



**BOYS & GIRLS CLUB**  
OF GREATER HOLYOKE, INC.

## **Parent Handbook**

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## **Boys & Girls Club of Greater Holyoke Parent Handbook**

### ***Dear Parent,***

Welcome to the Boys & Girls Club of Greater Holyoke. This handbook will give you information about Club programs and policies. The School-Age Program is a licensed by the Department of Early Education and Care. The Department of Early Education and Care and the Holyoke Boys & Girls Club invite you to join in partnership with us to ensure a high quality child care environment. This parent handbook outlines many of our policies and procedures that relate to the care of your child, as well as the information I am required to give to you when you enroll your child in our program. This handbook will also acquaint you with some of the key EEC standards designed to ensure a safe, healthy, and educational child care experience.

It is encouraged to maintain an open dialogue with the program coordinators, as communication between parents and Educators is the foundation for a solid working relationship, and a good child care experience.

### **A Word from EEC**

EEC is the agency that oversees the early education and care and after school services for families in Massachusetts. As an agency that licenses child care, EED has quality standards of all licensed program to ensure high educational value, as well as health and safety. Having a license means that Holyoke Boys & Girls club has demonstrated we meet the standards outline in the EEC regulations.

### **History**

The Boys & Girls Club of Greater Holyoke is an affiliate of Boys & Girls Clubs of America, a national organization based in Atlanta, which is nearly 150 years old. The Holyoke Club was chartered in 1892 as the 16<sup>th</sup> Boys Club in the nation. It was designed to further the social, educational and character development of boys, irrespective of race, color or creed. In 1992, the Club officially admitted girls as regular members and changed its name to reflect this fact.

### **Mission**

The mission of the Boys & Girls Club is to enable all young people, especially those who need us most, to reach their full potential as productive, caring and responsible citizens.

### **Programs**

The Club offers a wide range of programs to youth ages 6-18:

- *School-Age Childcare Program* – a Department of Early Education & Care - licensed program. The program takes place at the Boys & Girls Club at 70 Nick Cosmos Way, operating year- round and at the four Holyoke Housing Authority family community satellite units at Toepfert Apartments, Lyman Terrace, Beaudoin Village and Churchill properties.
- *Drop-in Membership Programs* – afternoon and evening programs for youth ages 6-18 at the Club at 70 Nick Cosmos Way as well as in satellite Units in Holyoke Housing

Authority properties: The Toepfert Apartments; Lyman Terrace; Beaudoin Village and Churchill Homes. Summer programs are also offered in the Units.

- *21<sup>st</sup> century middle school programs* – afterschool programs on-site at select Holyoke’s K-8 schools;
- *Teen programs* – evening teen programs for youth at the Club at 70 Nick Cosmos Way.
- *Open gym* – evening sports programs in several Holyoke Elementary Schools.

## **Overview of the Boys & Girls Club Afterschool Daycare Program**

### **Program Purpose**

The Boys & Girls Club’s Afterschool Program is for working parents or parents that are going to school. It provides working parents with a safe and program enriched environment for their children. The program is run by trained youth workers who design and implement a wide range of activities which take into account children’s ages, maturity, and physical capabilities. Children are given the opportunity to participate in arts & crafts, sports, recreation, and computer activities, and they are encouraged to do their homework. They are also encouraged to interact in a positive way with each other and with the staff.

The Afterschool School Age program conforms to Boys & Girls Clubs of America Program Basics which are as follows:

### **Core Beliefs**

The 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

### **Core Characteristics:**

We hope to create:

- a sense of belonging
- a sense of usefulness
- a sense of competence
- a sense of power and/or influence

### Core program areas:

We provide programs in the following areas:

- character and leadership development
- education and career development
- health and life skills
- the arts
- sports, fitness and recreation

### *Boys & Girls Club of Greater Holyoke Afterschool School Age Program Administration*

#### Program Administrator

The Boys & Girls Club of Greater Holyoke designates the **Club President**, as *Program Administrator*. The *Program Administrator* has overall responsibility for the operation of the program and is authorized to act as the Club's agent.

#### On-Site Coordinator

The Boys & Girls Club of Greater Holyoke designates **The Afterschool & Summer Fun Club Director** as the program's *On-Site Coordinator*. He/She is in charge of Outreach, Program Development, Supervision for the School-Age Child Care Program and Compliance. If the On-Site Coordinator is not present, the **Director of Development**, the **Director of Finances** or **President**, will be in charge of the program. **An on-site coordinator is always present during program operation.**

#### Program Times of Operation

The program operates during the entire year. The program operates on school days from dismissal time to 6:00 pm. On non-school days, the program is open from 8:30am to 6:00 pm. There will be a charge to parents who pick up their children after 6:15 pm

#### Transportation to and from the Program

Transportation to the Club is provided by school bus during school days from the child's school to the Club. This transportation is provided as a service by the Holyoke School Department. During non-school days, transportation to the Club is the responsibility of the parent. It is always the parent's responsibility to pick children up at the end of the program day from the Boys & Girls Club.

#### Parent Pick-up Policy

SUMMER and SCHOOL VACATION HOURS OF OPERATION

Drop off children: No earlier than 8:00 am

Program from: 8:30 am – 5:30 pm

June 2016

Pick up children: No later than 5:45 pm

Flexible drop off and pick up times can be made with prior approval from the staff

Parents or specifically designated (in writing) alternative custodians are expected to pick up the children by closing time, unless written authorization has been provided for walking campers.

If, for any legitimate reason, you will be delayed in this regard, you must notify appropriate program staff in advance. We expect you will, under any such circumstances, arrange for someone else to pick up your child. We CANNOT release your child into anyone else's custody without your permission. It is for this reason that you must notify us in advance.

The program ends at 6:00 pm. However, there is a grace period for pick-up until 6:15 pm. After 6:15 pm, this is what will happen;

- You will be assessed a late fee of \$6 per child every 15 minutes that your child is in the program after 6:15 pm
- This fine will be levied on the spot (DUE AND PAYABLE IMMEDIATELY);
- At 6:30 pm, staff will call the local office of Department of Children and Families and/or the statewide "Child at Risk" hotline and/or the local police department.

### **Fees: Amount and Payment Schedule**

The cost for the program varies according to the school schedule. During weeks when school is in operation, the cost is **\$16.10/day (180 days)**. When school is not in operation (vacation weeks), the cost is **\$36.00/day (35 days)**. During the summer vacation period, the program operates **(45 days)** with a **\$36.00/ day or \$180 weekly fee**. Fees are adjusted based on a sliding fee scale according to parents' gross *monthly income*.

### **Payment Policy**

Fees must be paid on a **weekly** basis and are due on the **Friday prior** to the service week. Inquiries may be made to the On-site Coordinator at (413) 534-7366.

Payments should be made to the On-site Coordinator at the Boys & Girls Club at 70 Nick Cosmos Way. Payments can be made by cash, check or money order made payable to the Boys & Girls Club of Greater Holyoke. A receipt will be issued for all payments.

When payment is delinquent one week, a warning reminder will be sent. If payment is two weeks overdue, a two-week advance notice of termination will be sent to the parent. Payment will be due upon receipt of this notice. Non-payment will result in termination. Upon termination, the child's membership privileges will be suspended. The child may not re-enter the program until the balance is paid in full.

The program requires a two-week advance notice in writing for any termination from the program. Whether the Club terminates the child care or the parent terminates it, the parent is still responsible to pay for the two-week period.

### **Licensure**

This program is licensed by the Commonwealth of Massachusetts' Department of Early Education and Care.

### **Who is Eligible?**

The program serves children who are between the ages of **5 and 13** and are at least in **Kindergarten**. Children's parents/guardian must be working or enrolled in a qualified training program or attending school. Department of Children and Families eligibility requirements are used to determine program eligibility. There is also income eligibility for the program; vouchers are available through NE Farm Workers Council, Casa Start, and DYS.

### **Availability**

Space in the program is limited to the number of licensed slots. Once we have maximum enrollment, children will be placed on a waiting list and will be given the first available slot according to their position on the waiting list and the service needed.

### **Nutrition Program**

The Club provides a snack for all participants which are made available by the Holyoke Public School Food Service contractor, in accordance with USDA requirements for meals, on all days the program operates. On extended days, which include more than four hours, the Club also provides lunch.

### **Supportive Services and Referral Plan**

The On-site Coordinator is available for consultations with parents who have concerns about a particular situation or problem.

Likewise, the On-site Coordinator may contact the parent if the child demonstrates behavior or symptoms that warrant concern.

The On-site Coordinator will provide parents with a list of places where services may be obtained. The Club makes referrals to the Holyoke Health Center, MSPCC, the Parent Information Center, the Department of Youth Services, Enlace de Familias, and other community agencies. All referrals made by the On-site Coordinator will be documented in the child's records. On occasion, if requested, Club staff may accompany the parent to assist the parent in obtaining the necessary service.

### **Boys & Girls Club of Greater Holyoke Health & Safety Policy**

The Boys & Girls Club of Greater Holyoke takes care to ensure that all children under Club supervision are safe and well-cared for. The Club has the following health and safety policies:

#### **Procedures for Emergencies and Illness**

##### **First Aid and Transportation to the Hospital**

(1) In the case of an emergency or illness (such as a seizure, a serious fall or serious cut), the teacher in charge will begin administration of emergency first aid while the assistant teacher or second teacher takes other children to another area or room. Both staff members should respond in a calm and reasonable manner.

(2) Other staff will be alerted to send for assistance, be it the Program Director, social worker, or another person in the center.

(3) One of the supervisory staff will contact the parent to come and pick up child or, if response time is a factor, to have the parent meet the child and accompanying staff at the emergency room of the hospital utilized in emergencies.

(4) In the event a situation arises that is life threatening or the child cannot be comfortably restrained in a car, an ambulance will be called immediately. The parent will be called to meet the child and staff at the hospital. The teacher or other designated staff will go with the child in the ambulance. The child's file will be taken, including permission forms and pertinent insurance information if the center has it.

(5) If the emergency is non-life threatening and the child is transported to the hospital by the Center, one of the staff will drive and another staff will be accompanying the child for comfort. The child will be properly restrained in a car seat and in a seat belt. The child **will not** be carried on the staff member's lap.

(6) If the parent comes to pick up the child and needs assistance, the teacher or program director may offer to drive to the hospital or to accompany the child

(7) When parents cannot be reached, those listed, as emergency contacts will be called as a further attempt to reach parents. In the event a parent cannot be reached immediately, a designated staff person will continue to attempt to reach parents. If necessary, the child will be transported to the hospital by two designated staff members (or by ambulance) and the child's whole file will be taken, including permission forms.

**The program will immediately report to the Department of Early Education and Care any injury to, or illness of, any child which occurs during the hours while the child is enrolled in care and which requires hospitalization or emergency medical treatment.**

### **Emergencies While on a Field Trip**

If an accident or acute illness occurs while on a field trip, the lead teacher will take charge of the emergency, assess the situation, and give first aid as needed. The method and urgency of transportation for the child to receive medical treatment will be determined by the lead teacher based on the severity of the emergency or illness. If necessary, an ambulance will be called.

The program director, or other designated adult, will be contacted by the head teacher as soon as possible and informed of the nature and extent of the injury and the proposed plan of action.

As a preventive measure, prior to departure from the center, the program director and or lead teacher will determine appropriate guidelines to be followed during the field trip to insure continuity and safety of the children including:

- (1) A first aid kit will be taken in all vehicles on all field trips.
- (2) Emergency information, including contacts and telephone numbers, will be taken on all field trips.
- (3) On a field trip, staff must know the location of a telephone and have appropriate change to be able to use it or have a working cell phone available.

### **Plan for Injury Prevention**

- A. To prevent injury and to ensure a safe environment, the staff member who opens each classroom is responsible upon arrival each day for monitoring the environment and for the removal of any hazards.

Any needed repairs or unsafe conditions should be reported to the Director. The Program Director will monitor the outdoor playground and remove any hazards prior to any children using the space.

- B. No smoking is allowed on the premises.
- C. Toxic substances, sharp objects matches and other hazardous objects will be stored out of the reach of children.
- D. A first aid kit and emergency contacts and telephone numbers for the children will be taken on all field trip.
- E. An injury report for any incident which requires first aid or emergency care will be maintained in the child's file. The injury report includes the name of the child, date, time and location of accident or injury, description of injury and how it occurred, name(s) of witnesses, name(s) of person(s) who administered first aid and first aid required. Staff should use the

Accident/Injury Report Form to record the above information. Staff should submit the completed form to the Program Director for review. Once the Program Director has reviewed the Accident/Injury Report form and has signed it, it should be given to the parent. The parent should be allowed to review it, sign it, and then be given a copy. The staff member should then log the report in the Central Log of Injuries and then file the report in the Child's file.

Only staff who have a current First Aid will be allowed to administer first aid no matter how minor the injury.

### **Assessing Injuries to Children in Care**

#### **Procedures that must be followed:**

- Complete an injury report.
- Provide **timely, full, and accurate** verbal notification to parent/guardian regarding injury
- Do not perform first aid or CPR without having completed current training.
- Regularly review program's health care policy with staff.
- Program staff must share all pertinent information with program administrator and any teacher taking over care. Sharing the child's status with the parent/guardian at pick up time.
- Make sure the location of the child's medical information is complete and accessible to staff.

#### **Procedures To Follow In Urgent Emergency Medical Situations:**

- 1) Administer First Aid and CPR to the child as deemed necessary based on the nature of the emergency.
- 2) Call emergency medical services right away. **911**
- 3) After EMS or emergency medical services have been contacted, call the child's legal guardian.
- 4) Take child's medical information and emergency consents to doctors' office or emergency room.

#### **Plan for Managing Infectious Disease**

Staff will take extra special precautions when children who are ill are diagnosed at the Center and when children who are mildly ill remain at the Center.

Children who exhibit symptoms of the following types of infectious diseases, such as gastro-intestinal, respiratory and skin or direct contact infections, may be excluded from the Center if it is determined that any of the following exist:

- the illness prevents the child from participating in the program activities or from resting comfortably;
- the illness results in greater care need that the child care staff can provide without compromising the health and safety of the other children;
- the child has any of the following conditions: fever, unusual lethargy, irritability, persistent crying, difficult breathing, or other signs of serious illness;
- diarrhea;
- vomiting two or more times in the previous 24 hours at home or once at the center;
- mouth sores, unless the physician states that the child is non-infectious;
- rash with a fever or behavior change until the physician has determined that the illness is not a communicable disease;
- purulent conjunctivitis (defined as pink or red conductive with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for re-admission, with or without treatment;
- tuberculosis, until the child is non-infectious;
- impetigo, until 24 hours after treatment has started or all the sores are covered;
- head lice, free of all nits or scabies and free of all mites;
- strep infection, until 24 hours after treatment and the child has been without fever for 24 hours;
- many types of hepatitis are caused by viruses. The symptoms are so alike that blood tests are needed to tell them apart. In the U.S. the most common types of hepatitis are A, B, and C. Types B and C are spread through blood and other body fluids. Type A, is spread through contaminated food and water or stool (feces). Fact sheets are available from the state Department of Public health. [www.state.ma.us/dph](http://www.state.ma.us/dph)
- chicken pox, until last blister has healed over.

A child who has been excluded from child care may return after being evaluated by a physician, physician's assistant or nurse practitioner, and it has been determined that he/she is considered to pose no serious health risk to him or her or to the other children. Nevertheless, the day care center may make the final decision concerning the inclusion or exclusion of the child.

If a child has already been admitted to the Center and shows signs of illness (for example: a fever equal to or greater than 100.5 degrees by the oral or auxiliary route, a rash, reduced activity level, diarrhea, etc.), he/she will be offered their mat, cot, or other comfortable spot in which to lie down. If the child manifests any of the symptoms requiring exclusion (as listed above) or it is determined that it is in the best interests of the child that he/she be taken home, his/her parent will be contacted immediately and asked to pick the child up as soon as possible.

When a communicable disease has been introduced into the Center, parents will be notified immediately, and in writing by the Program Director. Whenever possible, information regarding the communicable disease shall be made available to parents. Program Directors shall consult the Child Care Health Manual for such information. DPH must be contacted when there is a reportable communicable disease in your program.

**The program requires, on admission, a physician's certificate that each child has been successfully immunized in accordance with the Department of Public Health's recommended schedule. No child shall be required, under 102 CMR 7.00 to have any such immunization if his parent(s) object, in writing, on the grounds that it conflicts with their religious beliefs or if the child's physician submits documentation**

**that such a procedure is contradicted. This must be maintained in the child's file. No child will be admitted into the program without the required documentation for immunizations.**

(Childhood Lead screening must be done on all children; it is not considered an immunization).

The program will maintain a list of the children who have documented exemptions from immunizations and these children will be excluded from attending when a vaccine preventable disease is introduced into the program. The Massachusetts Immunization Program provides free childhood vaccines. The toll free telephone number is 1-888 658-2850.

### **Plan for Infection Control**

The program director shall ensure that staff and children wash their hands with liquid soap and running water using friction. Hands shall be dried with individual or disposable towels. Staff and children shall wash their hands minimally at the following times:

1. Before eating or handling food;
  - a. After toileting;
  - b. After coming into contact with bodily fluids and discharges;
  - c. After handling center animals or their equipment; and
  - d. After cleaning.

All staff should wear non-latex gloves when they come into contact with blood or body fluids. Specifically, gloves should be worn when administering first aid for a cut, bleeding wound, or a bloody nose.

Cloth items that come into contact with blood or bodily fluids will be double bagged and sent home.

### **Procedures for Using and Maintaining First Aid Equipment**

Location of first aid kit - Each classroom will have a first aid kit. Its location will be marked by a red cross contacted on the front of the container. The first aid kits are stored out of the reach of children but easily accessible in case of emergency.

Portable first aid kits used on field trips will include: first aid supplies, children's emergency contacts and telephone numbers, and change for a pay telephone.

### **Plan for Administration of Medication**

#### **Prescription Medication**

- A. Prescription medication must be brought to the Holyoke Boys & Girls Club in its original container and include the child's name, the name of the medication, the dosage, the number of times per and the number of days the medication is to be administered. This prescription label will be accepted as the written authorization of the physician.
- B. The Holyoke Boys & Girls Club will not administer any medication contrary to the directions on the label unless so authorized by written order of the child's physician.
- C. The parent must fill out the Authorization for Medication Form before the medication can be administered.

#### **Non-prescription Medication**

- A. Non-prescription medication will be given only with written consent of the child's physician. The Holyoke Boys & Girls Club will accept a signed statement from the physician listing the medication(s), the dosage and criteria for its administration. This statement will be valid for one year from the date that it was signed.

- B. Along with the written consent of the physician, the Holyoke Boys & Girls Club will also need written parental authorization. The parent must fill out the Authorization for Medication form, which allows the Center to administer the nonprescription medication in accordance with the written order of the physician. The statement will be valid for one year from the date it was signed.
- C. The Holyoke Boys & Girls Club will make every attempt to contact the parent prior to be child receiving the non-prescription medication unless the child needs medication urgently or when contacting the parent will delay appropriate care unreasonably.

### **Topical Ointments and Sprays**

- A. Topical ointments and sprays such as petroleum jelly, sunscreen, and bug spray, etc. will be administered to the child with written parental permission. The signed statement from the parent will be valid for one year and include a list of topical non-prescription medication.
- B. When topical ointments and sprays are applied to wounds, rashes, or broken skin, the Holyoke Boys & Girls Club will follow its written procedure for nonprescription medication which includes the written order of the physician, which is valid for a year, and the Authorization for Medication form signed by the parent.

### **All Medications:**

1. The first dosage must be administered by the parent at home in case of an allergic reaction.
2. All medications must be given to the teacher directly by the parent.
3. All medications will stored in the kitchen, out of the reach of children (in the right upper cabinet or on the refrigerator door shelf if refrigeration is necessary). All medications that are considered controlled substances must be locked and kept out of reach of children.
4. The Program Coordinator will be responsible for the administration of medication. In his/her absence, the Program Director will be responsible.
5. The Holyoke Boys & Girls Club will maintain a written record of the administration of any medication (excluding topical ointments and sprays applied to normal skin) which will include the child's name, the time and date of each administration, the dosage, and the name of the staff person administering the medication. This completed record will become part of the child's file.
6. All unused medication will be returned to the parent.

### **Plan for Mildly Ill Children**

Children who are mildly ill may remain in the program if they are not contagious (refer to Plan For Infectious Disease) and they can participate in the daily program including outside time.

If a child's condition worsens or, if it is determined that the child poses a threat to the health of the other children, or if the child cannot be cared for by the classroom staff, the Program Director will contact the child's parent(s). The parent(s) will be asked to pick up the child. The child will be cared for in a quiet area, a classroom or in the program's office by a teacher qualified staff member or by the Program Director until the parent(s) arrive to take the child home. Any toys, blankets, or mats used by an ill child will be cleaned and disinfected before being used by other children.

### **Plan for Meeting Individual Children's Specific Health Needs**

During intake, parents will be asked to record any known allergies on the face sheet. The face sheet will be updated yearly.

All allergies or other important medical information will be posted in each classroom, on the refrigerator in the kitchen, and on the snack storage cabinet.

The names of children with allergies that may be life threatening (ie - bee stings) will be posted in conspicuous locations with specific instructions if an occurrence were to happen.

The Program Director will be responsible for making sure that staff receives appropriate training to handle emergency allergic reactions.

### **Plan for Oral Health**

Proper oral health begins at home, and the program will be reinforcing good oral health practices. If your child is in care for more than 4 hours per day, or he/she will be receiving at least one meal while in care, the program is required to assist your child with tooth brushing at the program.

Tooth brushing materials will be provided by the program unless otherwise notified.

### **Procedure for Identifying and Reporting Suspected Child Abuse and Neglect**

All staff members are mandated reporters according to Massachusetts General Law C119, Section 51A. This means that if a staff member has a reasonable suspicion of abuse or neglect of a child he/she must file a report with the Department of Social Services. See attached information for definitions, reporting procedures, etc.

The following procedure will be followed:

1. A staff member who suspects abuse or neglect must document her observations including the child's name, date, time, child's injuries, child's behavior, and any other pertinent information. The staff member will discuss this information with the Program Director.

2. The Program Director or the staff member with the assistance of the Program Director will make a verbal report to DSS, to be followed by a required written report 51A within 48 hours.

### **Department of Social Services**

3. If a staff member feels that an incident should be reported to DSS, and the Program Director disagrees, the staff member may report to DSS directly.

4. All concerns of suspected abuse and neglect that are reported to DSS will be communicated to the parents by the Program Director unless such a report is contra-indicated.

Procedure for Identifying and Reporting Child Abuse/Neglect while in the care of the Center

It is the Holyoke Boys & Girls Club commitment to protect all children in care from abuse and neglect. The following are procedures for reporting suspected child abuse/neglect while the child is in the Holyoke Boys & Girls Club care. 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.

**Dept. of Social Services telephone # is 413-493-2600 .**

### **Department of Early Education and Care 617-988-6600.**

The staff member in question will be immediately suspended from the program with pay pending the outcome of the DSS and EEC investigations.

### **Boys & Girls Club of Greater Holyoke Policy with Respect to Enrollment**

The Boys & Girls Club has the following policy with respect to enrollment in the Afterschool Daycare program:

- *Club information* – Before a parent enrolls a child in the Boys & Girls Club's Afterschool Daycare Program, the Club will provide parents with a parent handbook detailing the Club's history, mission, and policies.

- *Family information* – Before a parent enrolls a child in the Program, the parent must do the following:
- Fill out the Club’s information form. This includes:
  - the child’s name, date of birth, date of admission,
  - the parent (s)’ name and home address, business address and work hours, telephone number(s),
  - a physical description of the child and/or current photograph of the child,
  - name of the child’s school,
  - any special limitations or concerns, including dietary restrictions, allergies and chronic health conditions;
  - Emergency plan - parents must also let the Club know how to reach the parent and/or a relative or
  - friend authorized to take the child from the program in case of an emergency (ID must be present to pick up child);
  - First aid – parents must give permission for first aid and transportation to any emergency care facility;
  - Immunizations – parents must provide documentation from the that immunization and physical examination records on file with the child’s school;
  - Health provider – parents must provide the name, address and telephone number of physician or source of health care;
  - Authorization for pick up at the end of the day – parents must provide written permission for someone other than the parents to pick-up the child at the end of the program. Children will not be released to anyone without prior written consent from the parent and proper picture ID.

No youth may participate in any Boys & Girls Club program without a current and complete application. If a child arrives at the Club without an application, the child’s parent will be called and will be told that the child cannot participate in Club activities until an application and the health forms are completed. The parent will be asked to pick-up the child.

**Boys & Girls Club of Greater Holyoke’s Diversity Policy**

Boys & Girls Club of Greater Holyoke, Inc. embraces the principles and practices that acknowledge that all people are to be valued and treated with dignity regardless of race, color, religion, gender, national origin, age, disability, sexual orientation, or other characteristics protected by law.

Boys & Girls Club of Greater Holyoke, Inc. is committed to respecting the dignity of all members and responding to their needs without regards to race, color, religion, gender, national origin, age, disability, sexual orientation, or other characteristics protected by law.

We affirm the strength of a society, community, and organization that celebrates diversity of individuals, cultures, and perspectives.

We seek to understand, engage with, and respond to the needs of all volunteers, partner organizations, and donors with whom we work.

We encourage full participation of diverse individuals in fulfilling our mission. With our core values as the foundation, Boys & Girls Club of Greater Holyoke, Inc. staff are responsible and accountable for ensuring that actions and behaviors foster and respect diversity in the workplace.

Boys & Girls Club of Greater Holyoke, Inc. believes in and practices equal opportunity in its employment, operations, decision-making, and community engagement and encourages inclusion of diverse members of our community.

### **Boys & Girls Club of Greater Holyoke Policy Regarding Parental Involvement**

The Boys & Girls Club of Greater Holyoke has the following policy with respect to parent involvement:

- *Parent visits* – Parents are always welcome at the Club. You are encouraged to visit the program as well as to volunteer in the program.
- *Parent Suggestions* – We welcome your suggestions and comments about the program. The Club has a parent council and parents are invited to meet monthly to talk about ways to become involved in and support the program as well as any other family activities.
- *Parent conferences* – The On-site Coordinator is happy to meet with you at any time during program hours or by appointment to talk about your child and his/her progress.
- *Communication* – the Club will put out a monthly calendar in advance of each month notifying parents of the schedule for the month, upcoming field trips, and special events.

### **Boys & Girls Club of Greater Holyoke's Policy Regarding Progress Reports**

A written progress report provided at least annually, at the midpoint of the child's program year, will be prepared on the progress of each child in the program. The program will offer parents a conference to discuss the content of the report. A copy of the progress report will be given to the parent and a copy kept in the child's record. The progress report will be based on observations and documentation of the child's progress in a range of activities over time and may include samples of the child's work. The progress report will address the child's growth and development within the parameters of Boys & Girls Club of Greater Holyoke's statement of purpose. All staff, specialists and consultants working with the child in the program will be offered an opportunity to contribute to the progress report of the child.

Staff will use progress reports to adapt the program to the children's individual strengths, interests, and needs; to maintain ongoing communication with the child's family, and; with parental permission, to facilitate the child's transition to another care program, as appropriate.

Special problems and significant developments will be documented and brought to the parent's attention as soon as they arise.

A list regarding health and educational resources for the child and family will be available.

### **Policy Regarding Individual Homework Support**

Boys & Girls Club of Greater Holyoke offers an educational enhancement program called Power Hour. Power Hour is a structured time and place for Club staff and volunteers to help members complete their homework – and start each school day better prepared and with a sense of confidence and competence. Power Hour offers small-group or one-on-one tutoring assistance for members identified as needing additional help with specific subjects or skills.

Power Hour's underlying philosophy is that the benefits of homework are not only academic, but also behavioral and social. Beyond the academic benefit, consistent homework completion helps young people develop valuable organizational and interpersonal skills – including time management, prioritizing, task completion and working cooperatively with others. These skills are necessary for achievement in school and are a foundation for a successful life.

## **Boys & Girls Club of Greater Holyoke Policy and Procedures for Communication with Persons with Limited English Proficiency**

**Boys & Girls Club of Greater Holyoke, Inc.** will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of **Boys & Girls Club of Greater Holyoke, Inc.** is to ensure meaningful communication with LEP members and their parents/families. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to enrollment and field trip forms, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and members and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

## **Boys & Girls Club of Greater Holyoke Policy with Respect to Child Guidance**

- 1) The EEC prohibits licensed programs from the following standards:
  - Spanking or other corporal punishment of children;
  - Subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment;
  - Depriving children of meals or snacks;
  - Force feeding children; and,
  - Disciplining a child for soiling, wetting, or not using the toilet; or forcing a child to remain in soiled clothing or forcing a child to remain on the toilet, or using any other unusual or excessive practices for toileting.
  - *Please also note that EEC does not allow any licensed child care programs to use discipline or child guidance techniques that require the use of any physical restraint.*
  
- 2) The Holyoke Boys & Girls Club adheres to the following child guidance goals that help children to:
  - Be safe with themselves and with others;
  - Feel good about themselves;
  - Develop self-control and good coping skills;
  - Appropriately express their feelings;
  - Become more independent;
  - Balance their needs and wants with those of others;
  - Learn new problem-solving skills, including non-violent conflict resolution; and,
  - Learn about conservation – to use equipment, materials, and other resources in caring, appropriate ways.
  
- 3) The Holyoke Boys & Girls Club administers positive methods of child guidance that include:
  - A plan for appropriate behavior through the environment by arranging furniture and other materials to encourage active learning and independence;
  - A plan for daily scheduling that prevents boredom, waiting, hurriedness, with time to relax and enjoy activities, as well as a daily routine with ample opportunity for children to select activities and move between them at their own pace, and that gives children ample notice of transitions ahead of time;
  - Providing children with expectations that are clear, age-appropriate and applied in a consistent way.

- Allowing children to participate in the establishment of rules, policies and procedures where appropriate and feasible;
- Reinforcing positive behavior by recognizing children’s positive actions;
- Modeling appropriate behavior by what the adults say expect, and do;
- Redirecting children away from negative actions and toward positive activities by interrupting a child’s negative behavior and steering the child toward an acceptable substitute activity;
- Teaching children new skills and encouraging them to discuss and resolve their conflicts on their own or with the adult’s assistance, when necessary, rather than imposing an adult’s solution on them. Encouraging children to express their feelings in words and to resolve problems peacefully;
- Ignoring simple inappropriate negative behavior that is unpleasant; working in close partnership with parents to address children’s difficulties at home and at the program. Developing shared understanding to foster consistency between home and child care;
- Observing and recording children’s behaviors; and,
- Accessing specialized support services if a child’s behavior continues to be harmful to themselves or others. Referring the family, with written parental permission, for mental health counseling or other specialized services that can help address the child’s behavior problems.
- Developing behavioral and safety plans for children that require them.
- Ensuring that program staff is aware of all safety plans.
- Train staff on what methods of appropriate interventions is allowed in the program. Policies and procedures should be developed to support program staff in the use of any approved interventions.

**Boys & Girls Club of Greater Holyoke’s Policy with Respect to Behavior Management**

The Boys & Girls Club of Greater Holyoke has a detailed policy with respect to behavior management. A one-page summary of the policy, which is reviewed with all children, is also enclosed.

**Club expectations** – The Boys & Girls Club is the “*Positive Place for Kids*”. Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring and responsible citizens. Many youth see the Club as their “home away from home.”

Therefore, our expectations of staff are that they will treat children with kindness, civility, and respect. They will not impose judgments or unrealistic expectations. They will be trained in behavior management that is age appropriate, consistent, and reasonable.

Our expectations of our youth are that they too will treat each other, as well as staff with kindness, civility, and respect. Behaviors that will not be tolerated by anyone in the Club include name calling, teasing with malicious intent and/or if the child being teased does not enjoy the teasing, bullying, hitting, kicking, biting, loud or disruptive or unruly behavior, disregard of Club rules, disrespect of Club staff, inappropriate or vulgar language and/or gestures or any behavior which makes a staff and/or youth member feel uncomfortable.

**Enforcement of Club expectations** – Enforcement of Club expectations will apply to all members of the Club community as follows:

- *Communication*: The Club’s expectations with respect to how we treat each other will be communicated to all staff, youth, and parents upon joining the Club community. **All members of the Club community (staff, students, parents) will sign to indicate that they understand these expectations.**
- *Remedies with respect to inappropriate behavior by youth* - Failure of youth to comply with Club expectations will be handled as follows:

- *First incident* – At the first incident of inappropriate behavior (as described above), the youth will be taken aside and spoken to privately. All staff members will ensure that the child understands how his/her behavior was inappropriate. Depending on the severity of the incident (whether physical or not), the child may be removed from the activity he/she is involved in, may be denied a Club privilege (such as use of the computers or the gym), or may be kept apart from other youth for the rest of the day. Depending on the nature of the incident, the youth may be asked to make restitution to the youth and/or staff member who has been wronged, such as taping and/or fixing something that has been torn or broken. In any case a verbal apology is to be made.
- *Behavior report* – A behavior report will be written up describing the incident and the remedy taken. It will be signed by the staff member who witnessed the incident and co-signed by the On-site Coordinator. Three copies of the behavior report will be made and used as follows: A copy of the report will be given to the parent *on the day* the incident occurred; a copy will be placed in the child's file; and a copy will be filed in a Behavior Log book.
- *Additional incidents* – Should additional similar incidents of inappropriate and/or disruptive and/or disrespectful behavior occur within a short period of time (a week or two weeks), the On-site Coordinator will notify the youth's parents and/or guardian, *both verbally and in writing* that the youth is at risk of suspension. Should the behavior persist, after the first behavior report and two additional written warnings to the parent, the child will be suspended from the Club for an amount of time which will be determined by the On-site Coordinator. This suspension will be communicated to the parent *both verbally and in writing*. (Please see the Club's *Policy on Suspensions and Terminations*)
- *Staff treatment of Youth* - Under no circumstances will any youth be treated with cruelty or severe disciplinary measures. That is to say, the Club will not tolerate any of the following behavior by Club staff:
  - *verbal abuse*, including ridicule or embarrassment;
  - *physical abuse* – hitting, pinching, or using any other physical means to discipline; (the Club does reserve the right to use sanctioned methods of restraint by trained staff in case of violence and/or risk to other youth or staff);
  - *denial of satisfaction of basic needs* – denial of food, rest, or bathroom facilities to children.
- *Parent recourse* – Should a parent have cause to believe that a staff member has treated his/her child inappropriately; the parent should notify the On-site Coordinator immediately with the date of the incident and specifics regarding the incident. The On-site Coordinator will notify their supervisor immediately. The On-site Coordinator will talk to the staff member privately to notify the staff member of the charge that has been levied. The On-site Coordinator will then arrange for a meeting with the staff member and the parent, at which time the On-site Coordinator or Director of Program Development will mediate this meeting. Should it be determined that the staff member's behavior was inappropriate, a written report will be placed in the staff member's file, and

the staff member will be given a warning. Three such incidents are cause for staff dismissal. A copy of the incident will be given to the Club President.

- **Positive Reinforcement of Club Expectations - Staff will make every effort to recognize positive behavior**, both to the individual child as well as publicly. Staff will celebrate academic achievement (by posting Student of the Month awards), by creating Member of the Month programs. **Staff will also comment on and positively reinforce cooperative behavior**

#### **Boys & Girls Club of Greater Holyoke Policy with Respect to Terminations and Suspensions**

The Boys & Girls Club of Greater Holyoke is committed to being a safe haven for all youth, free from discrimination. Thus, we do not take suspensions or terminations lightly, and will resort to them only when all other forms of remediation have failed.

Nevertheless, we must ensure that the Club remains the *Positive Place for Kids* for all the youth we serve.

#### **Boys & Girls Club of Greater Holyoke Policy with Respect to Emergencies**

The Boys & Girls of Greater Holyoke has the following evacuation plans:

- **Quarterly fire drills** – The Boys & Girls Club conducts quarterly fire drills. These are not announced in advance to the staff. The fire drills are also documented with respect to timing, the number of youth in the building, and any issues that may arise are addressed immediately with all staff. Staff takes attendance records and emergency contact forms with them upon leaving the building. Youth and staff are to gather across the street in the basketball courts if safe, otherwise youth and staff will gather across the street on the corner of Cabot and Nick Cosmos Way. Staff will take cell phones with them to contact the fire department. The Program Director will maintain documentation of the date, time, and effectiveness of each drill in the Fire Drill Log
- **Evacuation signs** – Signs directing staff and members to evacuation routes are posted outside all program spaces.
- **During an emergency evacuation the Lead Teacher** - will be responsible for taking the attendance information and for leading the children out of the building. Assistant teachers and other staff will assist in the evacuation and check for stragglers.

**The Program Director** will make a visual inspection of each classroom before exiting the building.

The Center will maintain a daily attendance list that is current. Staffs are responsible for signing children in and out of the center by arrival and departure times. The attendance list will be kept on the top of the cubbies and be readily accessible in case of an emergency evacuation. The lead teacher will be responsible for taking the attendance list and for accounting for all of the children in the class once they are safely out of the building.

- **Weather-related emergencies** – in the event of a hurricane, tornado, and/or other weather-related challenge, all members will be brought down into the basement. There are program rooms, phones, and bathrooms downstairs.
- **Chemical and/or gas leaks** – In the event of an emergency that requires Club staff and members to vacate the premises, members will be evacuated to the War Memorial Building at 310 Appleton Street.
- **Violence** – in the event of violence in the street, the Club will go into a “lock-down” mode. All doors will be checked to make sure they are locked and all members will be moved to program spaces away from the windows.