Parent Handbook
School Age Child Care
Taunton Clubhouse
Before & After School Program
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Welcome

We are glad you have chosen Boys & Girls Clubs of Metro South (BGCMS), Taunton Clubhouse Child Care Program for your child. By working together, you can be assured that your child will enjoy a unique, structured, quality program that reinforces the standards and values you have set at home.

This handbook is designed to help you and your child have a smooth transition into the program and also supply you with the needed information regarding policies and procedures as required by our licensing authority, the Department of Early Education and Care (EEC).

Boys & Girls Clubs of Metro South Mission

Our mission is to nurture strong minds, healthy bodies, and community spirit through youth-driven quality programs in a safe and fun environment.

Child Care Philosophy and Purpose

Boys & Girls Clubs of Metro South is committed to the provision of quality, affordable childcare, and the belief that our associate serves as an extension of your family. The children participate in a safe, constructive environment that offers opportunities for individual growth of each child in character, physical, social, emotional, and intellectual development. Our child care programs provide care for youth between the ages of 5 (in Kindergarten) through age 12.

Goals

I. To provide comprehensive, supervised childcare that will have an in-depth impact on children and families by allowing for:
   a. Parents’ employment or education
   b. The economic stability of the family
   c. Positive experiences for children in terms of care, self-development, and education.
II. To create an environment that fosters opportunities for the development of each child in the areas of:
   a. Character
   b. Health and nutrition
   c. Physical education
   d. Skills development
   e. Interpersonal relationships
   f. Self-awareness and confidence
   g. Independency

Objectives

I. To provide a program of creative, appealing learning experiences and supervised activities. Children have opportunity to voluntarily participate in these activities, which enhance development and education.

II. To promote more effective on-going family functioning and improve the future quality of lives by linking children and their families to resources that will continue to provide needed social services in the future.
Licensing Agency

The Boys & Girls Clubs of Metro South, Taunton Clubhouse is licensed by the Massachusetts Department of Early Education and Care (EEC) and is mandated to uphold all of the agency’s rules and regulations pertaining to child care licensing. We maintain a current copy of the state regulations for parents to review upon request. The regional office of the Department of Early Education and Care is located at 1 Washington Street, Suite 20, Taunton, MA 02780, phone 508-828-5025. Parents may contact EEC to receive information regarding the program’s regulatory compliance history.

Boys & Girls Clubs of Metro South is also a member of the Massachusetts Department of Early and Secondary Education Nutrition Program (CACFP). BGCMS adheres to this licensing authority’s guidelines and mandates according to ESE. Children are served snack and dinner daily which follows ESE’s Department of Nutrition and USDA’s meal patterns. Children are offered these meals but are not required to eat them.
Licensed Child Care Staff

Staff Orientation & Training
We believe the success of our program (and ultimately your child’s experience) lies in the quality of our staff. Our staff members are carefully selected based on their experience, education, character, and interpersonal skills. Our main objective is to nurture the developmental growth of each child.

Staff members are trained Boys & Girls Club professionals who are committed to meeting the needs of all children. Each associate meets or exceeds the EEC requirements for their position. In addition, the Boys & Girls Club mandates childcare staff have current CPR and First Aid, attend Boys & Girls Clubs of Metro South Orientation Training as well training provided by the Department of Early Education and care and yearly Child Abuse Prevention Training. The Boys & Girls Club provides annual full day professional development throughout the year to maintain best practices and encourages continued growth and education throughout the organization.

To provide the program with the best quality and qualified staff members, we make sure our pre-employment process includes reference checks and have verified working experience in an EEC classroom setting. Our EEC staff members, prior to working in our school age classroom, undergo and must pass the following background checks: First Advantage, CORI, SORI, DCF, and fingerprinting.

Program Orientation is provided by the Out of School Time (OST) Director or Site Coordinator. Program Orientation is a total of 20-35 hours depending on the position of the Staff. All Program Orientations follow the Department of Early Education and Care Employee Orientation Checklist.

Staff Supervision
Childcare staff are supervised by the Out of School Time (OST) Director of each program. These Directors are responsible for the orientation, continued training, day to day supervision, and maintenance of all program administration. Observations of educators while working with children are conducted at least every two months. Out of School Time Directors also consult staff regarding children’s individual needs and communication with families. OST Directors record and maintain documentation of all observations and consultations.

Staff Meetings
Regular staff meetings are conducted for at least two hours per month to consult with staff on program issues, planning, policies, procedures, parent communication, implementation of EEC regulations, children’s behaviors, and meeting the individual needs of children.
Program Information

Site:
Boys & Girls Clubs of Metro South, Taunton Clubhouse

Ages of Children Served:
5 Years to 14 Years

Sample Daily Schedule
6:30am-7:00am Arrivals/Breakfast
7:00am-7:30am Morning Meeting / Structured Activity
7:30am-8:30am Free Choice Activity/Outside if weather permits
8:30am Dismissal to school

3:00pm-4:00pm Arrivals/Free Choice/Homework
4:00pm-4:30pm Free Choice/Program Activities Outlined Below
4:30pm-5:00pm A healthy, nutritious meal is served each day (we are participants in Department of ESE’s CACFP Meal Program and adhere to all USDA Guidelines set forth). Accommodations are made for children with dietary restrictions. Meal prep staff is ServSafe certified. All first aid certified staff is trained in choking hazards. Children also receive workshops on proper health and nutrition).

5:00pm-6:30pm Gym/Physical Fitness and Movement (outside activities if weather permits)

Free Choice Activities include drama, dance, arts & crafts, sports and fitness, science, reading, and computer literacy and safety, and programs that promote cultural awareness, community service, and fun

Program Hours
Monday – Friday 6:30am- 8:30am (or start of school)
2:00pm-6:30pm

Early dismissal:
Starts at school dismissal until 6:30pm

Full day care:
6:30am-5:30pm

The Taunton Clubhouse is a YEAR ROUND licensed childcare program. This program continues through the summer and school year.
**Program Closures**

Closure dates are always posted in a timely manner. Please refer to the Important Dates & Closures page for the most current list of program closures. This page can be found at the Member Service Desk, on our website, as well as posted on the parent communication board. The program will not provide child care on the following scheduled holidays:

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At the discretion of Clubhouse Leadership, Clubhouse closures can be changed or added. Families will be provided a minimum two weeks notices for changes and additions to the closure schedule for non-emergency closures.

**Professional Development Closings**

In order to ensure quality care for your child, each child care site provides professional development days for associate training and site maintenance. The exact days will be provided to you with advance notice.

**Inclement Weather policy**

In the event of inclement weather, School-Age Child Care closes with the following decisions.

1. A State of Emergency is declared.
2. The Boys & Girls Clubs of Metro South President & CEO deems it necessary.

When the public schools in your community are canceled due to weather, the Boys & Girls Club child care site will be open full day schedule unless the Boys & Girls Club is also closed. All children must be signed in by 10:00am. The site will open at 6:30am and close at 5:30pm, unless severe weather forces the Boys & Girls Club to open or close later than scheduled.

If schools are dismissed early due to weather, the Boys & Girls Club site will be available from the time of school dismissal until 6:30pm, weather permitting.

Please telephone the program ahead when the conditions are extreme or dangerous. If weather or road conditions worsen during the day, parents may be asked to pick up their child(ren) for early closing. Please leave an emergency number with the program whenever you cannot be reached at your regular numbers. It is absolutely necessary that either you or another adult properly designated by you are reachable at all times.

If a decision is made to close our program, cancellation or delayed openings will be announced on FOX25 or WCVB television station and on the Boys & Girls Clubs of Metro South website: [www.bgcmetrosouth.org](http://www.bgcmetrosouth.org) as well as on Facebook, Instagram, and Twitter. To follow our pages used the handle, @bgcmetrosouth.
Pick-up / Drop-off Procedures

For the safety of all children, it is necessary for children to be signed-in and signed-out each day. The time of arrival and departure with authorized initials is required. This also provides the opportunity for staff to share important information with parents/guardians or vice-versa.

The procedure for pick up is as follows:
- The person picking up will show his/her picture ID upon arrival at the site.
- The staff will check the ID with the authorized adults listed in the child’s file.
- If the information matches, the child is sign out and released to the authorized adult.
- School-age children arriving by bus/van are signed into the program by staff member.

When full day is offered, an adult must escort all children to the program member service desk for signature at arrival. Children should never enter the building alone or without an adult. If a parent is medically unable to enter the building or climb stairs, please speak with the Out of School Time Director to make necessary arrangements.

Reporting Absences

It is important to report a child’s absence no matter what the reason. Call the Taunton Clubhouse phone number at 508-824-4341 once you realize your child will not be attending. To maintain accurate attendance, it is necessary to call prior to 12:00 pm on school days to report an absence.

Full day care requires children to be signed in by 10:00 am or they will be marked absent for the day and unable to attend. If the child has an appointment that causes them to need to arrive at the program after 10:00 am, communication of that appointment should be made to the OST Director through a phone call or email prior to the date.

Authorized Releases

Any changes to authorization for pick up, must be made by the parent or guardian in person and/or in writing. To protect your child, we cannot accept verbal authorization or a note sent in with the child. Valid means of communication in writing include an email, fax, or scanned note.

In the event that a staff member suspects that the parent is under the influence of alcohol or another controlled substance, the center reserves the right to speak with the parent and make alternate arrangements for transporting the child home safely. If the staff is met with resistance, the police will be notified.

Late Pick-Up Fee

Child Care closes promptly at 5:30 PM for full day care and 6:30 pm for after school only. If you are going to be late it is your responsibility to make arrangements for your child to be picked up on time. There is a $10.00 late fee for every 15 minutes you are late. With three (3) Late Pick-Ups, the child will be terminated from the program.

If you have not contacted us by 5:30 or 6:30 pm, we will begin calling emergency contacts. If we are not able to reach emergency contacts within 30 minutes of closing, the Police Department will be called.

If you are called during program time to pick up your child due to illness or behavior, you have one hour to pick the child up. After the hour has passed and your child is still at the site, the Late Pick-Up Fee Policy goes into effect. After an hour and a half, we will begin calling emergency contacts.
Non-Discrimination Policy
Boys & Girls Clubs of Metro South is committed to the practice of non-discrimination. We administer programs for children without regard to race, gender, religion, cultural heritage, marital status, national origin, sexual orientation, political belief, veterans' status, disability or any other characteristics protected by federal, state, or local law. Additionally, toilet training status is not an eligibility requirement for enrollment. The Boys & Girls Clubs of Metro South promotes an awareness of and respect for differences among children and families, a respect for each child and their family’s culture and language, and is responsive to the inclusion of a variety of learning needs.

Enrollment Procedure

1. Enrollment Packets for Licensed Child Care are available on our website or at our Member Service Desk.
2. Families interested in enrolling for child care are connected by a member of our Membership Department to the Out of School Time Director.
3. A tour and intake appointment is scheduled with the OST Director or Site Coordinator.
4. Enrollment Packets are provided and include registration forms, parent handbook, health care policy, transportation plan, important dates and closures, billing periods, school district academic calendar, community resource page and additional information about Boys & Girls Club membership.
5. Once all required documentation is filled out and returned the OST Director or Site Coordinator will ensure that all forms are filled out accurately and all required supporting documentation has been submitted.
6. When a packet is considered complete with all required documentation and supporting documentation the family will be issued a start date. Start dates are always Mondays.
7. Payment for services must be received according to our “Tuition Policies”
Tuition Policies

Tuition fees and billing periods are included in the enrollment packet as well as posted at the parent communication board. Payments are due weekly for the next week of care. Failure to follow the outlined Tuition Policies will lead to termination from all Boys & Girls Clubs of Metro South programs and activities until the full balance has been resolved.

We accept cash, checks, money orders, or credit cards (MasterCard, Discover, Visa, and American Express). Weekly Auto-pay is available from a credit card or bank account. Forms to enroll in Auto-Pay are available at the program, at the Member Service Desk, and online. A $25 service fee will be charged for all returned checks or payments that fail to process through auto-pay. Issues or discrepancies regarding payments should be addressed with the Out of School Time Director.

There are no credits or refunds offered for absences from the program, including but not limited to; family vacations, sickness, appointments, holidays or inclement weather days.

Extended Closure Tuition Policy – Emergency Closures
If the program is closed due to conditions or circumstances outside of the control of the Boys & Girls Clubs of Metro South for an extended period of time, two weeks of tuition will be charged and due prior to or at the time of return to the program. If the closure exceeds two weeks’ charges will cease until care resumes. Failure to pay the two weeks will result in automatic termination and forfeiting the child(ren) slot in the program. Families that receive state subsidized child care are required to abide by all policies regarding tuition payments put forth by the Department of Early Education and Care.

Termination of Services
A two weeks’ notice in writing is required for termination/withdrawal from licensed child care programs. Once the notice has been received, tuition will be required until the two week’s end. If a notice is not given in writing, tuition will continue to be charged until written communication is made. More information regarding termination can be found in the Termination Policy in this handbook.

Financial Assistance
Financial assistance is available for qualified applicants. Applications are available at the Member Service Desk of the club. Applications for financial assistance require families to provide proof of income for one month for all individuals in the household that have income. For more information regarding financial assistance contact the Membership Director at the respective Clubhouse.
Children’s Records

**Maintenance of Records**
Children’s records are retained at the center for 7 years after each child leaves our program.

**Confidentiality and Distribution of Records**
Information in children’s records is confidential and will not be released without written consent from a parent. If copies are requested, they will be available within 2 business days. A parent has access to his/her child’s records at reasonable times. If a child’s record is subpoenaed, the parent will be notified. A log will be kept in each child’s record indicating persons to whom the record is released.

**Amending the child’s record**
- A child’s parent has the right to add information to the child’s record.
- A child’s parent has the right to request deletions from the child’s record.

All amendments to records require a wet-ink signature and the date the amendment was made.

**Transfer of Records**
The parent has the right to request, in writing, that the Boys & Girls Clubs of Metro South transfer the child’s records to any other person after the child has left the program.

**Curriculum**
The Boys & Girls Clubs of Metro South licensed child care for school age children utilizes the Massachusetts Quality Rating Improvement System (QRIS) to ensure consistent and quality curriculum, staff, environment, and program administration. QRIS includes the program assessment tools of the Environmental Rating Scales (ITERS, ETERS & SACERS), Program Administration Scale (PAS), Strengthening Families, Arnett Scale, and the After School Program Assessment System. For specific curriculum, please speak to the Out of School Time Director.

**Policy for Reporting Abuse & Neglect of Children**
Child abuse is damage to a child for which there is no “reasonable” explanation. Child abuse includes non-accidental physical injury, neglect, sexual molestation, abandonment and emotional abuse.

The increasing evidence of reported child abuse has become a critical national concern. It is a special concern of the Boys & Girls Club because of the organization’s role as an advocate for children and its responsibility for enhancing personal growth and development of children in all programs.

For the protection of its children, families, members, and employees, the Boys & Girls Clubs of Metro South has established policies to aid in the prevention and reporting of all suspected child abuse. These policies can be found in the Health Care Policy.
Child Guidance

We feel that the initial step in child guidance is clear communication. If there is information regarding your child’s behavior that will help the associate to better understand your child’s behavior, please inform the Out of School Time Director. We strive to create age appropriate activities and a safe environment that will foster exploration, fun and personal growth.

Children are encouraged to participate in the development of program and group rules. The overall goal of the behavior management policy is to maximize the growth and development of children, to protect the group and individual from harm and to set reasonable and positive expectations, to offer choices, to provide an opportunity for children to verbalize feelings, and to encourage self-control and understanding.

Boys & Girls Clubs of Metro South staff reinforce positive behaviors by recognizing children’s positive actions. The children are taught new skills and are encouraged to discuss and resolve conflicts on their own or with associate assistance by expressing their feelings verbally and solve problems peacefully.

Staff are trained that EEC and the Boys & Girls Club prohibit the use of the following punishments in their behavior management plan: spanking, use of corporal punishment, cruel or severe punishment, humiliation, use of physically abusive treatment, neglect, abusive treatment, denying food or water, force feeding, and disciplining a child for soiling, wetting or not using the toilet, forcing a child to remain on the toilet or any techniques that require the use of physical restraint.

Behavior Plan

If a child exhibits an inappropriate behavior, a member of the staff team will redirect the child and engage him/her in another activity, if the child still needs assistance, he/she will be separated from the environment by the staff. When a child’s behavior is disruptive to the program, we will take the following steps to assist the child in regaining control over his/her behavior.

1. Discuss the behavior with the child
2. Redirect the child into another activity
3. If the child continues to act out while participating in an individual activity, he/she will be given a renewal time period. The renewal time will be appropriate for the child’s age.
4. After the renewal time the child is allowed to participate with his/her group in the ongoing activity. If after that time the child either refuses or is not able to return to the group, the child will be provided with an appropriate alternate activity until the child is ready to return to the group. If a child experiences this process, an incident report will be written and given to the parent. This report will list the steps the staff took to redirect and assist that child in regaining control.
5. All incident reports will be reviewed with the parent by child care staff at pick-up. One copy of the incident report will be given to the parent and one copy will be placed in the child’s file.
Referral Services

When staff have a concern regarding a specific child, the following procedure will occur:

I. The staff will:
   a. Document specific observations of the child
   b. Document specific incidents on a behavior log.
   c. Call a meeting with the Site Coordinator and the Out of School Time Director.

II. A plan of action will be decided to meet the specific needs of the child. The plan of action may include but is not limited to:
   a. Redirection
   b. Behavior modification techniques
   c. Redesign of the environment
   d. Adjusting to the child’s schedule
   e. Reassignment of the child to another group

III. If the child does not respond to these methods, the Out of School Time Director will request a conference with a parent.

IV. Parent meeting agenda:
   a. Discussion of concerns/issues
   b. Develop a plan of action with parent input. This may include referring the parent/child to an outside agency for professional assistance. If a referral is suggested, a letter is given to the parent including the reason for referral, observations and efforts made to accommodate the child.
   c. A date for follow up meeting will be set. Staff will continue to document observations and any incident that may occur, and communicate this to parents daily at pick up time.

V. Follow up meeting with Out of School Time director, parent and staff:
   a. Discuss progress or further need to improve the situation
   b. If it is determined that the program is unable to meet the needs of the child, the parent will be asked to withdraw the child from the program. (All efforts will be made to give the parent two week’s notice). The program will provide written documentation to include the child’s concerns, actions that were taken and reason for withdrawal.
   c. In the case of extreme violent or threatening behavior where the safety of the child other children or associate are at risk, child may be terminated immediately.

A resource list regarding social, mental health, education and medical services for the child is at the end of the handbook.
Suspension Plan

The Boys & Girls Clubs of Metro South goal is to provide appropriate experiences for each child to succeed in our programs. Child Care staff members are trained to implement the procedures outlined in our Child Guidance Policy. Every effort is made to avoid suspension and termination. Redirection and behavior correction opportunities are provided for youth. Listed below are samples of managing behavioral occurrences:

**First Occurrence:** The child will be removed from the situation and will have the opportunity to discuss the incident with a staff person. Alternate appropriate behaviors will be discussed at that time. The incident will be documented, logged and placed in the child’s file. Time away from the daily activities may not exceed one minute for each year of the child’s age and must take place within the educator’s view.

**Second Offense:** An incident report will be completed and the parent will be called in for a conference that day. Previous documentation will be shared and a plan of action with staff, parent and child will be determined.

**Third Offense:** Suspension for 1-3 days depending on the severity of behavior.

**Fourth Offense:** Termination from the program.

The time frame from step one to step four would occur within a maximum time span of 2 months.

Violent and/or threatening behavior (such as housing a weapon in the program, inflicting serious injury, threatening to hurt other children or staff, property damage, etc.) may result in immediate termination at the discretion of the Out of School Time Director.

If all efforts fail, the following steps are implemented:

At the time of each suspension, the behavior concerns will be discussed at a meeting between a parent and the Out of School Time Director to determine possible changes to the action plan.

Boys & Girls Clubs of Metro South holds the right to suspend or terminate a child immediately if he/she was physically or verbally abusive to another child, associate member or to him/herself.

Termination Policy

Boys & Girls Clubs of Metro South requires a two-week advance notice in writing from the parent to terminate/withdraw a child from the program. Payment is required for those two weeks. Payments will continue to accrue for members who do not give a two-week notice, and the tuition policy is in effect for future programming (Child(ren) will be unable to attend/register for any other BGCMS programs or activities until the full balance is paid).

When the health, welfare and/or safety of the child, other children or associate are at stake, the Boys & Girls Club reserves the right to terminate child care services immediately. If this action becomes necessary, the child will be prepared for the termination in terms he/she understands. Possible reasons for suspension/termination from child care services are:
1. Overdue fee payment(s)
2. Excessive absences for voucher and contract families
3. Inappropriate physical and/or verbal behavior by a child or parent
4. Chronic tardiness at pick up time
5. Parent is uncooperative with Boys & Girls Clubs of Metro South policies

Parents will receive written documentation of the termination to include the child concerns, action steps, reason for termination and a list of referrals.

Note: If Boys & Girls Clubs of Metro South terminates a child from a licensed child care program due to behaviors, that child is not allowed to participate in any Boys & Girls Clubs of Metro South licensed child care or camp in the future. Boys & Girls Clubs of Metro South will consider re-enrollment after an agreed upon amount of time and written documents or demonstration of improvement.

The Taunton Clubhouse Licensed Child Care program is a YEAR ROUND program. Due to this, children that are registered for the school year are counted as attending year round. It is the responsibility of the parent to communicate if the child will terminate or transfer care at any point. The two-week notice applies for termination at the end of the school year into the summer season.

**Bullying Policy**

Boys & Girls Clubs of Metro South has a no tolerance policy for bullying. Our child care program curriculum encourages positive interactions and fosters each child’s self-esteem to prevent bullying. If a behavior incident occurs, it is taken seriously with the understanding each incident is unique. The behavior consequences are determined by considering the child’s development, intent of the harm and deemed appropriate by the Executive Director which may lead to termination from the program.

**Transportation Plan**

Transportation is now offered for all Elementary Schools and Middle Schools in Taunton. An additional Transportation Plan is available for families of children who participate in transportation services.

If a child arrives by contracted van service or walks, he/she will stop at the member service desk and be escorted upstairs to EEC Check-In Center where he/she will be signed in. If child arrives by parent drop off, the parent will sign in the child with the EEC staff person and then the child will be escorted to the proper group.
Contingency Plans for Emergency Situations

Fire, Natural Disaster, or Situation Necessitating Evacuation of the Building
We post and train staff on how to exit the building in case of an emergency. Fire drills are held and documented according to EEC regulations. If the emergency requires leaving the building, we would leave through the posted emergency exits. If it were safer for us to remain in the building, i.e. tornado, we would take the children to the center of the room or under strong equipment. We would stay in location until the warning or emergency was over. If leaving the program area, the Site Coordinator is responsible for taking first aid supplies, emergency authorization forms, cell phone, listen to instructions of the public officials as to where to take the children, and begin contacting parents.

Power Outage
If the outage compromised the health and/or safety of the children, the program site would close. Children would be kept together in a central area where there are emergency lights. Parents would be immediately contacted for pick up. Each program area has emergency lighting or a portable flashlight.

Loss of Water
If the loss of water compromised the health and/or safety of the children, the program would close. Children would be kept together in a central area. Parents would be immediately contacted for pick up.

Loss of Heat
If the loss of heat compromised the health and/or safety of the children, the program would close. Children would be kept together in a central area. Parents would be immediately contacted for pick up.

Shelter in Place
In the event of a potential safety threat, the program will go into Shelter in Place procedures.

The Boys & Girls Clubs of Metro South Emergency Procedures Manual has detailed responses for staff and Clubhouse Leadership to respond to emergencies. Staff are trained and practice evacuations monthly. The efficacy and an overview of the evacuation, doors used, and time are recorded and kept on file with the Out of School Time Director.
**Missing Child**

While participating in BGCMS programs, children are supervised by BGCMS staff at all times.
- BGCMS staff will periodically check the attendance of their group.
- BGCMS staff will do a face/head count before leaving an activity area.

In the event of a missing child, the following procedures will be followed:
- The staff member responsible for the missing child will report the incident immediately to the Out of School Time Director and Site Coordinator.
- All other BGCMS Childcare Staff & Professional Associates in the building will immediately be notified as well as given a description of the missing child.
- All transitioning amongst groups will seize until further notification from the Out of School Time Director and/or Site Coordinator.
- BGCMS staff take attendance of their groups and wait for further instructions.
- BGCMS Professional staff will check key areas: (site specific)
  - Bathrooms
  - Locker rooms
  - Vending machines

Staff will continue to look in all designated areas until the all clear is given.

If the child is found, the child will be brought to immediately to the Out of School Time Director’s office and an all clear sign will be given.

If the child is not located, the Executive Director makes the decision to call 911. All incidents are appropriately reported to EEC and DCF regardless of the outcome.

**Personal Property**

Children are prohibited from bringing items from home. It has been our experience that valuables get lost, stolen, misplaced, or broken. Any items in “Lost and Found” will be held for 2 weeks then will be given to charity. To assist in finding lost items, be sure to label all items with your child’s name. The BGCMS does not take responsibility for lost, stolen, misplaced, or broken items.
Grievances

When a parent has a grievance that cannot be resolved with the Site Coordinator, a meeting will be arranged with the Out of School Time Director. After that meeting if the parent does not feel the issue is resolved, the parent may request a meeting with the Executive Director. After that meeting if the parent does not feel the issue is resolved, they may request a meeting with the Chief Executive Officer.

Boys & Girls Clubs of Metro South Organizational Chart

Child to Child or Child to Staff

The children are encouraged to share with staff any problems they are having. If the child does not feel as though his/her issues are resolved then a meeting will be set up with the Site Coordinator, child and Group Leader. If the child feels that the issue still hasn’t been resolved, the child will meet with a parent, Site Coordinator, and Group Leader. If there were a need, the next meeting would include Out of School Time Director and then the Executive Director.
**Dress**

Children should wear clothes that are comfortable, practical and wash easily. Daily activities may include “messy” projects. All materials are washable, but to be safe children may change into play clothes for appropriate activities if you send a change of clothes. Please mark all of your child’s belongings so that they may be returned if they are lost. Sneakers or proper shoes that are closed toed and proper fitting are required for active play. **The BGCMS is not responsible for lost or soiled clothing.**

**Meals/Snack**

Eating a healthy lunch and snack is important to the physical, mental and social development of your child. The BGCMS will provide your child with a nutritional meal every day that will usually consist of 2 of the 4 USDA required food components of milk, meat/meat substitute, bread/grains and fruit or vegetable. The meal menu is posted on the parent information board located outside the program space and on our website. The BGCMS attempts to make meals both healthy and appealing for the children. If your child has any dietary restrictions, please complete the necessary sections on the Enrollment Packet.

For full day care, children are provided lunch. For before school, children are provided an AM Snack. For after school, children are provided dinner.

Daily diet needs of a child between the ages of 2-12:

- 2-3 servings of milk- 1 cup each serving
- 2-3 servings from the meat group (includes beans, peanut butter, poultry, eggs and fish in addition to meat)
- 4-5 servings from the fruit, vegetable group
- 6-11 servings from the grain group (bread, cold or cooked cereal, pasta)

Suggested items for lunches brought from home might include yogurt, raw vegetables & dip, hard boiled eggs, cheese sticks, cottage cheese, fresh or dried fruit. The children generally prefer multiple choices in age appropriate serving sizes of ready to eat foods.

**Parent Information**

**Parental Input**

The BGCMS encourages parent involvement in the child care programs. Parents may visit their child’s program at any time while their child is present. Parents have the opportunity to participate with their child and make suggestions for program activities or curriculum. However, the BGCMS reserves the right to decide implementation of all activities.

**Parent Conferences**

BGCMS staff are available for individual conferences with parents at time of progress reports and ongoing at any time upon parent request.

**Progress Reports**

Written progress reports are prepared every six months for each child. The reports are based on observations and documentation of the child’s progress while participating in the program. For school age children, the reports reflect the child’s growth within the development of cognition, social/emotional, fine & gross motor, and life skills.
Summary

Parents are encouraged to keep this handbook as a reference to check when they have questions. Parents may be assured that additional inquiries or expressions of concern are welcome. We look forward to a good year with you and your child.

For the 2020-2021 School Year additional policies regarding the COVID-19 pandemic and the Boys & Girls Clubs of Metro South’s response can be found in the Boys & Girls Clubs of Metro South Phased Reopening Plan. The plan is shared digitally with parents as well as hard copies available at the parent communication board. For questions concerning BGCMS’ response to COVID-19 contact, Samantha Fagundes, Executive Director – Taunton Clubhouse at 508-824-4341 or sfagundes@bgcmetrosouth.org.