

2024-2025
SCHOOL-AGE PROGRAM
BEFORE & AFTER SCHOOL
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.

Club Safety

Ensuring child safety is fundamental to the mission of West Springfield Boys & Girls Club. The Safety and Wellbeing of Young People is Our Number One Priority.

We work every day to create a safe, inclusive and fun environment so kids can have every opportunity to be successful in life. We have no tolerance for inappropriate behavior of any kind, including child sexual abuse or misconduct, and we put resources behind that stance.

Culture of Safety

West Springfield Boys & Girls Club continually updates robust safety policies, programs and training for staff and volunteers to promote child safety and protect young people from threats in our society. These resources include but are not limited to:

- **Safety Policies:** West Springfield Boys & Girls Club maintains comprehensive safety policies that protect youth, including but not limited to policies on supervision, transportation, communication and prohibition of one-on-one contact. Visit our website to view and download our Club Safety Policies in full.
- **24-hour Toll-free Child Safety Hotline:** We encourage all staff, members and families to report any incident or situation they feel is unsafe. Through our national partnership with Praesidium, one of the nation's leading safety experts, West Springfield Boys & Girls Club members and staff have access to a confidential 24-hour toll-free Child Safety Hotline at
- 866-607-SAFE (7233) or SafeClub@Praesidiuminc.com.
- **Mandatory Background Checks:** Mandatory criminal background checks are required upon hire and annually for every staff and board member at West Springfield Boys & Girls Club. In addition, criminal background checks are required for any volunteer who has direct, repetitive contact with children. All potential employees and volunteers are run through First Advantage.
- **Required Immediate Reporting:** West Springfield Boys & Girls Club staff and volunteers are all mandated reporters and are required to report any critical incident/safety concern to local authorities immediately. We are also required to report any critical incident to Boys & Girls Clubs of America within 24 hours.
- **Mandatory Annual Safety Assessments:** We employ a multi-tiered safety assessment approach to ensure we continually make improvements to safety at our Club.
- **Safety Trainings:** Ongoing training and supervision of staff are critical. We participate in a wide variety of child safety training through online courses, seminars, conferences and webinars. We also engage leading third-party safety experts to provide guidance for our policies and approaches, including Praesidium, the National Center for Missing & Exploited Children and the National Children's Advocacy Center.
- **Safety Committee:** West Springfield Boys & Girls Club has a dedicated Board-led Safety Committee to provide input and guidance on local policies and safety strategies.
- **Mandatory Employee Reference:** Any employee interested in moving to another Boys & Girls Club is required to have a reference from their previous Club, even if the Clubs are within the same community.
- **State and Local Laws:** We comply with federal, state and local safety laws, including those impacting facilities and vehicles.
- **Safety Partnerships:** Nationally, Boys & Girls Clubs of America works with leading experts in the areas of safety, security and technology to develop state-of-the-art solutions for Clubs. Partners include:
 - National Child Safety Advisory Task Force, made up of leading experts and organizations

- Blue Ribbon Taskforce, composed of local Club leaders who provide input on safety direction and key safety initiatives
- Mental Health First Aid, a national program that teaches skills to recognize and respond to signs of mental illness and substance abuse
- Crisis Text Line, a confidential text message service for youth in times of crisis
- Locally, West Springfield Boys & Girls Club partners with the West Springfield Police Department and West Springfield Fire Department.

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.

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

Enrollment

Our programs maintain strict state regulations and guidelines. The following are required to enroll in the School-Age Before & After School Program:

- Registration Form
- Financial Form (if needed, below are the required documents)
 - a) Most recent Income Tax Return
 - b) Most recent Pay Stubs (4 weeks)
 - c) Proof of Child Support
 - d) SSI Award Letter
 - e) Alimony
 - f) Food Stamps
 - g) Disability or other
- Paid the Registration Fee
- Read the Parent Handbook
- Have filled out the Seven Hills Voucher wait list form (only complete if you are applying for financial assistance)

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 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).

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 are required to attend ongoing training 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. In the event that someone else will be picking a child up, the parent/guardian must contact our Membership 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 **5:30 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 our Membership Director with 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 contact the parent/guardian with their concerns.
- B. Parents/guardians will be given 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.
- C. 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.
- D. Any referrals made by the Club staff will be documented in the child's records.

Parent Conferences & Involvement

The Program 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 Program 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 Program 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 Program Director. If concern arises regarding the Program 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 form and an EEC background record check, as well as attend a required orientation. 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

Goal: It is our goal to provide our members with a supportive social-emotional and learning environment by implementing a preventative strengths-based approach to behavior. We believe in consistent, reasonable, and developmentally appropriate child guidance. We follow a “connection before correction” methodology to build a supportive space for our members. Staff will facilitate an environment to help members learn and apply social and emotional management skills, model the kind of social skills they want to see, be responsive to their needs, and hold reasonable expectations while in their care.

Child guidance helps members with the following:

- To be safe with themselves and others;
- To feel good about themselves;
- To develop self-control and good coping skills;
- To appropriately express their feelings;
- To become more independent;
- To balance their needs and wants with those of others;
- To learn new problem-solving skills, including non-violent conflict resolution; and,
- To learn about conservation – to use equipment, materials, and other resources in caring, appropriate ways.

Staff Response to Behaviors That Challenge:

- Staff will encourage members to work out difficulties through problem-solving techniques.
- Redirection and choices are used to promote appropriate behavior.
- When behavior is not consistent with Club expectations and previous steps are ineffective, the member may need to be removed from the situation and redirected to another location such as a quiet area of the room until they are able to rejoin the group.

- In an emergency situation, (i.e. the member's safety is at risk, other member's or adult's safety is at risk, and/or the member is damaging equipment), the member will be moved to a safe area outside of the room such as the hallway or an office. If this is not possible, other group members will be cleared from the room. Staff will always remain with the member to supervise and support in de-escalation.
- When staff have to respond to repetitive or unsafe situations, a parent/guardian will be notified of the details of this event. If the member's behavior cannot be safely addressed, the parent/guardian will be called to pick the member up from the program. A meeting will be scheduled to address behavioral concerns. This may include, but are not limited to: behavior tracking, observations, Individual Health Care Plans (IHCP), Behavior Success Plan, meetings with parents/guardians/support services, outside referrals made, Parent Notification and Incident Reports, and suspensions.
- Any Behavior Success Plans or Individual Health Care Plans will be created with the assistance of the parent/guardian's input and recommendations or documentation from other service providers (therapists, adjustment counselors, IEPs, support services, etc.). This plan will include agreed upon skill-building and behavior modification strategies that keep the member's individual social, emotional, and developmental needs in mind.
- Staff will also determine the severity of the behavioral incident(s) in order to prevent a suspension or termination from the program.

Prohibited Responses:

It is strictly against the West Springfield Boys & Girls Club's policy to resort to physical punishment of any sort when dealing with discipline matters. Striking a member 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 members who are fighting each other. Protecting oneself or stopping a fight should not require striking a member. In the event of a parental complaint or member complaint, the Executive Director will determine action on the individual circumstance of each incident.

1. No member shall be denied food, rest, bathroom facilities, or outdoor time as punishment for soiling, wetting, or not using the toilet; or punishment related to eating or not eating food.
2. No member shall be subjected to physical, corporal punishment, or physical restraint. Some Examples of physical punishment include, but are not limited to: shaking, hitting, spanking, slapping, jerking, squeezing, kicking, biting, pinching, excessive tickling, and pulling of arms, hair, or ears; or requiring a member to remain inactive for a long period of time.
3. No member shall be subject to psychological abuse. Some Examples of psychological abuse include, but are not limited to: shaming, name-calling, ridiculing, humiliation, extreme sarcasm, cursing at, making threats, or frightening a member; ostracizing, withholding affection, or seclusion.
4. No member shall be subject to coercion. Some examples of coercion include, but are not limited to: rough handling (shoving, pulling, pushing, grasping any body part); forcing a member to sit down, lie down, or stay down; or physically forcing a member to perform an action (such as eating or cleaning up).

5. No member shall be confined to any piece of equipment for any extended period in lieu of supervision.

Avoidance of Suspension and Termination Policy

Goal: It is our goal to retain members so they may continue to explore, learn, grow, and play throughout each age and stage of childhood. We are committed to using a strengths-based approach, individually prepared interventions, reinforcing positive behaviors, and building upon both the member's and staff's skills and competencies.

1. Staff will follow current WSBGC Child Support and Guidance practices:

- Staff will work to build positive relationships with each member.
- Staff will use discussion, explanation, and group engagement to help all members understand what acceptable and non-acceptable behavior is.
- Staff will emphasize restorative problem-solving opportunities rather than punitive actions.
- Any member acting in a disruptive manner will be individually spoken to and redirected by staff and reminded of Club expectations, rules, and acceptable behavior.
- Breaks from an activity will be utilized as necessary.
- When behavior is not consistent with Club expectations and previous steps are ineffective, the member may need to be removed from the situation and redirected to another location such as a quiet area of the room until they are able to rejoin the group.
- In an emergency situation, (i.e. the member's safety is at risk, other member's or adult's safety is at risk, and/or the member is damaging equipment), the member will be moved to a safe area outside of the room such as the hallway or an office. If this is not possible, other group members will be cleared from the room. Staff will always remain with the member to supervise and support in de-escalation.

2. Staff will utilize the support of their supervisor or other Club leadership to determine additional approaches/interventions and receive guidance on implementing best practices.

3. Club leadership may recommend and implement additional interventions to utilize in program to fit the individual needs of the member. These may include behavior tracking logs, positive reinforcement tools, calming/grounding techniques, check in/check outs, visual tools, restorative practices, etc.

4. Parents/guardians will be notified of behaviors. Depending on the situation, this may include: a phone call, a discussion at pickup/drop-off, an Incident Report form, and/or a Parent Notification form.

5. If concerning behaviors persist, Club leadership will require a meeting with parents/guardians by phone or in person as a means of continued partnership. During this time, an Individual Health Care Plan and/or Behavior Success Plan will be agreed upon and put into place. Subsequent meetings will be scheduled to review implementation and progress of the developed plan. Club leadership will monitor and document all steps taken to address the individual needs of members. The plan may also include additional supports such as referrals for community-based services.

6. Additional meetings will be required with Club leadership, parents/guardians, and other applicable support services (therapists, counselors, school personnel, social workers, etc.) to ensure the member is appropriately and safely supported in program on an ongoing basis.

7. In the event that parents/guardians have been invited to a meeting to discuss the member's behavior or needs that WSBGC cannot meet, membership may be suspended or terminated.

Note: Every member and situation is different and the appropriate response to such situations will typically include these procedures. WSBGC reserves the right to use discretion in the order of response interventions as well as the right to make the decision to terminate membership at any time.

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 Program Director should be notified immediately. If the child requires medical attention, a staff person will bring emergency information with them.
4. The Program 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 Program Director will record the injury in the injury log.
6. The Program 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.

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.

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.

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:

- 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 Program 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.

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

NO SCHOOL

If the school is closed due to inclement weather, the Boys & Girls Club will make every effort to open for regular hours.

INCLEMENT WEATHER

If the Club is already open and the weather changes, making it necessary to close early or if the weather makes opening the Club not possible the following procedure will be implemented:

Early dismissal or closings will be announced on WHYN 93.1 FM, CHANNEL 22, and CHANNEL 40.

***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.

Technology

West Springfield Boys & Girls Club is committed to providing a safe use of technology and online safety for members, staff and volunteers. The acceptable use policy provides the framework for those safety practices and procedures.

CLUB MEMBER USAGE

Before a member will be allowed to use Club technology equipment or their personal device, both the member and his/her parent/guardian will need to read and sign the Technology Acceptable Use policy and return it to the Club. Under the Technology Acceptable Use policy, the following relevant principles shall apply:

Club devices shall include any and all Club-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Personally owned devices shall include any and all member-owned existing and/or emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content and/or media and transmit or receive messages or images.

Club purposes shall include program activities, career development, communication with experts and/or Club peer members, homework and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

Authorized use: Club devices and personally owned devices are permitted for use during approved Club times for Club purposes and in approved locations only. The Club expressly prohibits the use of Club devices or personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy.

Appropriate use: Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass or annoy their peers or others in their community. Any inappropriate use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Monitoring and inspection: West Springfield Boys & Girls Club reserves the right to monitor, inspect, copy and review any personally owned device that is brought to the Club. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally owned devices to the Club in the future.

Loss and damage: Members are responsible for keeping devices with them at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

Any inappropriate or unauthorized use of a Club or personally owned device, as determined by Club staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from the Club, termination of membership or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies, including, if applicable, referral to local law enforcement.

Members must be aware of the appropriateness of communications when using Club or personally owned devices. Inappropriate communication is prohibited in any public or private messages, as well as material posted online. Inappropriate communication includes but is not limited to the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or disrespectful language or images typed, posted or spoken by members;
- Information that could cause damage to an individual or the Club community or create the danger of disruption of the Club environment;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others;
- Knowingly or recklessly posting false or defamatory information about a person or organization; or
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

If a member is told to stop sending communications, that member must cease the activity immediately.

Visit our website to view and download our Technology Policy in full.

Personal Property

Children are not allowed to bring hand held electronic games, ipods, tablets, 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 staff are not responsible for lost, damaged, or stolen items.

CACFP Snack Program

All members enrolled in our After School Program will receive a free healthy snack. The Boys and Girls Club of West Springfield follows all CACFP protocols.

USDA Non Discrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

Healthy Children – Health and Safety Policies

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.

We will follow current CDC and local Board of Health regulations around COVID-19.

HOLIDAY CLOSINGS

The Club will be closed on the following Holidays:

- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Columbus Day
- Christmas Eve
- Day after Christmas
- Christmas Day
- New Years Day
- Good Friday
- Memorial Day
- Independence Day
- Juneteenth

Emergency Procedures

FIRE/FIRE DRILL

1. Program staff are to escort members from their direct care area out of the building immediately (using the closest and safest exit).
2. The Executive Director is responsible for securing the clearance of all areas of the building. (In the absence of the Executive Director, Program Director or designated staff person will be responsible for securing the building.
3. In case of a fire or injury contact the West Springfield Fire/Rescue Department and the West Springfield Police Department will be notified.
4. In case of emergency all members and staff will meet in front of the club in the parking lot away from the building. Once outside take a head count, check for any injuries. **THE ATTENDANCE SHEETS IN MEMBERSHIP MUST BE TAKEN.**

MEMBERSHIP OFFICE: Membership Director or designated staff person will be in charge.

5. Once the building is cleared, for false alarm or fire drill, personnel and members may re-enter the building.

MEDICAL EMERGENCY

1. Activate the 911 System.
2. The first staff person to respond to the injury should stay with the injured party and send the closest person for more help.
3. Contact emergency medical personnel immediately.
4. Keep injured party calm, and comfortable as possible.
5. Check registration forms for other medical information.
6. Contact parents/guardians or emergency person listed.
7. Notify the Executive Director or the Program Director in the facility at that time.

Loss of Power/Heat/Hot Water

- Contact the Executive Director if not already present in the facility.
- Contact local utilities companies for the related problem.
- If problem is not corrected, then parents/guardians will be notified for pick-up.

Non-Life Threatening Emergencies

1. Keep injured party comfortable.
2. Give necessary first aid treatment – ice, band-aid, etc.
3. Contact parents/guardians, if injury needs medical attention that is not life threatening and parents/guardian cannot be reached, contact emergency person listed.
4. If injury is a BEE STING staff must have the office check medical information immediately for allergic reaction – if not allergic or stung for the first time monitor for any reaction.

5. Notify Program Director, or person in charge. You must notify the Executive Director.

WEATHER EMERGENCY

In the event of a weather emergency during program hours, the children will be taken to the middle game room and implement the crash position with all staff members present.

AREA EVACUATION

In the event that an evacuation of the area occurs, the bus driver will be called and children will be brought to Hamden Charter School of Science West (if within 1 mile) of evacuation or the Springfield Boys & Girls Club (if within 3 miles) of evacuation

PROGRAM SCHEDULE

Before School Program

7:00-9:00 Am

- Games Room and/or Movement
- Bus to School

After School Program

2:30-5:30 PM

- Snack
- Assembly
- Homework Help
- Technology Time
- Gym / Teambuilding Activities
- Outdoor Play
- Character Development
- Field Trips & Tournaments

Schedules will be posted on the parent information board at all licensed program locations. They will be updated monthly or parents to review.

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 Program 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

Hours of Operation: Monday-Friday

615 Main St

Before Care: 7:00 a.m. - 9:00 a.m.

West Springfield, MA 01089

After Care: 2:30 p.m. - 5:30 p.m.

(P) 413.736.1831

(F) 413.731.8339

<https://wsbgclub.org/>

Before & After School Fees:

Before School Cost: \$50.00/week

After School Cost: \$105.00/week

Before & After School Cost: \$150/week

Full Day Cost: \$42/day

School Start Times

John Ashley: 9:00 a.m.

Mittineague, Tatham, Fausey, Memorial & Coburn: 8:15 a.m.