible, the member may initiate the organization's formal grievance procedures.

The following procedures are part of a process to ensure that the concerns of Pro Kids members are addressed in a timely, informed and appropriate manner.

### **I. Informal Resolution**

A member who wishes to grieve an alleged violation by staff and/or volunteer of the organization's policies shall first contact staff or volunteer responsible for the matter being grieved within three weeks of any occurrence that gives rise to the grievance. If at all possible, the member and staff or volunteer involved shall first work together in good faith to attempt to resolve the grievance informally. Both parties may consult with the COO for assistance with informal resolution. If the grievance is with the COO, the parties can consult with the CEO. When a staff member and/or volunteer not involved in the grievance are made aware of a conflict or complaint, s/he shall encourage the grievant to try and resolve this directly if at all possible. Documentation of this process will be kept by the senior program director or appropriate authority.

### **II. Formal Complaint**

If the grievance is not resolved within three weeks after the grievance has been brought directly to the staff and/or volunteer with whom they have a complaint, the member may file a formal grievance with the COO. If the grievance is with the COO, the member can file with the CEO. The member must submit a written complaint within 30 days after the last attempt at informal resolution. The written complaint should state the context in which the alleged misconduct occurred, the specific nature and details of the misconduct (including date(s), location, evidence supporting the violation, witnesses, etc.) as well as a brief history of efforts made to resolve the grievance informally with the staff or volunteer in question. Upon receiving a formal complaint, the COO will 1) immediately notify, in writing, CEO and 2) promptly schedule a meeting of the Grievance Committee. If the grievance is with the CEO then the file will go directly to the Grievance Committee. This meeting may take place via phone or internet conferencing if necessary. When the CEO has been informed of a formal grievance, s/he shall then notify the Executive Committee of the grievance.

Both the member filing the grievance and the staff and/or volunteer in question shall ideally attend this meeting as appropriate. Legal guardians will also be permitted to attend this meeting. At the conclusion of the meeting, the Committee shall meet in private to determine a resolution of the grievance. The Chair of the committee shall provide a written report of the committee's determination. After review and assent by fellow committee members, the report shall be distributed to the member filing the grievance, the staff and/or volunteer in question, and the members of the Executive Committee.

### **III. Composition of the Grievance Committee**

The Grievance Committee shall consist of the COO, the CEO, one staff member and one board member who are not connected to the member or staff and/or volunteer in question. The staff member and board member of the Grievance Committee shall be appointed by the Executive Committee of the organization and will serve a term of two years. The Chair of the committee will be elected by its members. The chair may never be the COO or the CEO. In the event that a member of the Grievance Committee is the subject of a grievance, s/he shall be replaced for all procedures related to the complaint by a member of the Executive Committee.

### **IV. Appeal of Formal Complaint**

If the member filing the grievance is not satisfied that the Grievance Committee's procedures were properly and fairly executed, he or she may appeal the committee's determination within 10 days, in writing, to the Chair of the Grievance Committee, in order to request a review by the Executive Committee. At its next scheduled meeting subsequent to receiving a written appeal, the Executive Committee will review the grievance. The Executive Committee will not re-evaluate the evidentiary record, but will address only questions of whether the process resulting in the prior determination of the Grievance Committee was fair, impartial, and followed the policies and ethical guidelines of Pro Kids. A written determination of the Executive Committee's findings shall be distributed to the member and the staff or volunteer involved in the grievance as well as to the members of the Grievance Committee. If a member of the Executive Committee is the subject of a grievance, they shall not take part in the review process or decision-making by the Executive Committee.

Any part of the Executive Committee's findings that call for redress to the member in question shall be subject to review and change by the CEO unless the CEO is the subject of the grievance, in which case the findings of the Executive Committee shall stand as final and CEO shall not be a part of any decision-making processes related to the grievance. The CEO shall act on remedial recommendations within three weeks of the Executive Committee's decision. Decisions made by the Executive Committee and approved by the CEO shall represent the organization's final determination regarding the grievance and any remedial actions determined to be necessary.

### **V. Record Keeping**

The HR & Operations Manager shall retain two copies of 1) the original complaint, 2) any additional, related documents, and 3) any written decisions of the Grievance Committee, Executive Committee, and CEO, for five full calendar years following the year in which the grievance is resolved.