



BOYS & GIRLS CLUBS
OF THE PIKES PEAK REGION

—◆ Est. 1888 ◆—

Parent Policies & Procedures Handbook

2025-2026

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Mission Statement

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

Purpose and Philosophy

Boys & Girls Club of the Pikes Peak Region has a primary goal of providing a comfortable, safe, and stimulating environment, to effectively meet the needs of youth. The teaching staff strives to build a respectful environment while simultaneously meeting individual needs of the children within the group setting.

All Boys & Girls Club of the Pikes Peak Region programs reflect the diversity of the Colorado Springs community. It is a fundamental goal to foster each child's pride and security to his or her own identity while promoting the children's awareness of and respect for others. The curriculum is deliberately multicultural; Club staff guide youth in exploration of differences and discovery in an atmosphere of trust and mutual recognition. The curriculum is designed to meet the academic needs of youth by conducting activities that promote creative expression and exploratory learning and linking youth development curriculum to each school's curriculum whenever possible. The Club runs a variety of youth development programs that fall within 5 core areas: Character & Leadership, Health & Life Skills, Education & Career, Sports, Fitness, & Recreation, and The Arts.

Boys & Girls Club of the Pikes Peak Region is committed to promoting and supporting all aspects of a child's growth in an atmosphere of respect. Your child is an individual who is an integral member of a group and whose uniqueness is acknowledged and appreciated by that group.

The development and training of staff is a continuous process, which includes attending workshops, listening to guest speakers, and frequent discussions. The staff is encouraged to visit other programs and to take classes related to child development. Each Club has a Branch Director and qualified Program Leads.

Locations

Central Office - Administrative only

1307 Aeroplaza Dr.

Colorado Springs, CO 80916

Ph: 719-570-7077 Fax: 719-570-7079

E.A. Tutt Club

1455 South Chelton Rd.

Colorado Springs, CO 80910

719-570-6242

El Pomar Club

805 Praderia Ave.

Colorado Springs, CO 80904

719-473-3490

Hours of Operation

After School Monthly Program:

Clubs operate on school days in session in your district. Check respective Club for current school year dates.

Care will be provided for most School Out Days (SOD) pending adequate sign ups of at least 20 members minimum two weeks prior to SOD. School Out Days are NOT built into the monthly program fee and are an additional charge, per child. Fall, Thanksgiving, Winter, February, and Spring Break programs may be hosted during these times at an additional cost & at a different location. Please check with the Branch Director or the Central Office for specific dates and pricing.

E. A. Tutt Club Hours:

Monday-Friday

3:00pm-7:00pm

El Pomar/The Club Hours:

Monday-Friday

2:30pm-6:30pm

The Club (Teen Program) – Friday ONLY

E. A. Tutt – The Club (13+) 2:00pm-7:00pm

School Out Days: 7:30am – 6:00pm*

*Hours subject to change.

Club Closures:

Martin Luther King Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Thanksgiving Day

Day After Thanksgiving

1st Friday of December

Christmas Eve

Christmas Day

New Year's Eve

New Year's Day

Holidays falling on a Saturday will typically be observed on the Friday before the holiday and those falling on a Sunday will be observed that Monday. All closure days will be posted by the Branch Director.

Inclement Weather Closures:

Due to severe weather conditions, closures may occur. If the school/district is closed due to inclement weather, the Boys & Girls Club of the Pikes Peak Region will also be closed. In the event that the **school cancels after school activities, there will be no afternoon care**. If school is released early due to inclement weather, there will not be afternoon care.

Boys & Girls Club of the Pikes Peak Region reserves the right to close any site due to inclement weather. For Boys & Girls Club of the Pikes Peak Region closures, please watch local television stations or visit our Facebook page at <https://www.facebook.com/BGCPPR>.

Admission Policy

AGES

Boys & Girls Club of the Pikes Peak Region accepts youth between the ages of 5 through 18 and is open to all without regard to race, color, creed, gender, nationality, or religious preference. Boys & Girls Club of the Pikes Peak Region strives to maintain a **1:20 staff to child ratio**.

FAMILY ORIENTATION

Families are encouraged to speak with their Branch Director to arrange a time to participate in being oriented to our program.

Special Needs/Accommodations & Behavioral Challenges

We welcome children with all abilities to our program. To provide the best care for your child, Boys & Girls Club of the Pikes Peak Region asks that parents schedule a meeting with the Director of Operations and Branch Director to discuss tips and best practices when caring for your child. If your child experiences challenges or has a special need/accommodations, please declare and provide that information when registering your child. This can be documented in the Parent Portal. The Club suggests that you provide medical or healthcare documentation regarding the special need listed.

If your child is on an Individualized Education Plan (IEP), we suggest that you share this plan with us to allow for consistency and a smoother transition from the child's school year into our After-School program. A behavior plan may need to be put in place dependent upon how the member conducts themselves within the program. The Club must be able to maintain our **1:20 ratio**. If the child requires a one-on-one caregiver, then it will be the parent's responsibility to provide an adequate caregiver. In addition, this person would then have to pass all background checks required by Boys & Girls Club of the Pikes Peak Region.

Charges & Payments Policies

- Due to system limitations, each child's account is only allowed one Parent Portal User. It is recommended that the Parent Portal User be the legal parent/guardian, the primary contact, and the person financially responsible for the account. This also pertains to a joint custody situation.
- Enrollment in a service serves as your **financial contract** with Boys & Girls Club of the Pikes Peak Region.

- **Membership Fee:** Payment for the appropriate membership fee is required to complete enrollment. The membership fee is non-refundable.
- **Initial Payment:** An **Initial Payment** for one month of service is required at the time of the online enrollment, is applied to the first month of service, and is non-refundable or prorated if a child is absent, regardless of reason.
- **After School Monthly Service:** Ages 5-12 years old. Monthly fees will be charged, and payment will be required through the end of the school year or until the Club receives a written two-week notice of withdrawal. Payments for all services are due regardless of your child's attendance and are not refundable or prorated if a child is absent, regardless of reason, including but not limited to illness, suspension, weather, or other Club closures.
- **The Club Teen Service:** An after-school service for teens, ages 13-18 years old. Payment of the **Teen Membership Fee** is required. There are no daily, weekly, or monthly fees for this service.
- **Additional fees for Field Trips will apply.**
- **Additional Services:** School Out Days, Fall, Winter and Spring Break services are not included in the after-school services for the 5–18-year-olds. These services will need to be enrolled and paid for separately, if desired.
- **Rates Subject to Change:** Rates are subject to change without notice. Families who withdraw or are disenrolled from the program for non-payment will have to re-enroll in the program at current rates.
- **Charges and Payments:** Payments are due on or before the **1st of each month**.
- **A late fee** of \$5.00 per child per day will be charged beginning on the 2nd business day of the month.
- **Care will be suspended immediately** if payment, or a payment arrangement, is not received by the 4th business day of the month. See Suspension & Termination Due to Unpaid Accounts section below.
- **Payment Options:** You have the option of choosing Automatic or Manual Payments at the time of enrollment. Debit/Credit card information for payments made through the Parent Portal will remain on file through the enrollment period. If you wish to change your selection after the enrollment is complete, please contact the Central Office.
 - **Automatic Payments** - If you select "Auto Payments" at the time of enrollment, the credit/debit card on file will be charged as indicated on your Payment Schedule. If the charge is declined, you will be notified by email and/or phone. You must make a payment manually through the Parent Portal, via the Pay tab, **and** update credit/debit card information via the Financials tab, if applicable. If a manual payment is not made on the due date, then a second automatic charge will be attempted the following day. If payment is not received the day after it is due, care will be suspended according to policy. Excessive declines may result in additional processing fees and/or the account being changed to the manual payment option with an adjusted Payment Schedule.
 - **Manual Payments** - If you select "Manual Payments" at the time of enrollment, your weekly payments will be due on the dates specified on your Payment Schedule. Payments may be made in the following ways:
 - Credit or debit card through the Parent Portal.

- Cash or money order at the Club or at the Central Office. Boys & Girls Club of the Pikes Peak Region does NOT have cash on location so please bring exact amounts. Checks are not accepted for Monthly After School services.
- Receipts will be provided when payment is received at the Club or Central Office.

Late Pick Up

It is important that each child be picked up before the Club closes. If you are going to be late, please call the Club. It may be possible to arrange for a friend, neighbor, or relative to pick up the child/children.

During the school year, only **three** late pickups with fees paid will be allowed by the parent/guardian. Upon the **fourth offense, care will be terminated**, and late pick up fees will apply. Please make sure to list reliable emergency contacts or update them, as necessary. Children not picked up during one hour of close of business **with no communication from parents**, will be referred to the Colorado Springs Police Department as well as the Department of Human Services.

Late Pick Up Fee

Families will be charged \$1 per minute, per child, after the Club has closed. The late pick-up fees will need to be paid prior to your child's next day of service.

Suspension & Termination Due to Unpaid Accounts

Services will be suspended immediately if payment has not been received by the 5th business day of the month, or a payment arrangement has not been approved. In the event your child attends after being suspended, you will be called to pick up the child within an hour. If your child is not picked up within the hour, you will be charged an additional \$5.00 per day (and per child). Continued failure to make the monthly payments on time may also result in termination of services. You authorize Boys & Girls Club of the Pikes Peak Region to collect any outstanding balance(s) by charging the credit/debit card on file. Services may not resume until past due and current account balances have been resolved.

Collections

If payment for the balance due is not received via in house collection attempts, your account will be sent to an outside collection agency for the balance due and possible collection and attorney fees. Once your account has been sent to the collection agency, Boys & Girls Club of the Pikes Peak Region no longer holds ownership of the account and cannot retrieve the account or accept payments or payment arrangements.

Annual Payment Summaries (Tax Statements)

You may view and print this report from the Pay tab in the Parent Portal. If you have an outstanding balance, this report will not be accessible through the Parent Portal. Contact the Central Office with questions or concerns. No amounts will be given out over the phone.

Withdrawal From Services

Boys & Girls Club of the Pikes Peak Region requires a **two-week notice** to withdrawal from all services. Withdrawal from service must be done in writing by submitting a Withdrawal Form or emailing registration@bgcpper.org. If a remaining balance is due, payment will be required **before** the last day of care. If there is any credit on the account, it will be applied to outstanding charges, or a refund will be issued. **Failure to withdraw at least two weeks in advance will result in a continued financial obligation.**

Sign In & Out

A parent or authorized adult over the age of 18 is required to use daily sign in and sign out sheets for documentation purposes for all members 5 years to 12 years old. Boys & Girls Club of the Pikes Peak Region requires a full signature for child arrival and departures. A parent/guardian is required to accompany their child into the program and sign him/her in with the accurate time. Parent/guardian must sign the child out with an accurate time at pick up as well. Members 13 years or older can sign themselves in and out without a parent/guardian signature. Anyone under 18 is not allowed to sign in or sign out any Club member in place of their parent/guardian. **BGCPPER will use the doorbell system located at the front door of each traditional Club for drop off and pick up for the school year.**

Release of Children

Only parents or persons over 18 years of age with pick up authorization will be allowed to take a child from the Club. In emergency situations, the parent may give verbal authorization to Club caregivers. This person will need a valid photo ID and must sign the child out with the accurate time. Contacts may be added/updated through the Parent Portal.

Emergency Contacts: It is important to keep emergency contacts up to date through the Parent Portal. Branch Directors and Program Leads will release a child only to the parent or someone authorized by the parent with proper identification, 18 years old or older as indicated on the emergency contact list. Please notify the Branch Director if someone not listed on the emergency list needs to pick up your child.

Intoxicated Persons at Pick Up

For the safety of the members, the Boys & Girls Club of the Pikes Peak Region has established a procedure in the event of anyone attempting to pick up a member while under the influence of or impaired by alcohol or drugs. If a staff person suspects intoxication, a conversation will take place and they will call an authorized contact listed in the parent portal of the members to pick up. If the individual insists on leaving with the member, the staff will immediately contact law enforcement and advise them of the situation. Failure to comply with this policy could result in termination of services.

Television, Video Viewing, & Video Games

Television will not be watched during school year services. Video viewing can be used in conjunction with the curriculum, to expand learning concepts and activities, and for special celebrations on a limited basis. Videos will be rated G or PG. Use of video game systems will also be limited and games will be appropriately rated for use with children.

Technology Acceptable Use Policy

Members are expected to act responsibly and thoughtfully when using technology resources. Before a member will be allowed to use Boys & Girls Clubs of the Pikes Peak Region (BGCPPR) technology equipment or their personal device, both the member and their parent/guardian will need to read the Technology Acceptable Use policy. After reading, a parent/guardian must sign off on the Universal Signature Form. Under the Technology Acceptable Use Policy, the following will apply:

BGCPPR devices include any and all BGCPPR owned/leased current and emerging technologies and devices that can take photographs, play and record audio or video, input text, upload and download content, connect to wired or wireless networks, and/or media and transmit or receive messages or images.

Personal devices include any and all devices and emerging technologies a member has in their possession not owned/leased by BGCPPR. Included are devices that can take photographs, play and record audio or video, input text, upload and download content, connect to wired or wireless networks, and/or media and transmit or receive messages or images.

BGCPPR purposes include program activities, career development, communication with experts and/or Club peer members, and homework.

Authorized use: BGCPPR devices and personally owned devices are permitted for use during approved BGCPPR times for BGCPPR purposes and in approved locations only. The BGCPPR Branch Director will notify members of approved time and appropriate locations. BGCPPR expressly prohibits the use of BGCPPR devices or personally owned devices in locker rooms, restrooms and other areas where there is an expectation of privacy. Members are responsible to inquire with staff when they are unsure of the permissibility of a particular use of technology prior to engaging in its use.

Inappropriate use & discipline: Members must be aware of the appropriateness of communications when using BGCPPR or personal 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:

- Information that could harm an individual, BGCPPR community, or disrupt the BGCPPR environment;
- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening or disrespectful language or images typed, posted or spoken by members;
- Personal attacks, including prejudicial or discriminatory attacks;
- Harassment (persistently acting in a manner that distresses another person) or stalking of others;
- 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.
- Any Cyberbullying that is determined to disrupt the safety and/or well-being of BGCPPR, BGCPPR members, BGCPPR staff or community is subject to disciplinary action. Examples include:

- Harassing, threatening or hurtful text messages, emails or comments on social media.
- Rumors sent by email or posted on social networking sites.
- Embarrassing pictures, videos, websites
- Impersonation or fake profiles.
- Members may not attempt to log in through another person's account or accessing another person's files.
- Members may not use any network to engage in any illegal act, including but not limited to arranging for the purchase or sale of alcohol, tobacco or other drugs; engaging in criminal activity; or threatening the safety of another person.
- Members may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.

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 BGCPPR or personally owned device, as determined by BGCPPR staff, can lead to disciplinary action including but not limited to confiscation of the device, immediate suspension from BGCPPR, termination of membership and, if applicable, referral to local law enforcement. If a member is told to stop sending communications, that member must cease the activity immediately.

Monitoring and inspection: BGCPPR 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 prohibited from bringing or using personal devices at BGCPPR in the future. Allowing inspection after the device has left BGCPPR custody may not overturn a decision to prohibit a member from bringing a personal device as information may have been erased or deleted.

Loss and damage: Members are responsible for always keeping personal devices with them and putting devices away in areas designated by BGCPPR staff. Staff are not responsible for the security and condition of the member's personal device. Boys & Girls Club of the Pikes Peak Region is not liable for the loss, damage, misuse, or theft of any personal device brought to the program.

Internet access: Personal devices used at BGCPPR may not access any network and are not permitted to directly connect to the internet through a phone network or other content source. BGCPPR reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks, or other services. Members must place devices with a mobile network in airplane mode prior to utilizing during approved times at BGCPPR.

Parental notification and responsibility: While the BGCPPR Technology Acceptable Use Policy restricts the access of inappropriate material, supervision of internet usage might not always be

possible. Due to the wide range of material available on the internet, some material might not fit the values of members and/or their families. Because of this, it is not considered practical for BGCPPR to monitor and enforce a wide range of social values in member use of the internet. If parents/guardians do not want members to access information beyond the scope of the Technology Acceptable Use Policy, they should instruct members not to access such materials.

Digital Code of Conduct: BGCPPR shall conduct themselves online in a manner that is aligned with the BGCPPR Code of Conduct. The same rules and guidelines members are expected to follow offline (i.e., in the real world) shall also be followed when online. Should a member behave online in a manner that violates the BGCPPR Code of Conduct, that member shall face the same discipline policy and actions they would if their behavior had happened within the physical BGCPPR environment.

Digital citizenship and technology safety training: All members who wish to use a BGCPPR device or equipment will be required to successfully complete a provided Boys & Girls Clubs of America digital citizenship and technology safety training. This training is required for all members annually prior to utilizing devices in BGCPPR. The Branch Director will provide information regarding the digital citizenship training.

Absence Policy

It is vital that Boys & Girls Club of the Pikes Peak Region is contacted if a child will be absent. Boys & Girls Club of the Pikes Peak Region must be notified by 12:00 pm. If children are being transported by the district bus or a Club van from the school to the Club, it is important that staff know which youth will be arriving/being picked up for the day. Continual failure to communicate with the Branch Director regarding changes or cancellations for transportation will result in termination of transportation. This is the Clubs discretion and for safety purposes.

Illness Policy

For a child to get the most out of the Boys & Girls Club of the Pikes Peak Region program, he/she needs to be in good health. Do not bring a child if he/she cannot participate fully in the indoor and outdoor activities. Please do not send a child if he/she has a fever or is vomiting. Please notify the program if your child is going to be absent three or more days because of illness.

If a child shows signs of illness or injury, staff will contact the parent/guardian or emergency contacts to alert them to the injury or symptoms of illness. If symptoms are deemed serious it is expected that the parent/guardian will arrange for the child to be picked up within one hour of the original phone call.

Staff will make every effort to comfort the child by providing a secluded area for the child to rest. In case of an emergency, 911 will be called. If transportation or medical costs incur, the parent/guardian will be held responsible for all financial fees.

Communicable Illness

When children have been diagnosed with a communicable illness such as hepatitis, measles, mumps, meningitis, diphtheria, rubella, salmonella, tuberculosis, giardia or shigella, the parent/guardian must notify the center immediately.

Children will not be admitted back to the program without a physician's note stating the child is clear of the communicable illness. If a child is found to have lice, they will not be admitted until all nits are gone. Children with pink eye are required to be on medication and wear an eye covering before they will be admitted.

Staff members with a communicable illness will not be permitted to work or have contact with children or other staff members if the illness could be readily transmitted during normal working activities.

The day a communicable illness or parasite is discovered in our facility, Kids Club 360 will inform the parent/guardian in writing by:

Posting a sign on the door

Posting a sign on our bulletin board

Giving each parent written information on the specific illness

Posting a sign on the sign in/out sheet

Facility staff will ensure that the name of an ill child or staff person remain confidential.

Medication Administration

Boys & Girls Club of the Pikes Peak Region will administer medication to a child ONLY after receiving a completed medication release form from the parent or guardian which can be found online. For each child receiving medication at the site, a release form will include:

- The name of the medication
- The dosage
- The route of administration
- The times and dates to be administered
- The illness or condition being treated
- The parent or guardian signature
- The physician's signature

The medication form will be checked for completion by the Branch Director. The prescription label does not serve as the doctor's orders. **DO NOT** send medication with the child. Please give the medication directly to the Branch Director. Medication is stored and locked in a secure box.

Boys & Girls Club of the Pikes Peak Region will only have medication administered to children by a trained, designated caregiver. This caregiver will be trained to:

- Check the label and confirm the name of the child
- Read the directions regarding administration of medication
- Properly document administration of medication – Boys & Girls Club of the Pikes Peak Region will maintain medication records for six weeks that include:

- Times, dates, and dosages of the medication given
- The signature or initials of the caregiver who administered the medication
- Any errors in administration or adverse reactions

The Branch Director or designee will report any adverse reactions to a medication or error in administration to our contracted nurse and the parent or legal guardian. This will be reported immediately upon recognizing the error or reaction. Medications stored in refrigerators will be in a locked container.

For over the counter and prescription medications, they must:

- Be in the original or pharmaceutical container
- Have the original label
- Include the child's name
- Have a child proof cap
- Have instructions for administration

The Branch Director will return any unused or out-of-date medications to the parent or guardian. *(The parent/guardian may wish to have the pharmacist use two containers for medicine so that one may be left at Boys & Girls Club.)*

Boys & Girls Club of the Pikes Peak Region staff are unable to administer aspirin, aspirin free tablets, cough lozenges or medical ointments unless a doctor prescribes them in writing. The "Medication Administration" form is available online.

Any additional costs associated with administration of medication will need to be paid by the Parent/Guardian. This includes specialized training staff may need for medications. Examples include but are not limited to seizure medication & insulin.

Allergies & Allergic Reactions

Parent/Guardian must notify the Boys & Girls Club of the Pikes Peak Region if a child has an allergy or an allergic reaction to any food or drug. A list of children and their allergies will be maintained and kept confidential at each Club. In the event your child has an allergic reaction we are not aware of, we will take steps to ensure the safety and well-being of the child up to and including contacting emergency personnel for assistance at parent/guardian expense.

Daily Schedule

In meeting our goal, Boys & Girls Club of the Pikes Peak Region have designed an outcome driven club experience that is both consistent and flexible. Having a predictable routine helps the youth feel secure and increases his or her confidence.

Each day includes both Club staff-organized and child-initiated activities, indoor and outdoor activities, active and quiet periods, group, and individual play. Specific daily schedules are posted at each Club location.

Training & Orientation of Caregivers

All program staff members are 19 years or older and meet all Boys & Girls Club of the Pikes Peak Region program qualifications. Each staff member completes orientation training prior to working on the floor as well as quarterly trainings which are provided by the Operations Department and/or the Branch Director.

Orientation Training includes:

- A job description
- An introduction and orientation to the children, which includes special conditions such as allergies and medical conditions of any child
- Procedures for releasing children to parents or guardians
- Club policies and procedures
- Reporting requirements for witnessing or suspicion of abuse, neglect, and exploitation of children and how to make a report
- Employees will be required to read the Policies and Procedure Handbook for our families
- All caregivers are required to have a minimum of fifteen hours of documented in-service training each year.

The following in-service training topics must be addressed annually:

- Standard Precautions which include information on proper hand washing, OSHA requirements, and sanitation techniques
- Proper procedures in administration of medications
- Recognizing early signs of illness and determining when there is a need for exclusion from the facility.
- Accident prevention and safety principles
- Reporting requirements for abuse, neglect, and exploitation
- Positive guidance for management of children
- CPR/First Aid

Each program's Branch Director and Program Leads are responsible for knowing the current rules and regulations and always adhering to them.

Additional training opportunities available through outside agencies, videos, reading materials and other sources may be made available through the Operations Department and/or Branch Director.

Supervision & Protection of Children

Boys & Girls Club of the Pikes Peak Region ensures that all children are adequately supervised. Our level of supervision includes maintaining child to caregiver ratios. The Branch Director will ensure that ratios are adjusted to maintain the levels of supervision and care by being able to hear and see our children.

Each location will use a half hour tracker. Half hour trackers are always used by staff to keep an accurate head count and track the movement and whereabouts of all members of the program.

When a child moves from one activity area to another, the staff will communicate through walkie talkie and alert another staff that the child is headed their way. Once the child has been received, that staff member will communicate that, and all staff will adjust their numbers as needed.

When children are using the bathroom, Boys & Girls Club staff supervises and protects with a staff member monitoring from outside the bathroom.

When children are in a large group, such as outside on the playground, during off-site activities, on a field trip, or participating in a special mixed group activity, supervision and protection will be maintained.

Lost Child

At Boys & Girls Club of the Pikes Peak Region, every step will be made to ensure the safety of every child – Hence, the importance of daily sign in and out sheets and headcounts. Boys & Girls Club of the Pikes Peak Region does recognize that no matter how careful, accidents may still occur.

Staff are trained to never leave the children unattended. Children will be in view at all times.

Branch Directors or Program Leads must always have a means for determining who is present at Boys & Girls Club of the Pikes Peak Region.

If it is determined a child is missing, the following steps will be taken:

- Staff will check the bathroom
- Staff will check around the immediate area where child was last seen
- Staff will check all rooms where the child would typically go and other rooms of use in the program

If the child is not found after a fifteen-minute search, staff will contact emergency personnel, the child's family, the supervisor, and file a lost child report.

Guidance & Discipline

Discipline will be approached in a positive, consistent way. Rules, expectations, and limitations are simple and understandable. Employees strive to model, teach, and encourage good communication skills, problem solving skills and positive interactions. When a child displays inappropriate behavior, the situation will be discussed with the child and the child will be instructed on how to appropriately handle similar situations. Brief separation is sometimes necessary to relieve undesirable situations. In cases of extreme behavioral issues or where a child who has been identified with special needs has behavior issues, parents will be partnered with to develop a behavior support plan. Information may be given to the family about programs and services available to assist them and their child. It is expected that parents support our staff and work as partners to keep consistency in behavioral expectations. Frequent acts of misconduct may result in suspension or expulsion from the program.

Boys & Girls Club of the Pikes Peak Region uses discipline to encourage the child's self-control and reduce risk of injury and any adverse health effects to self or others. Staff will use the following positive discipline measures for children: positive reinforcement, Positive Youth Development, Love & Logic, redirection, and verbal praise.

The following rules help caregivers, parents, and children understand the expected conduct at Boys & Girls Club of the Pikes Peak Region:

- Keep hands and feet to oneself
- Follow the directions of adults
- Use equipment properly
- Treat others with respect
- Use appropriate language
- Settle disagreements by discussing them

Discipline measures will **not** include any of the following:

- Corporal punishment-including hitting, belittling, shaking, biting, pinching, or spanking
- Forced physical exercise to eliminate behaviors or use of punitive work assignments
- Use of abusive, demeaning, or profane language
- Forcing or withholding of food, water, rest, or toileting
- Punishment by peers or use of group punishment for individual behaviors

If the expected conduct is not maintained, Boys & Girls Club of the Pikes Peak Region staff will:

- Start with a conversation with the member. Staff are to get down on the level of the child and explain why this type of behavior is not okay, discuss why the rule is in place and how it affects others. Then the staff and members will come up with solutions on how to make better choices next time.
- If the same behavior occurs again, the child may be asked to sit out or be redirected to a new activity. Members will not sit out longer than their age (ex- a child that is 5 years old will not sit out longer than 5 minutes at a time). Once their time is up, staff will follow up with a conversation on a better solution. The child will be given a warning that the next time there will be a write up. A conversation with the parent may also occur.
- A third occurrence of the same behavior may result in a disciplinary report. All disciplinary reports are to be discussed with and signed by parents. Parents can request a copy of the report, which will then be given by the end of the next day.
- If the behavior continues after three disciplinary reports, the child may be suspended.
- Any acts of violence will not be tolerated, and immediate suspension will occur.
- If a child has three or more suspensions, a meeting with the parent, Site Director, and Director of Operations on how to work together to create a successful environment for the child may take place. This may include creating a behavioral plan.
- If, after this meeting, the behavior continues another meeting to discuss withdrawal from the program may occur.
- Members who have been suspended or sent home for the day from the program must be picked up within 1 hr. Failure to do so may result in termination of services.

Parent Communication, Involvement, & Participation

Boys & Girls Club of the Pikes Peak Region encourages parents to talk to staff daily. We invite parents to share their skills/talents with the children. Parents may request a conference with the Branch Director or schedule an appointment to visit at any time. To keep parents well informed, important schedule changes, forms requiring signatures for events and announcements are posted on or near the front desk.

Your cooperation in the Boys & Girls Club of the Pikes Peak Region program is important because it creates a partnership in the development of your child. Since children are often in our care for several hours, we view ourselves as a meaningful part of your child's life. It helps staff to know about family changes, such as a deployment, marriage, divorce/separations, or a new family member. Staff will also share any concerns that arise.

Parent & Children's Rights

Rights as a Child in the Program

All children in our program have the right to be treated in a non-discriminatory manner and have the freedom to express, practice religious and spiritual beliefs. Boys & Girls Club of the Pikes Peak Region encourages children to bring their questions and concerns about our program first to the Program Leads and if further assistance is needed, then to the Branch Director.

Rights as a Parent in the Children's Program

As a parent concerned with your child's well-being and education, Boys & Girls Club of the Pikes Peak Region encourages parents to bring their questions and concerns about our program first to the Branch Director. If any issues remain unresolved, a meeting may be requested with their direct supervisor.

Personal Belongings & Money

Members may NOT bring personal belongings to the site unless the Branch Director has given permission. If the Director has given permission, these items must be clearly labeled with the member's name. Boys & Girls Club of the Pikes Peak Region will not be held liable for any lost, stolen or damaged items.

During special events or on field trips, members often want the freedom of having spending money. Additional funds for souvenirs or treats are at the discretion of the parent. Boys & Girls Club of the Pikes Peak Region only asks that it be a reasonable and not an excessive amount. All money that is lost or stolen from a member is the responsibility of the parent/guardian. Boys & Girls Club of the Pikes Peak Region will not be held liable for such incidents.

Staff reserve the right to search and/or take possession of any personal items that are of concern. In the event a staff member has a concern, staff will take possession of item(s) of concern. Staff will then notify the Branch Director. The Branch Director or staff member will then search Club members' belongings. Parents will be notified once search has been conducted. There may be disciplinary action depending on the item(s) of concern. Please see Guidance & Discipline and Technology Use Policy for explanation on discipline.

Aquatics Safety Plan

Our primary commitment is to the safety and well-being of all youth during aquatic activities. All swimming will take place at Pikes Peak Athletics facilities, which are always supervised by at least one certified lifeguard. To ensure vigilant oversight, Kids Club 360 maintains strict staff-to-youth ratios, ranging from one adult for every three children (1:3) to a maximum of one adult for every five children (1:5). This multi-layered supervision model, combining facility lifeguards, trainers, and our dedicated staff, establishes a secure environment for all participants during our standard aquatic programming.

For any off-site aquatic field trips to locations such as waterparks or waterfronts, a comprehensive safety evaluation will be conducted by a knowledgeable staff member prior to the visit to ensure the facility meets our stringent safety criteria. All staff attending will receive mandatory, site-specific training. This training covers the facility's emergency action plan, enforcement of the buddy system, specific supervision responsibilities for both swimming and non-swimming areas, and protocols for protecting non-swimmers. By preparing our team for the unique conditions of each environment, the site ensures our high safety standards are upheld, no matter the location.

Transportation & Field Trips

Boys & Girls Club of the Pikes Peak Region offers various extracurricular activities for children to attend. The activities are planned and presented to parents. Parents are required to fill out a permission slip or give written permission for their child to attend/participate. All staff are required to carry group lists, emergency contact information, and perform head counts at regular intervals throughout the outing. Please watch for postings at your child's Club for potential field trips.

Drop off and pick up of children at the field trip may not be accommodated. Please schedule appointments appropriately.

Safety is especially important when transporting our children. Boys & Girls Club of the Pikes Peak Region transports children using our vans or contracts with an authorized third party. When children are being transported, at least one person accompanying the children in the vehicle will have current CPR and First Aid course completion. No child will be transported in any mode of transportation that the Colorado Department of Human Services does not deem safe and acceptable. All vehicles used for transporting children to and from our site will be currently registered and maintained in a clean and safe condition. A release form signed by the parent or guardian will be on hand for reference. No child will be permitted to remain unattended in the vehicle. Children will remain seated in seat belts while the vehicle is in motion. Keys will be removed from the vehicle any time the driver is not in the driver's seat. Smoking is prohibited in the vehicle.

Each vehicle used will:

- Be driven by an adult with a current state driver's license that authorizes the driver to operate the type of vehicle driven

- Contain a first aid and bodily fluid clean up kit
- Be able to maintain temperatures between 60-90 degrees Fahrenheit
- Be equipped with individual, size-appropriate safety restraints
- Be enclosed
- Be locked during transport

Expectations During Travel

Before the children go on any field trip, bus expectations and safety rules will be discussed with the children. The following guidelines are for all members while on the bus:

- Children's backpacks and bottoms stay in the seat
- Children are to always face forward
- All body parts & belongings remain inside the bus
- Inside voices or whispers are to be used while on the bus
- One staff remains on bus while children unload to check for children and personal belongings
- Attendance is taken while children load/unload the bus

Emergencies During a Field Trip



If an emergency occurs while off site, staff will take roll and move the children to a safe location, notify their direct supervisor and parents will be notified by the office. Staff will alert the bus driver and evacuate children depending on the situation.

Emergency & Disaster Plan

Boys & Girls Club of the Pikes Peak Region has an emergency and disaster plan which includes procedures for reporting emergencies and evacuating the facility. This written plan is at the Club and accessible to all staff. Evacuation plans are posted in prominent locations of each room or areas of the Club. The Club holds monthly fire drills which are documented. The Club is inspected bi-annually by the local fire authority and maintains fire extinguishers with a current tag.

Contacts notified in an emergency (listed in order of priority):

1. Appropriate emergency agency based on situation
 - a. Fire Department: 911
 - b. Police: 911
 - c. Police: Non-Emergency 719-444-7000
 - d. Poison Control: 1-800-222-1222
 - e. Child Abuse: 719-444-5700
2. Director of Operations
3. Parents/Guardians

	<p>LOCKOUT</p> <p>Lockout is called when there is a threat or hazard <u>outside</u> of the Club building.</p> <p>Examples of Lockout conditions: dangerous animal on Club grounds, criminal activity in area, or civil disobedience.</p> <p>During a lockout, no one will be allowed in or out of the building until the lockout has been lifted.</p>
	<p>LOCKDOWN</p> <p>Lockdown is called when there is a threat or hazard <u>inside</u> the Club building.</p> <p>Examples of Lockdown conditions: dangerous animal within Club, intruder, angry or violent parent or member, active shooter.</p> <p>During a lockdown, members will not be released until the lockdown has been lifted.</p>
	<p>EVACUATE</p> <p>Evacuation is called to move students and staff from one location to another.</p> <p>Evacuation conditions can include fires, toxic spills, water line breaks, gas line breaks or anything that would create structural damage or pose a health or safety risk inside of the building.</p> <p>During an evacuation, parents will be notified when and where they can pick up their child(ren).</p>
	<p>SHELTER</p> <p>Shelter is called when the need for personal protection is necessary.</p> <p>Shelter conditions can include weather related issues such as tornadoes, floods, lightning, or blizzards. Shelter can also take place if there is a safety or health risk outside of the building.</p> <p>When staff and members are out of immediate risk, parents/guardians will be notified when they can come and pick up their child(ren).</p>

Medical emergency or injury involving a child

- If there is a life-threatening injury to a child, the Branch Director will contact emergency personnel before contacting the parents or legal guardian. Parents are responsible for any medical or hospital fees or costs associated with the child's medical treatment that may proceed without further authorization.
- If parents or legal guardians cannot be reached, the Branch Director will then attempt to contact the child's emergency contact person.

For any medical emergency or injury involving a child, the following steps will be taken by staff:

- CPR/First Aid will be administered if needed

- Accident report will be filled out and signed by a legal parent/guardian
It is the parents/guardian's responsibility to keep their emergency contacts and other information updated so that staff may reach parent/contact in a timely manner.

Food Service

Boys & Girls Club of the Pikes Peak Region participates in the Colorado Child and Adult Food Program (CACFP) which assists in providing nutritional meals at an affordable rate. The Boys & Girls Club food service menus meet the guidelines of the USDA Child Care Food Program. This institution is an equal opportunity provider for CACFP.

Children are provided snacks daily after school, but may be required to bring a nut free, non-refrigerable, non-microwavable lunch on School Out Days and Holidays. Snacks consist of two of the food groups; 100% juice may be served in place of a fruit and milk may be one of the components. Menus are posted at each site and available for parent review. Substitutions or corrections will be noted on the menu, if applicable. Food is to be eaten in the designated area. The children must wash their hands before and after eating.

If your child has allergies, please notify staff immediately. If your child has special food needs, Boys & Girls Club of the Pikes Peak Region requires that you complete a **Special Dietary Statement Form** which will need to be signed by your physician.

Boys & Girls Club will only substitute food items based on food allergies with a doctor's note and submitted Special Dietary Statement Form as described below.

Child Abuse & Neglect

Boys & Girls Club of the Pikes Peak Region recognizes each individual's basic human and legal rights. It is our policy that ALL staff and volunteers treat individuals with dignity and respect. Physical abuse, verbal abuse, or neglect of any individual within or outside the program and facilities is forbidden. ANY staff member or volunteer who has knowledge or reasonable suspicion of abuse or neglect of any individual must report this information to the Director of Operations, as well as the El Paso County Department of Human Services. As youth development professionals it is mandated to report signs of possible abuse or neglect. The staff will not discuss any suspicions of abuse or neglect with the family members, nor will families be informed if a call has been made. If you suspect a youth serving provider is being negligent or abusing a child, please notify the Department of Human Services at 719-444-5700 or 911.

Neighborhood Youth Organization

The E.A. Tutt and El Pomar locations operate as Neighborhood Youth Organizations and are not state licensed childcare facilities. Health and local fire departments inspect our programs. All staff are required to be cleared by the Colorado Central registry. This lists anyone convicted of child abuse or neglect. Each staff is also fingerprinted and cleared through the CBI/FBI for felony charges.

Tobacco, Alcohol, Illegal Substances, Weapons, & Sexually Explicit Materials

Boys & Girls Club of the Pikes Peak Region prohibits the following anywhere or anytime on the premises or in the vehicles used by the site:

- The use of tobacco
- The use of alcohol
- The use or possession of illegal substances and weapons to include firearms
- The use or possession of sexually explicit materials
- The use of vape devices and/or other paraphernalia