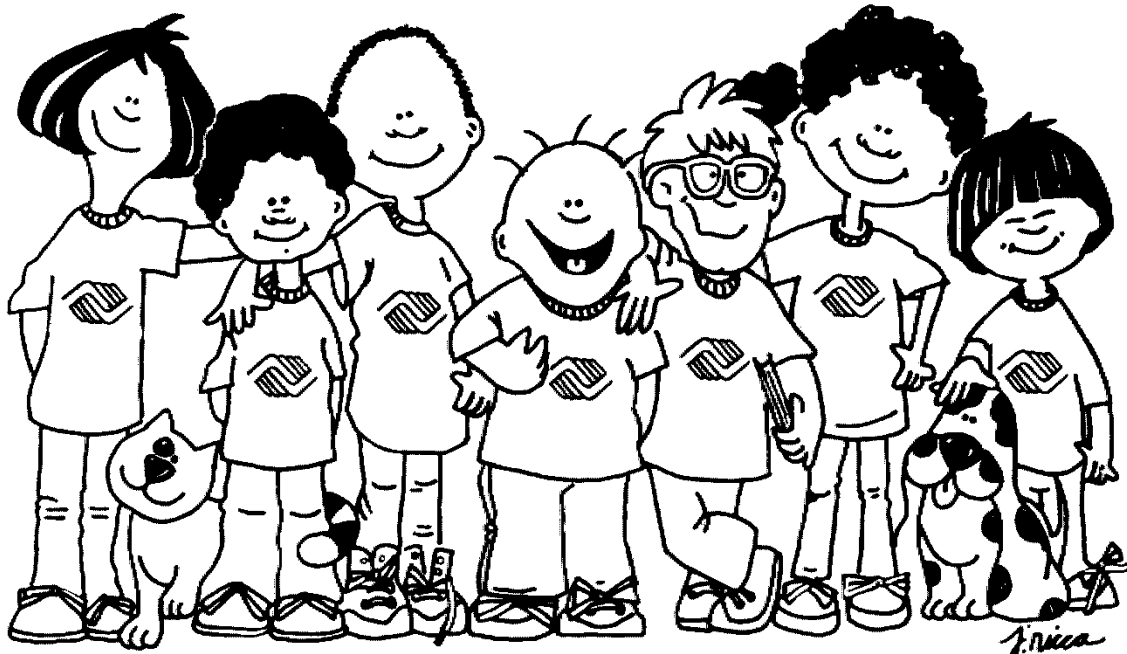




BOYS & GIRLS CLUB OF BRISTOL FAMILY CENTER



BE GREAT

School-Based Program Family Manual

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BBGC Before & After School Clubhouse on Facebook Today!

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WELCOME

The Boys & Girls Club and Family Center School-based Programs would like to take this opportunity to welcome your family into our program! Please use this Family Manual as a reference guide to help answer any questions you may have about our services. If you need further clarifications please feel comfortable in approaching our staff with any questions and concerns in regards to our services.

Throughout this manual the term “parents” will be used to refer to those persons legally responsible for the children enrolled in our programs.

MISSION & VISION STATEMENT

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

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.

PHILOSOPHY AND GOALS

The Boys & Girls Club and Family Center of Bristol Child Care Services are dedicated to providing affordable, accessible, high quality child care services for the Greater Bristol area. Through a shared partnership between qualified staff and families we provide your children with a safe, positive, and engaging before and after school experience.

We believe the strength of our program lies in the dedication of our professional staff. We support our youth development professionals with training, resources and freedom to create unique learning experiences for our children. We believe in positive methods of behavior guidance.

Parent involvement is a vital part of a good child care program. Parents are the most significant adults in a child's life. We work to create mutual respect between parents, school personnel, and Club staff resulting in a partnership for the benefit of the child. We have an open door policy. You are welcome to drop in at any time.

We strive for excellence while working to uphold the following standards:

- Promote **positive relationships** for all children and adults to encourage each child's sense of individual worth.
- Cultivate a developmentally rich environment incorporating the following **Five Key Elements for Positive Youth Development**:
 - Safe, positive environment
 - Fun
 - Supportive relationships
 - Opportunities and expectations
 - Recognition
- Promote the **nutrition and health** of children and protect children and staff from injury and illness.
- Employ a **youth development staff** that has the educational qualifications, knowledge, and professional commitment necessary to promote children's learning and development, and to support families' diverse needs and interests.
- Establish and maintain collaborative relationships with each child's **family**.
- Establish relationships with and use the resources of the **community** to support the achievement of program goals.
 - Academic Success
 - Good Character & Leadership
 - Healthy Lifestyles
- Provide a safe and healthy **physical environment**.
- Implement strong personnel, fiscal, and program management policies so that all children, families, and staff have **high-quality experiences**.

The decision to place children in child care is a difficult one, but sometimes a necessary one for parents to be able to support their families, or to provide their children an opportunity to socialize and learn. Let us help to make the transition comfortable for both you and your child and make your decision to choose the Bristol Boys & Girls Club and Family Center child care programs the right choice for your child care needs.

BEFORE & AFTER SCHOOL-BASED LOCATIONS (CLUBHOUSES)

Edgewood	Greene Hills K-8	Hubbell
Ivy Drive	Lake Garda	Mountain View
Southside	Stafford	West Street (Holiday & Vacation Days)

REGISTRATION AND MEMBERSHIP

We provide two types of child development programs: 1) summer program, and 2) Before and After School Program. A registration fee for each program is required when enrolling your child for the start of every program. The registration fee includes membership for your child to our Club programs from enrollment date to the end of summer. The club offers recreational and fitness programs, social programs, mentoring, computer classes and various other opportunities for children to develop into productive, caring, and responsible citizens. You will receive information about programs offered at our club facilities throughout the year. For more information, please call 583-4734.

TUITION PAYMENT AND FEES -CREDIT CARD/AUTO WITHDRAWAL

Registering for any of our child care program automatically gives your child membership to the Boys & Girls Club and Family Center of Bristol. **Child care/camp payments are due on Friday for the upcoming week.**

Payment is due for the contracted services regardless of absences. Payment will be considered late if not received by 6:00 p.m. on Friday for the next week's child care service. A late payment fee of \$10.00 may be assessed to your account if payment is not received by Friday at 6:00 p.m. Services may be suspended if your account is not brought up to date by the following Friday.

In addition, anyone who receives a statement from us (we will send these out if you fall two weeks behind in payments) **MUST** contact Jessica Lohr in Accounts Receivable at 860.540.3108 or jessica@bbgc.org to either pay the balance in full plus the succeeding Friday's payment or arrange a payment plan. If your child care services are terminated and you'd like to return, you may be charged a \$25 re-entry fee.

- Those who receive a statement and do not qualify for a payment plan must make payment directly to Accounts Receivable before their children may resume care.
- Clubhouse Directors will not accept any form of payment for those who receive a statement.
- Clubhouse Directors will not allow care for any child whose parent receives a "Outstanding Balance Notice" until they receive written or verbal confirmation from Jessica Lohr (or SB administration) that the child can resume care.

Your account will include all additional fees and the next weeks' tuition. Weekly statements are available upon request. Tuition Agreements and payment schedules will be provided every year upon registration.

If your check is returned for non-payment, a NSF fee in the amount of \$35.00 will be assessed to your account. Our finance department may request that you provide bank checks or money orders for future payments.

For your convenience, the Boys & Girls Club and Family Center accept Visa and MasterCard payments. Automatic weekly payments can also be set up for your convenience. Authorization must be provided in order for us to charge your credit card. Please use the "Credit Card Authorization" form found in your packet if you are interested in this option.

FOR YOUR PROTECTION, WE DO NOT ACCEPT CASH!!!

Tuition is paid on a weekly basis regardless of the number of weeks/days the program is available.

All Tuition Agreement requests for **changes must be made two weeks in advance prior to the date your balance is due and in writing** or two full week's tuition will be charged.

Tuition Agreements may be revised for all C4K adjustments, additional hours of care, and one (1) time during the school year at no charge. Any additional requests for change in this tuition agreement will carry a \$25.00 processing fee.

There will be a \$35 fee for returned checks. A money order for the amount of the returned check plus a \$35 fee is due within 5 days of receipt.

Tuition

Full-Time Clients are defined as 5-Day AM & PM

Your weekly fee will be the same every week during the school year, except for school vacations weeks. The tuition includes all half days and school holidays. We require that you pre-register for all half-days and holidays so that we may adequately staff for these days. A registration link will be e-mailed to you.

Part-Time Clients are defined as 5-Day/3-Day AM only, 5-Day/3-Day PM only, or 3-Day AM & PM

Your weekly fee will be the same every week during the school year, except for school vacations weeks. The tuition does not include half days and school holidays. We require that you pre-register for all half-days and holidays so that we may adequately staff for these days. A registration link will be e-mailed to you. You will be charged an additional \$18/day per child for school half days and school holidays that you pre-register for. PLEASE BE ADVISED – half days and holiday will only be available based on the maximum amount per staff to member ratio.

*Your tuition agreement will only reflect your standard weekly fee and any add ons will not be reflected. Changes to your tuition agreement will only be made for C4K and/or enrollment updates.

Add On (Half Days, Holidays and Vacation Weeks)

All full-time and part-time clients who wish to add on additional care must be pre-registered in order to reserve your child's spot. You will receive a link that will allow you to register. Each link will be location specific.

Snow Days

BBGC will not charge clients for snow days and will be open at 255 West Street to accommodate your childcare needs. We will try our best to remain open; however BBGC reserves the right to close early or close altogether. PLEASE BE ADVISED – snow day care will only be available based on the maximum amount per staff to member ratio.

Those parents who have applied for Care For Kids (C4K) are responsible for each full week's payment until the Boys & Girls Club and Family Center receives a determination of your weekly subsidy from C4K. Once C4K determines the exact subsidy parents will pay, the Boys & Girls Club and Family Center will update your tuition agreement (at no charge) and credit or refund the parent for the difference between the subsidy and the actual cost of the child care service.

For our Summer Program, we typically host a 9-week session based on the school calendar. Registration for summer camp begins in April of each year. You will be given the option to sign up for one or more weeks of summer camp. A non-refundable, non-transferable registration fee, and non-refundable deposit for each week that you sign up for is required to complete the registration process. If you sign up for the summer camp and decide to drop a week and provide us with two weeks written notice, we will give you a credit for the week minus your deposit. You may sign up for additional summer camp weeks pending space is available.

CARE 4 KIDS POLICY (C4K)

When a parent enrolls a child in our program and applies for C4K, the parent is required to pay the full weekly fee until such time as the C4K determination has been made. As soon as C4K determines the parent fee, we will adjust your account accordingly. As the parent, you are responsible for any portion that C4K does not cover with their determination. We recommend that you bring your completed application directly to the School-Based Office located at our West Street facility to ensure that it is processed as quickly as possible. Due to the quantity of applicants, the turnaround time can be as much as 30-45 days. Questions regarding your C4K, contact Ashley Ouellette at 860.540.3112 or ashley@bbgc.org.

Delayed Start Care Option – If you would like to postpone your start date while you wait for your determination from C4K, you may do so by contacting the School Age Administration office.

HOURS OF OPERATION / CALENDAR

All sites, with the exception of Lake Garda Fun Club, open at 6:30 a.m. and close promptly at 6 p.m. Lake Garda Fun Club opens at 7:00 a.m and closes at 6:00 p.m.

On vacation days, and during the summer, our program opens at 6:30 am and closes at 6 pm for school-age children.

In the event our program finds it necessary to change the scheduled days of operation, we shall inform you of this change at least 30 days in advance, so you can make alternative child care arrangements.

We are open Monday-Friday except for the following holidays and annual shutdown: New Year's Day, Good Friday, Memorial Day, Independence Day, the week before Summer Camp begins (June), the last week of August (shutdown), Labor Day, Thanksgiving Day and the day after, Christmas Day and either the day before or day after Christmas.

SUMMER/NON-SCHOOL DAY POLICY

During the Summer and on any non-school days (vacation weeks, holidays and school-cancelations) our program will operate from our 255 West Street location. Please abide by the following regulations:

- Cubby space is limited. Please send your child with only a jacket (and their lunch). Back Packs are not needed for non-school days.
- Please provide your child with a **cold "brown bag"** lunch with your child's name on it. As cute and fun as many lunch boxes are, they take up a lot of space and are often left behind.
- Enter and exit through the Main doors (located on the corner of West Street & Gaylord Street).
- Stop at the front desk to sign your child in/out. (Have your ID ready at pick up)
- At drop off please list your authorized pick-up on the sign in sheet to make pick up a smoother transition.
- Keep Toys/Electronics at home.

- If your child requires medication, you are responsible for transporting your child's medication to West Street in its original container with prescription label. It is also your responsibility to take the medication with you at the end of session.
- In order to participate in gym activities, **sneakers** must be worn in the gym.
- If you need to contact one of our staff, please call (860) 583-4734.

Any questions or concerns please e-mail the School-Based Administration Office at Amanda@bbgc.org.

ATTENDANCE POLICY

If your child has been out for more than ten (10) school days without contacting child care staff, we will assume that you have withdrawn from the program. If you contact us after this time period to continue in the child care program, we will accommodate you if space is available and a re-entry fee will be charged. When you enroll your child you are asked to fill out a registration that states the hours you need child care. It is extremely important that you adhere to this schedule. We plan our staffing schedule around this information and need to maintain adequate teacher-child ratios at all times. If you need extra child care services, please speak with the Clubhouse Director at your site. If we have space available, we will try to accommodate your needs. **It is the parent's responsibility to inform their Clubhouse Director of any changes in work, home or emergency phone numbers, work schedules or any additional authorized individuals who may pick up your child.**

DROP OFF / SIGN IN & ABSENCE POLICY

All children are expected to attend the site at which they are enrolled. Children **may not** be dropped off before the site is open. Parents must wait until two authorized employees are present at the site. Parents must bring their child directly into the child care facility and sign-in their child. If your child will be absent from school, please contact us so that we are not waiting for them on those days. All absences require same day notification. Our site numbers are listed below:

Edgewood Clubhouse	(860)584-2775
Greene Hills Clubhouse	(860)593-5111
Hubbell Clubhouse	(860)582-7211
Ivy Drive Clubhouse	(860)583-5450
Lake Garda Clubhouse	(860)675-7830
Mountain View Clubhouse	(860)584-8922
Stafford Clubhouse	(860)584-8201
Southside Clubhouse	(860)585-1551
West Street Clubhouse	(860)583-4734

PICK UP/ SIGN OUT POLICY

Children in the child care program must be signed out by the parent or by another authorized individual approved by the parent. Parents must list authorized individuals that can remove their child from the child care site by submitting names on the registration form's emergency contact list. If staff does not recognize the person picking up the child, that individual will be asked and is required to present a photo ID. If this information is not available, the child will not be permitted to leave the site. In an emergency, if a parent needs to have their child picked up by an unauthorized person (not listed on the release form), the parent is required to call and speak to the Clubhouse Director and describe the person who will be picking up the child. The Clubhouse Director will confirm the phone call by calling the parent back on the numbers listed on their registration form. If there are any doubts as to who is picking up a child, the parent or emergency contact person will be contacted for more information before releasing the child.

LATE PICK-UP POLICY

While we understand that emergencies do arise, we request that parents keep in mind the 6:00 p.m. closing time. Our late pick-up policy charge is \$1.00 per minute, per child, past closing time, based on the clock at your child's site. Two staff members at least 18 years of age or older will remain with the child at all times. If your child is not picked up by 6:00p.m. and you have not contacted us, a staff member will attempt to call the child's parents at their work and home numbers. If they cannot be reached, the staff person will attempt to call the emergency and alternate people listed on their registration form. The police will be called after one hour if parents or other adults specified on the permission to releases forms cannot be reached. At that time the child will be released to the police. Repeated tardiness will result in your child being withdrawn from the program.

WITHDRAWAL OR CHANGE OF CONTRACT POLICY

When changing your tuition agreement or withdrawing your child from our before/after school child care program, we require a WRITTEN NOTICE TWO WEEKS before any change is needed. Parents, who fail to provide a two-week notice, may be charged the full amount for the requested contract change or for the last 2 weeks of tuition (in the case of a withdrawal). Care For Kids clients will be responsible for the full weekly tuition if they withdraw without the required two-week written notice. Withdrawal or termination and subsequent re-enrollment may entail a re-entry fee. In a family emergency, please contact the Director who may approve an exception. **A contract change form is available at the back of this manual.** Written notification or a contract change form must be completed, signed and submitted to your Clubhouse Director. Your Clubhouse Director will sign and submit the contract change form to the School-based program administrative office. The SA office will then revise and email you your updated tuition agreement.

VACANCY/WAITING LIST POLICY

We are a private child care program available to the public. We accept children on a first-come, first-serve basis. If space is not available, we will put names on a waiting list on a first come, first serve basis. The families will be contacted on a monthly basis to be sure that they want to remain on the list.

CHILD BEHAVIOR GUIDANCE POLICY

It is expected that all Boys & Girls Club and Family Center of Bristol child care employees will provide positive techniques in the guidance of young children. All staff members will receive in-service training in child behavior management and managing challenging behaviors within the first year of employment and as needed thereafter.

Children's development and behavior are taken seriously. It is the responsibility of our staff and administration to provide a safe, supportive, and developmentally appropriate program to all children to the highest degree possible. Therefore, we will adhere to the following policy on management of children who demonstrate atypical development and/or challenging behaviors. Parents will be responsible for signing the enclosed child behavior guidance agreement listing the steps taken to ensure the safety of their child and others.

All Boys & Girls Club and Family Center of Bristol staff members are prohibited from any use of abusive, neglectful, corporal, humiliating, frightening punishment or the use of physical restraint.

- Youth Development Professionals use positive techniques of guidance, including logical or natural consequences applied in problem solving situations, redirection, anticipation of and elimination of potential problems, and encouragement of appropriate behavior rather than competition, comparison or criticism.
- Consistent, clear rules are developed in conjunction with children and are discussed with them to make sure they understand.
- Youth Development Professionals describe the situation to encourage children's evaluation of the problem rather than impose the solution.
- Youth Development Professionals do not force children to apologize or explain their behavior but help children recognize another child's feelings.
- Youth Development Professionals abstain from corporal punishment or humiliating or frightening discipline techniques. Food or beverage is never withheld as a discipline device.
- Guidance techniques should be non punitive and accompanied by rational explanations of expectations. Limits are set for children but the environment is arranged so that a minimal number of "no's" are necessary, particularly for very young children.

ATYPICAL DEVELOPMENT AND CHALLENGING BEHAVIOR

Atypical development shall be defined as that which does not meet established norms for children of the same age group in any of the domains of development including physical, language, motor, self-help, cognitive and social/emotional. Challenging behaviors shall be defined as aggression such as biting, hitting, pushing, kicking, or other potentially dangerous acts toward other children or youth development professionals. Also, foul language, inability to follow rules and comply with directives, escaping from the classroom, outbursts and tantrums, disruption of classroom activities or any act which endangers the health and safety of self or damage to others, property or disrupts program quality.

The Boys & Girls Club and Family Center School-based program will make every effort to work with the child and parents to improve atypical or challenging behaviors, however, a child may be excluded from the program if the scope of services required exceeds the resources of the staff or the program.

The step-by-step process for assessing, referring and accommodating children with atypical development and/or challenging behaviors is as follows:

1. The teacher shall establish firm but kind interaction with the child.
2. If the child is uncooperative, staff members will contact the Clubhouse Director for assistance. Staff members will remove children from the area to ensure their safety until the child has calmed down. Staff members will make sure that both the child and the group are safe. A staff member will accompany child away from the group. The child will sit at an area designated by the staff member. This staff member will continually monitor the child until the child is able to return to the group. All children will be supervised at all times.
3. If the child's behavior continues to be out of control the Director of Outreach Services or the Assistant Director for School-based Programs will be called for consultation, and may make recommendations to call the parent.
4. If the parent is called and does not respond or cannot be reached, the child's emergency contact person will be called.
5. If no one can be reached, then the Director or Assistant Director, in conference with our consultants, will make the final decision on how to handle the situation.
6. If the consultants are unavailable, the child will be taken to a consulting pediatrician for evaluation. If the pediatrician is unavailable the child will be taken to the emergency room which is always open.

In the event the child's development or behavior remains a concern, the parent will be scheduled to meet with the Director and/or Assistant Director and the Clubhouse Director to discuss the possibility of evaluative services. These services may include, but are not limited to, any of the following:

- Health Care Specialist
- Mental Health Professional
- Early Childhood Education Consultant
- Public School Early Intervention Team
- Wheeler Clinic

Fees related to these services are the responsibility of the parent. Parents will be required to submit evidence of contact/appointment within one week of referral or the child's attendance may be suspended. Our program agrees to cooperate with consultants and professionals in allowing them to make assessments of the child in his/her educational environment. No information about the child will be provided to these agencies or individuals without written consent from the parent.

The parents will provide the results and recommendations of assessments, per their signed agreement, for the appropriate program planning for their child. Follow-up meetings with the parents and re-evaluation of the success of any recommendations for implementation will be noted on a minimum of a bi-weekly basis and sent to parents. The decision to modify or continue programming will be determined by the behavior and success of the child's progress.

In such cases where little or no progress is made, or in the case of noncompliance with this policy, parents will have 2 weeks to make new arrangements unless the child is a danger to himself or others, or disruptive to the program quality in which case dismissal shall be immediate.

CHILD TERMINATION POLICY

When the threat of risk or injury cannot be eliminated or reduced, it may become necessary to terminate the child from our program. This decision will be based on the judgment of the Director and staff members involved in caring for the child's well being in our program. When termination occurs, it may be immediate based on the severity of the child's behaviors or a reasonable amount of time may be given to the parent to find alternative child care. We will attempt to assist the family with recommendations and appropriate resources for alternative care.

The Boys & Girls Club and Family Center of Bristol reserves the right, at the discretion of the Director of Outreach Services or Chief Professional Officer, to terminate child care services due to the inappropriate behavior conducted by any child or parent involved in the care of that child.

SUSPECTED ABUSE/NEGLECT SITUATIONS PROCEDURE

Per State of Connecticut Statutes/Regulations, abuse and neglect is a non-accidental physical or mental injury, sexual abuse or neglect of a child under the age of 18 by a person responsible for the child's health, welfare, care, or by a person given access to the child by the responsible persons. The forms of abuse and neglect include physical abuse, sexual abuse, emotional abuse, neglect and at-risk.

If an employee suspects possibility of abuse/neglect, the following procedure must be followed:

1. The reporter shall call the hot line (1-800-842-2288) to make an oral report of suspected abuse to DCF within 12 hours.
2. The reporter will report the suspected abuse to his/her immediate supervisor. Any incidents involving the School-Based Before & After School program will be reported to the Director of Outreach Services or the Assistant

Director for School-based Programs. The Chief Professional Officer or his/her designee will be notified immediately of any reports.

3. A written report is to be filed within 24 hours to DCF by the reporting staff member. All documentation and records may be maintained and stored in the Director's confidential files pending the allegation process.
4. As per state statute, any staff person making a report in "GOOD FAITH" is immune from any liability, civil or criminal action.
5. However, the person may be subject to a penalty if making a false claim.

If the suspected abuse/neglect involves an employee or volunteer of the BGCFB, additional procedures will be instituted:

1. Director of Outreach Services will be immediately notified.
2. The Director of Outreach Services will notify the Chief Professional Officer.
3. The Chief Professional Officer will immediately notify the Chief Volunteer Officer of the Board of Directors.
4. The Chief Professional Officer shall have the option of immediate suspension with pay or reassignment of named employee.
5. The Chief Professional Officer may schedule a meeting with a special committee to determine most appropriate action. This committee shall consist of the Chief Volunteer Officer, Chair of the Human Resources Committee, Chair of the Child Care Committee (if involving child care), and any other members deemed appropriate by the Chief Professional Officer or Chief Volunteer Officer.
6. The Director of Outreach Services or the Assistant Director of School-Based Programs will notify the Department of Public Health and then the Department of Children and Families of the allegations within 12 hours of the report.

The procedure for protecting the child during an allegation involving a staff person:

1. The staff person/s involved will be removed from the site that the child attends during the investigation.
2. The parents of the child will be notified immediately and informed of the allegation by the Director of Outreach Services and/or by the Chief Professional Officer.
3. The child and family may be counseled and supported emotionally by the staff.
4. If additional support is needed for child and family, outside resources will be referred and implemented, i.e. Wheeler Clinic, Sexual Crisis Center, etc.
5. Our Social Service consultant may be contacted for advice concerning allegations, both for family support and staff support.

The procedure for protecting the child during an allegation involving a parent or others:

1. The staff will notify the Director of Outreach Services of the child's well being.
2. The staff will make the child comfortable and maintain the routine for the child's emotional care.
3. If possible, our Health Consultant (trained nurse) will be asked to assist in the preliminary examination of the child to identify any unusual bruises or marks. If they are not available to examine the child, the Director of Outreach Services or his/her designee and another staff member will do so.
4. At the discretion of the Director of Outreach Services, a parent may be notified of the suspected allegation.
5. If the Department of Children and Families has not arrived to investigate the allegation before the parent arrives, the Director of Outreach Services will request that the parent leave their child in the care of the child care staff until DCF arrives to ensure the child's safety. If the parent insists on removing their child from the program, the child care staff or Director of Outreach Services will **not** restrain the child from the parent and will inform DCF of the release when it occurs.

MEDICATION POLICY

All School-Based Program staff, certified in the Administration of Medications, are permitted to administer to the children medications that are prescribed by a physician, dentist, Advance Practice Registered Nurse or a Physician Assistant and special medications that are petitioned to and authorized by the State of Connecticut's Department of Public Health. Only the above licensed prescribers can prescribe all medications. The licensed health provider and parent must sign all necessary paperwork before any medications can be administered. No medication may be administered without the completed written order of a licensed health care provider and the written authorization of the student's parent. All medications (prescription and nonprescription) shall be stored in their original containers. Medications must be labeled with the child's first and last names, the date that either the prescription was filled or the recommendation was obtained from the child's licensed health care provider, the name of the licensed health care provider, the expiration date of the medication or the period of use of the medication, the manufacturer's instructions or the original prescription label that details the name and strength of the medication, and instructions on how to administer and store it.

Please do not include any prescription or over-the-counter medications in your child's lunch box or bag or backpack. If your work schedule permits, parents may administer medication to their child(ren) on site.

Administration of Non-prescription Topical medications can be administered to your child if they are the following: ointments which are free of antibiotic, antifungal, or steroidal components; and medicated powders. It is required that the parent complete and sign an "Administration of Non-prescription Topical Medications Authorization" form and provide the non-prescription medication in its original container with the child's name labeled on it; the name of the medication; and directions for the medication's administration. These medications shall be stored away from food and inaccessible to children. Documentation of any records of administering medications to individual children will be kept on file at the center and any errors will be reported immediately to the parents. All training manual instructions will be kept on site in an Administration of Medication Notebook.

All unused medication will be destroyed if not picked up within one week following the termination of the authorized prescriber's order.

Although parents must provide us with necessary medications for their children at each Clubhouse they attend, ***we require that parents also provide us with a separate set of medications whenever we care for their child off-site; such as on vacation days when schools are closed or snow days.***

Although we have accepted your registration and payment, we will only be able to provide care if the medication is on site.

TOPICAL OINTMENT

The Department of Public Health and the Boys & Girls Club and Family Center require the parent to sign a form to give us permission to apply topical nonprescription medications to their child when needed or requested. Topical nonprescription medications include items such as sunscreen or sun block with UVB and UVA protection of SPF 15 or higher and only insect repellent containing DEET (applied only once a day) can be used. These containers must be labeled with the child's name and stored in a designated area until needed.

ILLNESS POLICY

It is the parent's responsibility to inform the child care staff about how their child is feeling before dropping them off at the center. Some medications just mask an illness and the symptoms will come back. Please make provisions for alternate child care when your child is sick. Sooner or later all children may get sick. This change in plans may make the day more complicated, especially for working parents. The best way to be prepared for these unavoidable sick days is to plan ahead.

If it is difficult for you to take time away from work, find an alternate caregiver. This might be a relative, neighbor, friend, or other dependable adult you could call when your child is too sick to be at the child care center.

A child will not be accepted at the center if any of the following symptoms are noted:

- Fever (101 degrees or above) – child may not return for 24 hours after running a fever of 101+ degrees
- Vomiting
- Rash, skin eruptions, swollen glands.
- Severe cold - sneezing, coughing, runny nose, watery eyes, etc.
- Red, puss-encrusted eyes

If symptoms of illness occur while a child is in attendance at child care, the following will occur:

- The child shall be placed in a restful area away from the other children.
- The child's parents or emergency contact shall be called to come for the child.
- The child shall be supervised until the parent or designated adult arrives.
- The child will be given first-aid if needed.
- Pick up must be within **60 minutes** after contacting a parent or authorized individual.

MEDICAL EMERGENCY

In case of a medical emergency, 911 will be called immediately if indicated in a child's Individual Plan of Care or if the child is at imminent risk. A qualified staff member will attend to first aid, as needed. Another staff member will notify the family of the child. Attempts will be made to consult with the child's health care provider. If neither is available, the programs medical consultant will be contacted. An ambulance will transport the child and a staff member (if family member has not arrived) to the nearest hospital. The child's emergency permission form will be brought with them. Staff will notify the family or alternate pick up person to meet them at the hospital. The staff member will stay with the child at the hospital until a family member arrives. Additional staff will be called in if necessary to maintain required ratios.

CHILDHOOD ILLNESSES

Please keep your child home if he/she is diagnosed as having any of the following diseases:

Disease	When a child may safely return to the Child Care Center	Physician's Note Required?
Pink Eye	24 hours after starting antibiotics and there is no more discharge from eyes	YES
Bacterial meningitis	When the Health Dept. indicates it is safe	YES
Chicken Pox	One week after the rash begins or when all chicken pox are scabbed over	NO
Diarrhea	When he/she no longer has diarrhea	NO
Diphtheria	When your physician tells you it is safe	YES
Hepatitis A (Whooping Cough)	One week after illness begins; four weeks after intense coughing begins or five days after antibiotic treatment begins.	YES
Rubella (German Measles)	Five days after the rash appears	NO
Streptococcus (Strep Throat)	When your physician tells you it is safe	YES
Eye infections	When your physician tells you it is safe	YES
Scarlet Fever	When your physician tells you it is safe	YES
Ring Worm	When your physician tells you it is safe	YES
Head Lice	When your child has been treated as recommended by the healthcare provider	NO

Bringing a child with an illness to the Center may cause other children to get sick. If all parents keep sick children home, everybody's children will stay healthier. In the end, this will mean fewer lost workdays and fewer illnesses for parents, too.

EMERGENCY PLANS

SNOW DAYS (Late Openings/Early Dismissals)- When schools are delayed in opening or dismissed early, the Boys & Girls Club and Family Center shall follow the procedure outlined below:

- If school is delayed for any amount of time, our sites will open at 7:30am, except Lake Garda School will open at 8am.
- If school is dismissed early, our sites will open when school is dismissed. We will close at 4:00pm on early dismissal days.

SNOW DAYS (School Cancellations) – When schools are canceled due to bad weather, **child care is available only at our 255 West Street location**, unless the weather is too severe. If we were to close, you will be notified through our local television and radio outlets. BBGC will open at 7:30am on snow days. Child care spots are available until we reach our maximum licensed capacity.

SEVERE WEATHER- If weather is threatening or making transportation unsafe before the center is due to open, the parents will be notified through the local radio station, WTIC 1080 and TV Channel 3, that we will be closing or have a late opening. If weather causes unsafe conditions while the children are at our programs, the Director/Clubhouse Director will determine which emergency procedure will be followed.

- Wait to see if conditions improve.
- **Early closing:** parents will be contacted by phone or email (BBGC Choice) and children **MUST BE** picked up no later than 4:00 p.m. from their child care center.
- **Staying at Center:** identify a safe area at each child care center. If center is located in a public school check with the school administrator for their emergency procedures and locate the safe zone in the center that can be used for shelter, i.e. hallways with no windows, or lavatory areas.
- Clubhouse Director shall post what locations have been identified as a safe zone at your site.
- Staff, under the direction of the Clubhouse Director shall move children safely to the safe zone.
- Emergency contact information for the site will travel with the Clubhouse Director to be able to notify parents.

FIRE- Evacuate entire building immediately according to fire drill procedures. Procedures and diagramed maps are posted at each exit in the licensed child care area to ensure a safe and immediate exit. An assigned staff person will take the emergency files that will be easily accessible hanging at a fire exit. This will provide staff members with the proper emergency contact information so parents can be contacted if the facility is unable to be re-entered or children have been transported to a new location. The person in charge will be responsible for taking the sign in/out sheets, portable first aid kit and phones with them. When the staff members have escorted the children to their assigned safe meeting place away from the building, attendance of children will be taken immediately to ensure all have exited the building. The fire department will be contacted according to emergency plan.

Evacuation Procedure:

The *Boys & Girls Club and Family Center* Child Care program will provide safe transportation of children to their home if conditions are warranted and safe.

Transportation options:

- Bus Company
- Police
- National Guard

TOY/ELECTRONIC POLICY

Personal toys and electronics (including but not limited to cell phones, ipods, Gameboys, etc.) from home are not allowed at daycare or at Summer Camp.

THEFT POLICY

The *BBGCFC* is not responsible for any lost or stolen items. Please label all clothing and personal belongings.

PARENT BULLETIN BOARD

The Bulletin Board is an important communications tool at all of our Clubhouses. It is used to display menus, newspaper and magazine articles, certificates, messages and information directed to the parents. Other important information (flyers, memos, announcements, permission slips) may be found at the sign-in/sign-out table at each site.

FIELD TRIP POLICY

Field trips and nature walks are considered an important part of the educational program and will be taken periodically. The program will provide the same adequate responsible adult supervision for these excursions as is provided children while in attendance at their clubhouse. A permission slip must be signed by the parent and handed in to the Clubhouse Director at your site for each and every trip. Field trips can be something very special for a child. Good behavior on the child's part is a pre-requisite for participation for that child's safety.

SUMMER CAMP FIELD TRIP POLICY

During the summer we offer several field trip experiences for your child's enjoyment. Signed permission slips and fees are required for each trip. Children signed up for the field trips are required to wear their Summer Camp t-shirt.

PHOTOGRAPHS AND PUBLICITY

Photographs of the children participating in our programs may be taken from time to time and may appear in newspaper, magazines, brochures, or other publicity materials. Your permission for photographs including your child to be used without compensation is part of this agreement. You will find this release form in your registration packet. If you have any concerns, please contact the Clubhouse Director at your site.

CLUBHOUSE FOOD AND FOOD FROM HOME

During the school year and summer program, The Boys & Girls Club and Family Center serves a cold breakfast in the morning and a nutritious snack after school. During our summer program and vacation days, we request that parents provide their children with a nutritious cold lunch. We discourage parents from sending their children to our summer and vacation program with lunches that must be heated up. With 80 to 90 children in attendance on non-school days, it is extremely difficult to operate a quality program if we are spending a great portion of our day heating up lunches.

The Boys & Girls Club and Family Center's first and foremost responsibility is the safety of your child and all the children we serve, especially as it relates to food allergies. With that being said, if a parent does choose to send an alternate

snack in place of what we offer, we request that you communicate with your Clubhouse Director before doing so. The Clubhouse Director will review the medical records of all our Clubhouse members before approving a snack. Because each Clubhouse has children with various medical needs, each Clubhouse Director will have discretion regarding snacks. All snacks (other than fruits and vegetables) provided from home must be prepackaged with the ingredients listed on the package. Snacks not previously approved by the Clubhouse Director may be confiscated.

MEALS FOR CHILDREN ON NON-SCHOOL DAYS

School-age children need bag lunches for vacation days, half days, snow days and during the summer program.

OTHER THINGS TO KNOW

- Please put your child's name on all clothing and personal belongings.
- Please provide adequate outdoor clothing appropriate for weather.
- Please dress your child in sturdy play clothes. At this age, children learn through play, so we give them all kinds of opportunities - quiet and active, clean and messy. If you are concerned about ruining a special outfit, please pack a change of clothing with a note or make a phone call to inform the child care staff.
- Parents may provide us with a t-shirt for use during arts & crafts or other messy activities.
- The relationship and communication between parent and Clubhouse staff is essential for consistency and development of your child. Please share with us issues that may affect your child at home, and we will do the same with issues at school.
- End of the year tax statements will be available upon request.

GRIEVANCE / COMPLAINT/COMPLIMENT POLICY

This procedure is for child day care programs that are licensed under the authority of Connecticut General Statutes

Most problems within a day care center are non-life threatening and can be resolved by:

1. Discussing the problem with the Clubhouse Youth Development Professional.
2. Discussing the problem with the Clubhouse Director.
3. Discussing the problem with the Director of Outreach Services
4. Discussing the problem with the Chief Professional Officer.
5. If the problem is not resolved you may contact the Department of Public Health.

In case of an emergency, notify the Connecticut Office of Early Childhood as soon as the emergency is under control.

In case of abuse/neglect or life threatening situations contact the Department of Children and Families at 1-800-842-2288 and the Connecticut Office of Early Childhood – Division of Licensing.

ALL INSPECTION REPORTS AND COMPLIANCE LETTERS ARE AVAILABLE FOR YOUR INSPECTION AT THE CHILD CARE PROGRAM OR BY CONTACTING THE CONNECTICUT OFFICE OF EARLY CHILDHOOD – DIVISION OF LICENSING AT:

410 Capitol Avenue-MS#12 DAC
P.O. Box 340308
Hartford, CT 06134-0308

1-800-282-6063
(860) 509-8045

A FINAL WORD

The Program admits all children regardless of race, color, nationality or religious background. We want to exchange thoughts and information on your child whenever necessary. We welcome moms and dads to our sites at anytime. Please feel free to share your time, talents, and treasures with us.

BE GREAT

Be smart. Be Successful. Be Incredible. Be Amazing. Be inspired. Be an inspiration. Be more than anyone could ever imagine. Be a teacher, a doctor, a difference-maker, a star. Be someone who makes the right choices. Be happy. Believe. Belong.

**Be part of a community that cares about one thing:
*Making anything and everything possible for you.***



BOYS & GIRLS CLUB OF BRISTOL FAMILY CENTER

CHANGE OF CONTRACT FORM

- ☐ Edgewood ☐ Greene Hills ☐ Hubbell ☐ Ivy Drive ☐ Lake Garda
☐ Mt. View ☐ West St (Vacation/Snow Days) ☐ Stafford ☐ South Side

Today's Date: _____

Child's Name: _____

Parent's Name: _____

Change to be made:

☐ Contract Change: _____ Date Effective: _____

☐ Re-Entry Fee: _____

☐ Late Pickup Fee: _____ Date of Late Pickup: _____
\$1.00 x _____ minutes late = \$ _____

☐ Account Adjustment:
Please Specify: _____

☐ Withdrawal Date of Withdrawal: _____
Reason for Withdrawal (Please check all that apply):
☐ Quality of Service ☐ Cost of Service ☐ Change of School
☐ Other, please specify: _____

Parent's Signature: _____

Clubhouse Director's
Signature: _____

Director's Signature: _____

Entered By: _____ Date: _____



BEHAVIOR MANAGEMENT GUIDELINES

The Boys & Girls Club and Family Center's top objectives are to provide a safe, positive, and enriching environment for all. The Club staff will make every effort to help children understand clear definitions of acceptable and unacceptable behavior. Each child is responsible for adhering to the following Rules of Conduct:

1. Children may not hit, kick, pinch, or physically violate another staff member or child.
2. Children should show due care to the property of the Laurel Street Site and other facilities visited, and to the personal belongings of the staff and other children.
3. Children may not cause unreasonable and consistent disruptions to the program.
4. Children must follow staff instructions, particularly where safety is involved.
5. Children must stay in supervised activity areas unless a staff grants permission to leave to another area.

In addition, children are encouraged to show good sportsmanship, respect for self and respect for others.

If children do not adhere to one or more of these rules, the staff shall institute the following behavioral management techniques in order as follows:

1. Counseling and Redirection
2. Time outs / Cool off periods
3. Limiting of privileged activities

If these positive disciplining techniques are ineffective, an incident report must be logged into the Site Incident Report book. The Clubhouse Director will then contact child's parents to develop a plan to cooperatively alter the behavior.

If the behavior continues, a probationary notice will be issued to the parents.

Continued violations of our Rules of Conduct will result in a written notification of termination from the program. The Boys & Girls Club and Family Center reserves the right to remove a child from the program at any time if he/she engages in persistent disorderly/disruptive conduct or if their behavior is endangering the child, other children, staff members or visitors.

Emergency behavioral procedures

In the case of a child who becomes overly aggressive or destructive at any time, program staff will adhere to the following procedures:

1. Staff will counsel the child to calm down
2. Other children will be removed from the area to insure their safety until the child has calmed down. One staff member will remain with the child.
3. If the child's behavior remains out of control, parents will be called to assist or to remove the child from the site.
4. If parents do not respond or are unable to respond, staff will call 911 for assistance in the proper handling of the situation.

I have received and discussed the Behavior Management Guidelines with the Boys & Girls Club and Family Center staff.

Child's Name

Parent's Name (Printed)

Parent's Signature

Date



**BOYS & GIRLS CLUB
OF BRISTOL FAMILY CENTER**

✓ **PARENT ACKNOWLEDGEMENT OF BOYS & GIRLS CLUB & FAMILY CENTER POLICIES**

I have read, understand, and agree to adhere to the policies of the Boys & Girls Club and Family Center's Child Care program outlined in this manual.

✓ **SUNSCREEN, SUNTAN LOTION OR INSECT REPELLENT RELEASE FORM**

The Bristol Boys & Girls Club and Family Center Child Care program requires you to sign this form to give us permission to apply topical nonprescription medications to their child when needed or requested. Topical nonprescription medications may include items such as sunscreen, suntan lotion, and moisturizers, Vaseline, insect repellent, powder, calamine lotion, caladryl and others. The container must be labeled with the child's name. Please hand the container to your Clubhouse Director or Teacher.

Date: _____

Child's Name (Printed): _____

Parent's Name (Printed): _____

Parent's Signature: _____

THIS FORM MUST BE SUBMITTED WITH YOUR COMPLETED REGISTRATION MATERIAL.

Revised June 6, 2017