



**2019-2020**

**Parent Policies & Procedures**

**Handbook**

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## Mission Statement

Our Mission: To empower every Club member, through safe and impactful experiences, to: graduate high school with a plan for college or career, contribute to their community and live a healthy life.

## Locations

### Central Office

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

### Central Office:

Monday – Friday 8am – 5pm

### El Pomar

After School Monthly Service: Monday thru Friday, 2:30 pm – 6:30 pm  
School Out Day: 7:30 am – 6:00 pm

### E.A. Tutt

After School Monthly Service: Monday– Friday, 3:35 pm – 7:30 pm  
School Out Day: 7:30 am – 6:00 pm

### **Club Closures:**

Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Day After Thanksgiving

Christmas Eve  
Christmas Day  
New Year's Eve  
New Year's Day  
Martin Luther King Day (Staff Training)

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 KKTU or KOAA as well as our Facebook page.

## **Admission Policy**

### **AGES**

Boys & Girls Club of the Pikes Peak Region accepts children between the ages of 6 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 or lower 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.

### **ENROLLING CHILDREN with SPECIAL NEEDS and 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 Branch Director to discuss tips and best practices when caring for your child. If your child experiences challenges or has a special need, we ask that you provide that information when registering your child. 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 day 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. We 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

## Charge & Payment 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.
- **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.
- **After School Monthly Service:** Ages 6-12 years old. Charges are based on the service and are not determined by your child's attendance. Monthly fees will be charged, and payment will be required, through the end of the school year or until we receive a written, two-week notice of withdrawal.
  - An **Initial Payment** for one month of service is required at the time of the online enrollment and is **not refundable**. It will be applied to the first month your child attends.
  - Payment for the **Membership Fee** is required to complete enrollment. The membership fee is also **not refundable**.
  - Payments for the after-school service are **due on or before the 3<sup>rd</sup> of each month**.
  - **A late fee** of \$5.00 per child will be charged on the 4th of the month.
  - **Care will be suspended immediately** if payment, or a payment arrangement, is not received by the 5th of the month. See Suspension & Termination Due to Unpaid Accounts section below.
  - **Payment Options** - Payments may be made in the following ways:
    - **Manual Payments** - This is the default payment option for Club services. Payments may be made via:
      - Credit or debit card through the Parent Portal.
      - **Cash or money order only** at your Club or the Central Office.
      - Receipts will be provided when payment is received at the Club or Central Office.
    - **Automatic Payments:** Automatic payments are not available for Monthly fees. Manual payments are the only option available for the type of service.
  - Payment arrangements are **ONLY** valid when made directly through the Finance Department.
  - **Withdrawals:** To withdraw your child from the after-school service requires a written, two-week notice. You must complete a Withdrawal Form and return it to the Branch Director or email it to [registration@bgcpper.org](mailto:registration@bgcpper.org). Failure to provide notice of withdrawal will result in a continued financial obligation.
- **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, Winter and Spring Break services are not included in the after-school services for the 6-18-year olds. These services will need to be enrolled and paid for separately, if needed.

### **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 pick-ups 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 an hour after Club closure 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 5<sup>th</sup> of the month, or a payment arrangement has not been honored. 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 amount plus payment for the next month of care have been received.

### **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.

### **Sign In and 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 6 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. Teens will not be allowed to sign in or sign out any siblings under the age of 13 in place of their parent/guardian.

### **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 Leaders 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 children, the Boys & Girls Club of the Pikes Peak Region has established a procedure in the event of anyone attempting to pick up a child 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 of the child's to pick up. If the individual insists on leaving with the child, 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, and Video Games**

Television will not be watched during after school 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.

## **Electronic Devices**

Boys & Girls Club of the Pikes Peak Region recognizes the importance of children having a cell phone and being able to communicate with parents. However, cell phones, iPads, tablets, and gaming devices are not allowed out during Club programming. Electronic devices may be used during free time and only for a limited amount of time. If a child continues to violate this policy, they will be asked to leave their devices at home or check them in at the front desk until they are picked up for the day.

## **Absence Policy**

It is vital that Boys & Girls Club of the Pikes Peak Region is contacted if a child will be absent. If children are being transported by bus from the school to the Club it is important that staff know which kids to pick 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 at our 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.

### **Allergies and 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.

### **Supervision and 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 the child has been received 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 a Program Leader 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 and 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, 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

## **Parent Communication, Involvement, and 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 and 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 Group Leaders 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 and Money**

Children may NOT bring personal belongings to the site unless the Director has given permission. If the Director has given permission, these items must be clearly labeled with the child'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, children often want the freedom of having spending money. Additional funds for souvenirs or treats are based upon 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 child is the responsibility of the parent. Boys & Girls Club of the Pikes Peak Region will not be held liable for such incidents.

### **Transportation and 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 is not permitted. 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 face forward at all times
- 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 and 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 444-7000
  - d. Poison Control: 1-800-222-1222
  - e. Child Abuse: 444-5700
2. Assistant Director of Operations and/or Director of Operations
3. Parents/Guardians

#### **LOCKOUT**



Lockout is called when there is a threat or hazard **outside** of the Club building.

Examples of Lockout conditions: dangerous animal on Club grounds, criminal activity in area, or civil disobedience.

During a lockout, no one will be allowed in or out of the building until the lockout has been lifted.

## **LOCKDOWN**



Lockdown is called when there is a threat or hazard **inside** the Club building.

Examples of Lockdown conditions: dangerous animal within Club, intruder, angry or violent parent or member, active shooter.

During a lockdown, members will not be released until the lockdown has been lifted.

## **EVACUATE**



Evacuation is called to move student and staff from one location to another.

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.

During an evacuation, parents will be notified when and where they can pick up their child(ren).

**Evacuation Site:** If there is an emergency or disaster which requires Boys & Girls Club of the Pikes Peak Region to leave our center, Boys & Girls Club of the Pikes Peak Region will evacuate to:

- The E.A. Tutt Club location (1455 S. Chelton Rd.) if the emergency is at El Pomar and to El Pomar (805 Praderia Ave.) if the emergency is at the E.A. Tutt Club.
- The children will be transported to the evacuation site in vans per the emergency permission waiver in the registration packet.

## **SHELTER**



Shelter is called when the need for personal protection is necessary.

Shelter conditions can include weather related issues such as tornado, flood, lightning, or blizzards. Shelter can also take place if there is a safety or health risk outside of the building.

When staff and members are out of immediate risk, parents/guardians will be notified when they can come and pick up their child(ren).

## **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 eating.

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 their direct supervisor, as well as the El Paso County Child Protective 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 childcare provider is being negligent or abusing a child, please notify the Child Protective Services at 719-444-5700 or 911.

## **Licensing**

The E.A. Tutt and El Pomar locations operate as Neighborhood Youth Organizations and are not state licensed childcare facilities.



## **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 or marijuana
- The use of alcohol
- The use or possession of illegal substances and weapons to include firearms
- The use or possession of sexually explicit materials