

CHILD CARE PROGRAMS

PARENT HANDBOOK

GREAT FUTURES START [HERE.](#)



BOYS & GIRLS CLUB
OF WEST SPRINGFIELD

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Welcome to the Boys & Girls Club of West Springfield!

The staff at the Boys & Girls Club of West Springfield would like to welcome you to our program. We look forward to getting to know you and your child and hope that you will all enjoy the program.

This parent handbook was developed especially for you as a reference. Please refer to it throughout the year as needed.

Mission

The Boys & Girls Club of West Springfield's programs provide year-round supervised quality child care programs for parents/guardians that are working or in a qualified training program. We shall not discriminate in providing services to children or their families on the basis of race, religion, cultural heritage, political beliefs, national origin, disability, or marital status.

Mission Statement

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

Core Beliefs

A Boys & Girls Club Provides:

A safe place to learn and grow...

Ongoing relationships with caring, adult professionals...

Life-enhancing programs and character development experiences ...

Hope and opportunity.

Program Philosophy & Overview

The Before & After School Programs are designed to provide services based on the child care needs for those parent(s)/guardian(s) that are working or in a training program. The program is operated by trained youth workers who design and implement a wide range of activities which encourage participation and recognition. The program is designed to provide child care after school hours and at times during the year when children are not in school. The hours of the program change during non-school periods. Children are exposed to a variety of activities and are given the opportunity to choose from a selection of teacher directed activities as well as mandatory participation in activities designed for specific age groups. Children are not forced into programs that they cannot participate in due to physical or emotional impairments. A group's maturity level and physical capabilities are used in program curriculums.

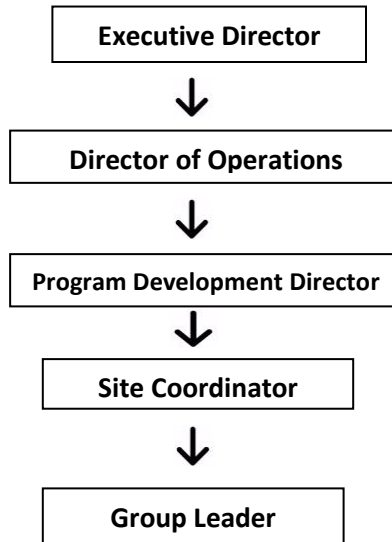
Program Goals & Objectives

1. To provide school aged children with the opportunity to participate in a wide range of educational, recreational, and social programs that foster physical, mental, and social development.
2. To care for children whose parents are working or enrolled in training programs.
3. To provide supportive services for children at risk.
4. To encourage and provide supportive services for children at risk.
5. Maintain a healthy, safe, and learning environment for children.
6. To allow parents to keep or find employment.
7. To encourage and foster an awareness of rights of others as well as understanding differences.

Who is Eligible

We serve youth between the ages of 6 through 13. Parents/Guardians must be working or enrolled in a qualified training program. Department of Social Services eligibility requirements are used to determine program eligibility. There is also income eligibility for the program, financial assistance, and scholarships available. To register, please contact the Membership Director at the Boys & Girls Club.

School-Age Child Care Organizational Chart



The Department of Early Education and Care (EEC)

EEC is the agency that oversees the early education and care program, before school, and after school services for families in Massachusetts. As the agency that licenses child care, EEC has quality standards for all licensed programs to ensure high educational value, as well as health and safety. Having a license means that our facility has demonstrated that we continually meet the standards outlined with the EEC regulations. We encourage all parents/guardians to read through the information contained in the parent handbook before filling out your child care enrollment form. All parents/guardians are welcome to contact the Department of Early Education and Care for information regarding the program's compliance history.

Department of Early Education and Care

1441 Main Street
Springfield, MA. 01103
(413) 788-8401 (P)

To obtain your own copy of EEC Family Child Care Regulations, you may download them from the EEC web site at: http://www.mass.gov/Eeoe/docs/EEC/regs_policies/20090122_606_cmr.pdf

Child and Adult Care Food Program (CACFP)

Our School-Age program partners with CACFP, known as the Child and Adult Care Food Program. We are a sponsoring agency with multiple sites. Promoting healthier life patterns and eating by providing nutritious foods teach children how to make healthier food choices. Members have the option of bringing a lunch from home. We encourage all children with food specific food allergies and/or diets bring their own lunch. Please remember we are a [nut-free](#) facility.

Civil Rights Non-Discrimination Statement

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Enrollment

Our programs maintain strict state regulations and guidelines. Enrollment is open to all children grades K-6th. The number of slots is limited, and we use a waiting list when necessary. Before your child can attend program we must have the following on file:

- Completed Registration Packet
- Registration Fee of \$25
- 2 Week Deposit: Due upon registration
 - Only if not signed up for Epay
- Financial Aid paperwork (if applicable)

Hours of Operation (Monday-Friday)

Before Care:	6:30 a.m. – start of school
After Care:	2:30 p.m. - 6:00 p.m.
Vacation Days:	6:30 a.m. - 6:00 p.m.
Summer:	6:30 a.m. - 5:30 p.m.

Payment

Payments are due weekly and in full by 6:00 p.m. the Friday before the start of the next week. Payments may be made at the Club via cash, check, credit card or money order, or may be mailed in. No payments will be accepted at the sites. Automatic debit, known as Epay, may be set up with a bank card or credit card for your account, and will be charged weekly for the length of the program. The program fee is a set rate for 39 weeks, or the length of the school year. Any weeks shortened due to holiday closing or illness will be subject to the same price. Vacation days and special day programs will only be offered at the Club location and will be subject to additional fees.

Any payments made after 6:00 p.m. Friday will be subject to a \$5 late fee per child/per day until the payment is received. If your account should become delinquent beyond 2 weeks, you will be required to pay the balance in full, or request a payment plan, but your child may be at risk for temporary termination until a payment is made. Parents/Guardians will be responsible for any fees incurred for a returned check due to insufficient funds. **Please note:** School Sites will not be accepting payments.

BACKGROUND CHECK POLICY

Prior to being employed, all employees will be subject to a CORI/SORI and DCF (Department of Children & Families) background check, along with a fingerprint process. The results of these reports may or may not qualify an employee from employment.

Those employees (interns, volunteers, etc.) working in programs that require the employee to work directly with vulnerable populations (such as children and the elderly) the employee will be subject to a CORI/SORI and DCF check, along with a fingerprint process. These checks are also done by the Department of Children and Families, and the Department of Early Education and Care. The results of this report may or may not qualify an employee from employment or a volunteer from volunteering.

Employees who work continuously with no break in service will be subject to a CORI every three (3) years. Any employee or volunteer who have a break in service due to seasonal programming or lack of work will be subject to a CORI/SORI and DCF check prior to starting work again. The Boys & Girls Club of West Springfield can hire individuals contingent upon SORI letter.

Membership Records

EEC regulations require our organization to maintain an individual written record for every child we have in our care. These records include the information that parents/guardians complete at enrollment, as well as progress reports, incident reports, and other documentation regarding your child's care. Records are updated at least annually, but may be updated as needed.

As a parent/guardian, you have access to the records of your child that our membership office obtains and you have the right to add information or request the information in your child's record at any time. Also, you have the right to receive a copy of the record; however, our organization may charge a reasonable fee for that copy. Please let the Executive Director know about any questions you have regarding your child's record.

Children with Disabilities

The Club's Licensed Childcare Program will accept applications for any child with a disability. In determining whether to accept or serve a child with a disability, the Executive Director, with parental consent and as appropriate, may request information related to the child's participation in the program from The Local Education Agency, Early Intervention program or other health or service providers. The Executive Director will also request that the parent set up a meeting to discuss the disability. At this meeting based upon available accommodations, if any, required to meet the needs of the child at the program, including, but not limited to:

1. Any change or modifications in the child's participation in regular program activities.
2. The size of the group to which the child may be assigned and the appropriate staff/child ratio.
3. Any special equipment, materials, ramps, or aids.

The Club will provide written notification to the parent within 30 days of the receipt of the authorized and requested information if, in the judgment of the Executive Director and Program Director that the accommodations requested by the parent/guardian would cause an undue burden to the program. The Executive Director and the Program Director will supply the reasons for the decision in writing. In addition, the notification shall inform the parents/guardians that they may contact EEC and request that they have determine if the program is in compliance with 102 CMR 1.03(1) and 7.10(2).

The Boys & Girls Club of West Springfield places the greatest importance on creating the most secure environment possible for our members. To maintain such an environment, the drop-off and pick-up procedures are strictly enforced. We ask that all Parents/Guardians or any authorized person listed come with their photo ID's every day.

DROP-OFF & PICK-UP PROCEDURES

- Parents/Guardians must sign children in and out each day.
- All authorized persons (including parents) on the pick-up list must present a photo ID at pick-up. **PHOTO IDENTIFICATION WILL BE REQUIRED IN ORDER FOR A CAMPER TO BE RELEASED.** Please have your ID ready. We will ask for it.

Children with Disabilities

In determining whether the accommodations requested are reasonable or would cause an undue burden to the program, the School-Age Childcare Program shall consider the following factors which include but are limited to:

1. The nature and cost of the accommodations needed to provide care for the child at the program.
2. Ability to secure funding or services of the program.
3. The overall financial resources of the program.
4. The number of persons employed by the program.
5. The effect on expenses and resources, or the impact otherwise of such action upon the program.

The accommodations related to the toileting needs of a child with a disability who is not toilet trained shall not be considered an undue burden.

The program shall, with parental permission, participate in the development and review of the child's program plan in cooperation with the Local Education Agency, Early Intervention Program and/or other health and service providers.

The program shall, with parental permission, inform the appropriate administrator of special education, in writing, that the program is serving a child with a disability.

Parents/guardians of children with disabilities who have already successfully participated in the Program will not be required to meet with the Executive Director before re-enrolling.

Orientation

The Program Director will provide parent(s)/guardian(s) and children with an orientation to the program. Please contact him/her for information.

Our Staff

The Boys & Girls Club staff are a group of dedicated professionals who are committed to providing a warm, caring, and stimulating environment for your child. Staff is hired based on their education, experience, and desire to work with youth. They are creative, caring, enthusiastic, and understanding. All staff members are required to attend an orientation as well as ongoing training throughout the year in areas such as recognizing child abuse, positive discipline, child development and more.

Authorizations

Parents/Guardians are asked to provide the Club with the proper authorization forms concerning first aid and CPR consent forms, field trip forms, and use of photographs in promotional materials for the Club.

Parents/Guardians are also expected to provide the Club with a list of any person who DOES and DOES NOT have the authorization to pick-up their child from our program. Children will only be released to the parents/guardians or emergency contacts at least 18 years or older. In the event that someone else will be picking a child up, the parent/guardian **must supply a written note to the Program Director. For the protection of all children in the program, parents/guardians and emergency contacts will be asked to show an ID when picking up a child.**

Late Fee Policy

It is very important that parents make every effort to pick their child up from the programs on time. If you are going to be late, please call the Club and notify us of your estimated arrival time. All Parents/Guardians will be required to review and sign the late fee form. Please have your payment ready, when picking up your child. Starting at **6:00 p.m.** a late fee of **\$1.00** per minute will be charged. As mandated reporters, any child that is left **30** minutes beyond pick-up time, with no contact from the parent/guardian is considered abandoned. The Police Department and DCF will be notified. We ask that all parents/guardians cooperate with our pick-up policy to avoid unnecessary phone calls. The Boys & Girls Club reserves the right to terminate any child that is chronically picked up late from the program.

Withdrawal from the Program

Parents must provide the Program Director a written request to withdraw their child from the program. The note must be received two weeks prior to the child's last day in the program. Parents who fail to supply a two week notice will lose their initial deposit.

Referral Plan

If and when a staff member feels a child demonstrates behavior or symptoms that warrant concern or attention, the following procedures will be followed:

- A. Staff will observe and document any concerns of children in program.
- B. Staff will inform the Director. The Director will contact the parent/guardian with their concerns to set up a meeting to discuss options.
- C. Parents/guardians will be provided with a list of places where services can be obtained or with appropriate or advisable suggestions on what can be done to assist with the program.
- D. After a reasonable time, staff will contact the parent/guardian and determine their progress in obtaining assistance to meet the needs of the child and determine if additional assistance or intervention will be necessary.
- E. Any referrals made by the Club staff will be documented in the child's records.

Parent Visitation & Communication

All parents/guardians are welcome and encouraged to be visitors and/or guests at all of our programs at any given time unannounced while your child(ren) are in program. We ask that all parents/guardians sign in and out of the visitor/guest log book. Parents/guardians are encouraged to give feedback on our programs. There will be Feedback Slips available at each site. It is important to us that parents have a say on how their child spends their day. For parents/guardians whose primary language is not English, we will provide a translator to assist us with communication.

Parent Conferences & Involvement

The Director will be available Monday-Friday between the hours of 8:30 a.m. and 5:30 p.m. to discuss any problems or concerns a parent/guardian may have with the individual programs. Special arrangements may be made with the Director if these hours are not conducive to an individual schedule. The Club encourages and welcomes parent/guardian involvement and input. Parents/guardians may request at any time to set up a conference with the Director. Parents/guardians are welcome and encouraged to visit each of the programs at anytime and view program activities in action.

Parental Conduct

While in the building, parents/guardians are expected to act in a respectable and professional manner. Any concerns that they may have regarding their child, the staff, program, or other children shall be addressed with the Director. If concern arises regarding the Director, parents/guardians may contact the Executive Director. Any parent/guardian who displays negative, abusive or belligerent behavior or conducts themselves in a manner that is detrimental to the program or organization may have their child terminated from the program.

Volunteers

All volunteers must go through an interview process like staff. Volunteers will be required to attend an orientation of the specific program. Each volunteer is required to fill out a volunteer application which includes; a CORI/SORI and DCF check, along with a fingerprint process and an EEC background record check. All volunteers will be under the supervision of an EEC qualified educator at all times, this includes parent/guardian volunteers as well. It is important to note that the Club does not consider the volunteers in their student ratio.

Child Guidance

1. It is the policy of the Boys & Girls Club of West Springfield to provide guidance and discipline in a fair and consistent manner. Guidance and discipline is learning. Good discipline involves compassion, caring, sensitivity, respect for the child and helping the child to understand that mistakes are a natural part of growing up. We believe that praise and encouragement are far more effective in promoting desirable behavior than a negative or punitive approach. It is our goal to provide our children with a supportive social and emotional environment where our children are given many opportunities for success through our varied activities. All our program staff shall direct discipline to the goal of maximizing the growth and development of our children and for protecting the group and individuals within it.
 - A. Corporal punishment shall not be used.
 - B. No child shall be subjected to cruel or severe punishment, humiliation or verbal abuse.
 - C. No child shall be denied food as a form of punishment.
 - D. No child shall be punished for soiling, wetting, or not using the toilet.
2. A step by step procedure should be taken in warning a child about inappropriate behavior and the consequences that will follow.
 - A. Verbal warning. Do not yell across the room.
 - B. Walk over to the child who is misbehaving.
 - C. Tell the child what he/she is doing wrong and ask him/her to stop.
 - D. If the child does not stop, give him/her a short time out.
 - E. If behavior still does not improve, fill out a parent notification form and notify the Director.
3. It is strictly against the Boys & Girls Club of West Springfield's policy to resort to physical punishment of any sort when dealing with discipline matters. Striking a child shall be considered cause for discharge. Staff has a right to protect themselves if attacked and shall be expected to take action to the degree necessary to stop children who are fighting each other. Protecting oneself or stopping a fight should not require striking a child. In the event of a parental/guardian complaint or child complaint, the Executive Director will determine action on the individual circumstance of each incident.
4. If a disciplinary action has to be taken in a certain area such as the gamesroom, gym, middle school room, or pool, a child may not be able to participate in that particular program area for an extended period of time. Such action must be cleared through the immediate supervisor.

Behavior Management Policy

The focus of the CLUB's programs is to provide each child a reasonable degree of conformity to assist him/her to develop self-control, self-direction, self-esteem and a conscious guide to his/her actions. In order to accomplish this, the CLUB will employ three basic principles:

1. **Rules:** Standards of acceptable conduct and modifying undesirable behavior
2. **Consistency:** Providing the children with the rules of the CLUB and particular program areas, and supplying staff that reinforce those rules fairly and regularly.
3. **Rewards:** Reinforce desirable behaviors

The following policies will be adhered to at all times.

1. Staff will use discussion, explanation and reasoning to help children understand what is acceptable and non-acceptable behavior.
2. Staff will emphasize the educational rather than the punitive benefits of acting in the approved and appropriate manner.
3. Any child acting in a disruptive manner will be talked to by the staff member and reminded of the rules and acceptable behavior. Disciplinary action such as time outs will be employed if necessary.
4. Any child who persists in acting in a disruptive manner will be reported to the Youth & Family Director who will follow through by:
 - A. Speaking to the particular child to determine the reasons for their actions and if actions can be corrected by the child.
 - B. If disruption persists, the Director will notify the parent/guardian to schedule an appointment to discuss and try to correct the disruptive behavior.
 - C. The group leader supervising the particular child will note behavior problems. A parent notification form will be made describing the extent of the incident, the date and time, and any actions taken to correct the behavior.
 - D. A copy of the parent notification form will be placed in the child's individual folder, a copy will be given to his/her parent/guardian and the original will be filed in the Director's office.

Injuries

If a child is to become injured the following steps will be taken:

1. First Aid will be administered by a qualified person only.
2. An injury report must be filled out as soon as possible and placed in the bin at the membership office.
3. If the injury is serious, the Director should be notified immediately. If the child requires medical attention, a staff person will bring emergency information with them.
4. The Director will notify the parents/guardians of any first aid that was performed. A copy of the injury report will be given to the parent/guardian, a copy will be put in the child's file, and a copy will be placed in the injury binder.
5. The Director will record the injury in the injury log.
6. The Director will notify EEC if the injury required emergency medical care.

Procedures for Identifying and Reporting Child Abuse/Neglect While in the Care of the School-Age Childcare Program

It is the Club's commitment to protect all children in their care from abuse and neglect. The following are procedures for reporting suspected child abuse/neglect while the child is in the program.

Any report of suspected abuse or neglect of a child will be immediately reported to the Department of Social Services and The Department of Early Education and Care. A meeting will be held with the staff member in question to inform him/her of the filed report.

The staff member in question will be immediately suspended from the program without pay, pending the outcome of the DCF and EEC investigations. If the report is screened out by DCF, the staff member cannot return to work with children until the investigation is complete. The decision will be made by the Executive Director and will be based on the seriousness of the allegations and the facts available.

If the allegations of abuse and neglect are substantiated, it will be the decision of the Executive Director whether or not the staff member will be reinstated with back pay.

All staff will cooperate fully with all investigations.

Mandated Reporting

Massachusetts law requires an individual who is a mandated reporter to immediately report any allegation of serious physical or emotional injury resulting from abuse and/or neglect to the Department of Children and Families.

WE ARE MANDATED TO REPORT ALL SUSPECTED ABUSE AND NEGLECT CONCERNS TO DEPARTMENT OF CHILDREN AND FAMILIES (DCF) UNDER ALL CONDITIONS.

Curriculum and Progress Reports

The licensed program will be conducting progress reports on all of the children who participate in our before and after-school programs. These reports will be used to maintain communication with families, to track the progress of how children adapt to our program, and to help facilitate transitions into other programs. The reports will be based on observations of the children. For school-age children, this will be conducted once a year at the midpoint of the child's program year.

Plan for Termination and Suspension

Staff will use our behavior management policy to assist all children with the three basic principles of rules, consistency, and rewards. This policy helps staff working with children with challenging behaviors to avoid suspensions and terminations. If disruptive, inappropriate, or disrespectful behaviors continue, we will contact parents/guardians to schedule a meeting to discuss possible alternative options. In the event that our program services cannot meet the child's needs, we will assist all parents/guardians in pursuing options for supportive services. All disruptive, inappropriate, or disrespectful behaviors are documented on a Parent Notification form. Parents/guardians will receive the notification form and be asked to sign it. All documentation will be placed in the child's file. Depending on the severity of the child's actions will determine suspension. After a 3rd notification form, it is grounds for termination of the program the child is attending.

Medication Administration

EEC has regulations requiring staff to have a policy regarding the administration of medication to children in care. As a licensed Family Child care provider, we are required to take medication administration trainings. The following guidelines are common to all programs that are licensed by EEC:

Prescription Medication

- Prescription medication must be brought to the program in its original container and include the child's name, name of the medication, the dosage, the number of times per day, and the number of days the medication is to be administered. This prescription label will be accepted as the written authorization of the physician. All prescription medication will be secured in the membership office.
- The program will not administer any medication contrary to the directions on the label unless so authorized by written order of the child's physician.
- The parent/guardian must fill out the Authorization for Medication Form before the medication can be administered.

Non-Prescription Medications

- The program needs written parental authorization to administer oral non-prescription medication. The parent must fill out the Authorization of Medication form, which allows the educator to administer the non-prescription medication. The statement must be renewed on a weekly basis.
- In case of unanticipated non-prescription medication that is used to treat mild symptoms (e.g., acetaminophen, ibuprofen), the program must still have written parental authorization; however it must be reviewed annually.
- The educator will make every attempt to contact the parent/guardian prior to child receiving the non-prescription medication unless the child needs medication urgently or when contacting the parent will delay appropriate care for the child.

All Medications

- The first dose must be administered by the parent at home in case of an allergic reaction.
- All medications must be given to the educator directly by the parent/guardian.
- All medications will be stored out of the reach of children. All medications that are considered controlled substances must be locked and kept out of the reach of children.
- The educator will be responsible for the administration of medication. In his/her absence, the designated person will be the Membership Office Director if at the main facility or group leader if at a school site.

REMINDERS:

- 1. It is important for all parents/guardians to remember it is a requirement that any child(ren) with a chronic medical condition that was diagnosed by a licensed practitioner, provide the program with an Individual Health Care Plan.**
- 2. Medication must be given directly from the parent/guardian to staff and children cannot hold medication with them.**
- 3. When your child(ren) leave the program, parents/guardians must take the medication with them.**
- 4. The program is not allowed to mail back or flush any type of medication down the toilet or sink.**
- 5. Medication that is left will be brought to the Director and the Department of Public Health will be called on how to properly dispose of medication.**

Oral Health

Proper oral health begins at home, and we will be reinforcing good oral health practices with your child each day. If your child is in care for more than 4 hours per day, our organization requires assisting your child with tooth brushing at the program.

[] I would appreciate if you would provide a toothbrush and toothpaste for my child, which will be stored in a safe and sanitary manner at the program.

[] I will be providing tooth brushing materials for the program to be kept during the program.

Custody Agreements

If there are any issues regarding custody or restraining orders issued against any primary guardian or immediate relative of the child enrolled, a copy of those arrangements must be on file at the Club. If these orders are not on file, the Club can release the child to either parent/guardian. The custodial parent/guardian and the authorities will be notified in case any issues or concerns relating to the arrangements on file arise.

Parent Notifications

The following is a list of requirements that will result in parent/guardian notifications by **(phone call, letter, newsletters, surveys, daily notes, etc):**

- An injury to your child
- Allegations of abuse or neglect regarding your child
- If another educator will be caring for your child
- Administering first aid for your child
- Communicable disease has been identified in the program
- Children being taken off the child care premises
- Existence of firearms in the home
- If there are any changes in household composition
- Prior to any pets being introduced into the program
- Special problems or significant developments arise

Please Note: *All disruptive & inappropriate behavior will be documented on a Parent Notification Form, depending on the severity of the child's actions, may result in suspension. Staff will use a 3 strike rule.*

Medical Information

Medical information about your child must be given to the Director within (1) month from the day your child begins care. There are (3) pieces of medical information needed:

1. A statement from a physician or health care professional that says that your child received a physical exam within the past year.
2. Evidence that your child has been immunized as recommended by the Department of Public Health.
3. If your child is (9) months of age or older, a statement from a physician or health care professional which says that your child has been screened for lead poisoning.

It is important for all parents/guardians to remember it is a requirement that any child(ren) with a chronic medical condition that was diagnosed by a licensed practitioner, provide the program with an Individual Health Care Plan.

Please Note: Your child's immunization record must be updated and given in accordance with the Department of Public Health's immunization schedule. Also, your child's lead screening report must be updated as required by Department of Public Health Regulations. We can accept a written statement with the required medical information if it is on file with the child's school.

Immunization Records

Parents must have a copy of their child's immunization record on file at his/her school or at the Club. Records must be kept up to date and include lead testing. Children will not be allowed into the program unless a record of immunization is present at the school or at the Club.

Inclement Weather Policy

In the event that there is inclement weather or an emergency that requires the cancellation of Club programs, parents/guardians will be notified as soon as possible by the following:

1. The Club will post any closures, delays or early releases on the following local news channels: **3, 40, FOX 6, and 22 news** (*these stations also list delays and cancellations on their respective websites*).
2. The Club will post any closures, delays or early release days on www.wsbqclub.org.
3. The Club will relay information through a Constant Contact email (*it is the parents/guardians responsibility to ensure that the Club has the correct email address*).
4. The Club will relay information through Text Alert (*it is the parents/guardians responsibility to ensure the Club has the correct cell phone number*).
5. *Club staff will work closely with the School Department to ensure timely notification.*

The Club's Before and After School Programs, operating in the Public Schools, will follow the West Springfield Public Schools decision for closing or delaying due to inclement weather.

If school is cancelled, the Club's Before and After School Programs will also be cancelled. If the opening of school is delayed, then the Before School Program will follow the same delay time. (Ex. If there is a two hour delay, our Before School Program will open at 9:00 am).

In the event the school has an early release due to inclement weather, the After School Programs will be cancelled and parents will be asked to make arrangements for their child to be picked up on or before the early release time. ***It is important to note that the Club's After School program will not operate when school is released early due to weather conditions.***

The Boys & Girls Club does reserve the right to close all programs early, close for the day, or open late due to inclement weather.

****Please Note: No refund/adjustments in fees can be made for days missed because of inclement weather.****

Clothing

Please remember this is a recreational program. Children must dress for play. Pants or shorts and sneakers and socks are required to play in the gym. Since children use the gym most days please have them wear or bring sneakers and socks every day. Please be aware that children will often participate in art projects at the Club. Although most of the products the Club uses are washable and smocks will be provided, accidents can happen and art is messy. For this reason the Club asks that children wear clothes that can get messy.

Toys & Accessories

Children are not allowed to bring hand held electronic games, ipods, radios, toys, jewelry, cell phones, excessive money or trading cards to the Club. These items are easily misplaced, stolen, or broken so please inform your children that these items should be left at home. The Club is not responsible for lost, damaged, or stolen items.

Healthy Children

Your child's health and safety is of major importance to the Club staff. Please advise the staff at time of check-in of any special health problems (i.e. asthma, allergies, etc.) we'll need to be aware of as care-takers of your child. In consideration of the other children and staff, we ask that you not bring your child to the Before & After School Program with any of the following:

- 1. Fever of 100 degrees or higher. Children must be free of fever for 24 hours before joining us at the Club.**
- 2. Vomiting at least once in the last 24 hours.**
- 3. Diarrhea occurring at least once in the last 24 hours.**
- 4. Draining Rash**
- 5. Eye discharge or 'pink eye'**
- 6. Symptoms of measles, chicken pox, strep throat, or other contagious childhood diseases.**
- 7. Green nasal discharge**
- 8. Lice or gnats**
- 9. Ringworm**

Please note: All children who are absent from school due to being sick will not be allowed in program that day.

HOLIDAY CLOSINGS

The Club will be closed on the following Holidays:

- Labor Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Years Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Veteran's Day

Note: *Programs held at the outreach programs will close at **2 p.m.** on the half days the public schools have scheduled, the day before Thanksgiving and Christmas Eve. All parents/guardians are welcome to bring their child(ren) to the Club until 6 p.m. if the service is needed.*

Emergency Procedures

The safety and well-being of all of our members are top priority at the Boys & Girls Club of West Springfield. We conduct monthly drills during Before & After School programs to ensure routine for our members in emergency situations. Our outreach programs will follow the schools plan. We have contacted local police for technical assistance. There are emergency contingency plans set in place for the following emergencies:

- Fire
- Medical
- Loss of Power/Heat/Hot water
- Lockdown/Shelter in place
- Missing Child
- Non-Life threatening emergencies
- Weather
- Area Evacuation

Transportation Plan

Transportation of children will be provided by LPVEC from the following schools only: **Coburn, Memorial, and West Springfield Middle**. These schools will participate in the program at the main facility located at 615 Main St., West Springfield, MA.

Transportation will **not** be provided at the satellite programs. Parents are required to drop-off and pick up children from programs that are held at the following schools: **John Ashley, Fausey, Mittineague and Tatham**.

The driver and vehicle shall conform to Massachusetts bus requirements as contained in M.G.L.c 90 and 540CMR 7.00 (Minimum Standards for Construction and Equipment of School Buses). A first aid kit and emergency numbers will be available on the vehicle. In case of an accident or emergency, LPVEC must be called. An accident report or citation will be on file with LPVEC. The staff on the bus will contact the Youth & Family Director and the parents/guardians will be notified. In the event that there is a problem with the bus (accident, malfunction, flat tire, etc.) the bus will pull over to the side of the road and call for assistance. If children have to evacuate the bus due to an emergency situation, all children will be taken to a safe area until another bus is available. All parents will be notified of any incident immediately and can always contact the Youth & Family Director.

Priscilla Reyes, Program Development Director: 413-736-1831 x.103

preyes@wsbgclub.com

PROGRAM SCHEDULE

Before School Program 6:30-8:30 AM

- Breakfast
- Board Games/Puzzles
- Pleasure Reading

After School Program 2:30-6:00 PM

- Snack
- Assembly
- Power Hour (Homework)
- Computers
- Literacy
- Math
- Sports
- Gym / Teambuilding Activities
- Outdoor Play
- Character Development
- Health & Wellness
- Science
- Nutrition
- Music & Drama

Message for all Parents /Guardians

The Boys & Girls Club of West Springfield wants to work with all parents/guardians to assure the optimal growth and development of your child. We hope that you find the Parent Handbook useful as it was designed especially for you. Please carefully review the handbook and sign the bottom portion of the sheet below. If you have any questions or concerns please contact The Director of the Before & After School Programs.

Please Print

I, _____ have reviewed all the information in the Parent Handbook and have read and discussed the Behavior Management Policy with my child. I agree that staff has appropriate expectations for my son/daughter, _____, and set up guidelines and environments that minimize the need for discipline.

Parent/Guardian Signature: _____

Date: _____

Child's Signature: _____

Date: _____

GREAT FUTURES START **HERE.**



**BOYS & GIRLS CLUB
OF WEST SPRINGFIELD**

Boys & Girls Club of West Springfield

615 Main St

West Springfield, MA 01089

(P) 413.736.1831

(F) 413.731.8339

www.wsbgc.org

“Great Futures Start **Here.”**

Hours of Operation: **Monday-Friday**

Before Care: 6:30 a.m. – start of school

After Care: 2:30 p.m. - 6:00 p.m.

Vacation: 6:30 a.m. – 6:00 p.m.

Summer: 6:30 a.m. – 5:30 p.m.

GREAT FUTURES START **HERE.**