



# *Parent Policies & Procedures Handbook*

2017 Summer STEM Camps

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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.

## **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 school-aged children. The teaching staff strives to build a respectful environment while simultaneously meeting individual needs of the children within the group setting.

All of the 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 all of the children's awareness of and respect for others. The curriculum is deliberately multicultural; teachers guide children in exploration of differences and discovery in an atmosphere of trust and mutual recognition. The curriculum is designed to meet the academic needs of the children by conducting activities that promote creative expression and exploratory learning and linking school-age curriculum to each school's curriculum whenever possible.

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 site has a site director and qualified group leaders.

## Locations

### Boys & Girls Club of the Pikes Peak Region Central Office

102 E Pikes Peak Ave, Suite 500

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

### E.A. Tutt Boys & Girls Club of the Pikes Peak Region Summer STEM Camps

1455 South Chelton Rd.

Colorado Springs, CO 80910

719-570-6242

## Hours of Operation

### **Summer STEM Camps:**

Engineering: June 12<sup>th</sup> – June 23<sup>rd</sup>

Space: June 26<sup>th</sup> – July 7<sup>th</sup>

Technology & Music: July 10<sup>th</sup> – July 21<sup>st</sup>

Investigation: July 24<sup>th</sup> – July 28<sup>th</sup>

### **Hours:**

**STEM Camp Only:** 9:00 am - 3:30 pm

**Before & After Camp Extended Care:** 7:30 am – 9:00 am & 3:30 pm – 5:30 pm

### **Holiday Closures**

Independence Day – Tuesday July 4th

**Additional closure days will be posted by the Site Director.**

### **Inclement Weather Closures**

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.

### **Excessive Hot Weather**

In excessive hot weather, children will remain indoors and be provided plenty of hydrating liquids, such as water.

## **Admission Policy**

### **AGES**

Boys & Girls Club of the Pikes Peak Region Summer STEM Camps accept children between the ages of 5 through 12 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 1:15 or lower staff to child ratio. Children 13 years old and older will need to enroll in our Teen Program (aka The Club).

### **FAMILY ORIENTATION**

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

### **ENROLLING CHILDREN with SPECIAL NEEDS and BEHAVIORAL CHALLENGES**

Children with disabilities are welcome in our program under the condition that our 1:15 ratio can be maintained. If your child experiences challenges or has a special need, we ask that you provide that information when registering your child. To provide the best care for your child, Boys & Girls Club of the Pikes Peak Region asks that parents schedule a meeting with the Site Director to discuss tips and best practices when caring for your child. If your child is on an Individualized Education Plan (IEP), we require that you share this plan with us to allow for consistency and a smoother transition from the child's school year into our Summer Camp program. A copy of the IEP is due at registration. A behavior plan may need to be put in place dependent upon how the member conducts themselves within the program. 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.

## Payment & Collection Policies

- Due to system limitations, each child's account is only allowed one Parent Portal User. The Parent Portal User is 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.
- **Initial Payment:** Payment for 1 day of service is required at the time of enrollment. This payment is non-refundable.
- **Registration Fee:** Payment for the appropriate registration fee is required to complete enrollment. The registration fee is also non-refundable.
- **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.
- **Boys & Girls Club of the Pikes Peak Region Summer STEM Camp charges are based on selected service, NOT attendance.** Fees are not refundable if a child is absent and will not be pro-rated for illness, suspensions, weather or other Club closures.
- **Service Charges:** Charges for the Summer STEM Camps are determined by the number of days in the service, multiplied by the daily rate, minus the initial payment, and then divided into equal amounts within the timeframe you selected for service.
- **Payment Schedule:** Your Payment Schedule is included in the Enrollment Confirmation email sent to you when the enrollment is completed through the Parent Portal. It lists your payment amounts and the dates they are due (typically on Mondays). The payment amounts and due dates specified on the Payment Schedule correspond with the charge amounts & dates on the account.
- **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 Kandel Hess at [khess@bgcppr.org](mailto:khess@bgcppr.org) or 719-570-7077 ext. 113.
  - **Automatic Payments** - If you select "Auto Payments" at the time of enrollment, the credit/debit card on file will be charged according to the frequency you chose, weekly or bi-weekly, 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 a manual payment is not made on the due date, then a second automatic charge will be attempted the following day. If the second charge attempt is declined, the automatic payments will be discontinued. If payment is not received the day after it is due, care will be suspended according to policy, the account will be placed on Manual Payment status and the Payment Schedule will be revised.
  - **Manual Payments** - If you select "Manual Payments" at the time of enrollment, your weekly payment is due on the date specified on your Payment Schedule. Payments may be made in the following ways:
    - Credit or debit card through the Parent Portal.

- Cash, check, or money order at the Club or at the Central Office at 102 E. Pikes Peak Ave. Suite 500 C/S, CO 80903. Boys & Girls Club of the Pikes Peak Region does NOT have cash on location so please bring exact amounts. Make checks payable to: Boys & Girls Club of the Pikes Peak Region (BGCPPR).
- Receipts will be provided when payment is received at the Club or Central Office.
- **Late Payments/Fees:** Any payments not received by the due date indicated on the Payment Schedule are considered late and a **\$5.00 late fee, per day, per child** will be charged to the account(s).
  - If payment is not received on the due date, the account will be turned over to the Finance Department. If payment or a payment arrangement is not received the day after it is due, care will be suspended effective the second day past due (usually Wednesdays) and until the scheduled payment and any applicable late fees have been paid.
  - Payment arrangements are ONLY valid when made directly through the Finance Department.
- **Returned Check Fee:** A \$40 charge will be added to your account for any check returned and your account will be placed on a cash only basis for 90 days. Child care services will be suspended immediately until the original amount plus the \$40.00 NSF check fee is paid in full. Failure to make proper payment on returned checks will result in immediate collections.

### **Late Pick Up**

It is important that each child be picked up by 5:30 pm sharp when 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 Summer STEM Camps 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 by **6:30pm** will be referred to the Colorado Springs Police Department as well as the Department of Human Services.

### **Late Pick Up Fee**

Fees are charged as follows to both subsidized and non-subsidized families. Late pick up fees will apply according to your enrolled service pick up hours. The late pick up fee is charged per child.

Late Pick Up Fee Schedule for Subsidized and Non-Subsidized Families:

| <b>Number of Minutes Late</b> | <b>Charge</b>                |           |
|-------------------------------|------------------------------|-----------|
| 1 minute to 15 minutes late   | \$25.00                      | Per Child |
| 16 minutes to 60 minutes late | \$1.00/per additional minute | Per Child |

## Suspension & Termination Due to Unpaid Accounts

Failure on the part of the parent/guardian to keep payments current will lead to suspension & possible termination of services. If payment has not been received by Friday of the week due or the payment arrangement has not been honored, Boys & Girls Clubs of the Pikes Peak Region will accept that as the parent/guardian's two week notice for withdrawal of their child from the program. Daily service fees will be assessed throughout this two week period. 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 amounts are paid in FULL. An adequate amount of time will be given to contact the Finance Department and pay off any balance due.

## Collections

If payment has not been received via in house methods, the account will be sent to an outside collection agency for the current 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.

## Fee Assistance & Discounts

### **Military Fee Assistance Program for Active Duty, DOD Civilian, and Reserves (MFA):**

Child Care Aware of America (CCAoA) serves families in all branches of service. If your family is not currently enrolled in the program and you wish to apply, please visit <http://usa.childcareaware.org/military-programs/military-families/army/> or call CCAoA at 1-800-424-2246.

- The Parent/Sponsor monthly copay is the difference of the total monthly charges **minus** the monthly fee assistance amount specified on the benefit Certificate issued by Child Care Aware of America. Benefit amounts will be pro-rated for start/end dates occurring mid-month.
- Copays are due on the **first day of attendance and the first of each month** thereafter, unless prior approval has been given by the Finance Department for weekly or bi-weekly payments.
- Late fees of \$5.00 per day, per child, will apply beginning on the 2nd day of the month and suspension will be effective on the 3<sup>rd</sup> if payment is not received on the 2<sup>nd</sup>. If payment is not received by the 5<sup>th</sup> of the month, BGCPPR will accept that as your two week notice for withdrawal. See Suspension/Termination Due to Unpaid Accounts section above.
- In the event the agency denies payment of their portion of the monthly fee, the agency portion will become the sponsor/parent/guardian's financial responsibility.
- To provide care outside of the certificate period, you will need to enroll your child in a standard service at the standard rate.



### **Honorably Discharged or Retired Military Discount: with DD214 & Prior Approval**

- DD214 or Retired Military ID documentation to validate discounted rates is due at the time of enrollment. This can be faxed to 719-570-7079, emailed to [registration@bgcppr.org](mailto:registration@bgcppr.org), or taken to the Central Office at 102 E. Pikes Peak Ave., Suite 500.
- If valid documentation is not provided, you will pay the Standard Rate until it is received.
- Payments are due according to the Payment Schedule you selected at the time of enrollment as described above.

### **Annual Payment Summaries (Tax Statements)**

The Parent Portal User is the primary contact and is financially responsible for the account. Annual Payment Summaries will be mailed to the Parent Portal User's address the last week of January 2018. You may also view/print this report from the Pay tab in the Parent Portal. Please be aware that if you have an outstanding balance, this report will not be accessible through the Parent Portal. Contact Kandel Hess at 719-570-7077 x113 or [khess@bgcppr.org](mailto:khess@bgcppr.org) with questions or concerns. No amounts will be given out over the phone.

### **Service Status Change**

Please contact Kandel Hess at [khess@bgcppr.org](mailto:khess@bgcppr.org) or 719-570-7077 ext. 113 at least 3 business days before you would like your child to begin the new service. Service changes will depend on space availability. Once this change is approved, you will need to enroll for the new service through the Parent Portal. Be sure to indicate the correct start date for this new service to avoid duplicate charges. Withdrawal from the prior service will be done by the Finance Department after enrollment in the new service is completed. You will receive an email confirming the withdrawal and indicating if there is any remaining balance due or if there is a credit for that service. If there is a remaining balance, it will be due immediately. If there is a credit for that service it will be applied to fees for the new service. More than one service change during Summer STEM Camp may result in an Administration Fee.

### **Withdrawal from Services**

Boys & Girls Club of the Pikes Peak Region requires a **two week notice** to withdrawal from all services. Withdrawal from service may be done through the Parent Portal by going to the Financial Tab and clicking on the Withdrawal/Discontinue link. Full payment for the remaining amount due for the service will be required at that time. Withdrawal notification may also be made in writing by submitting a Withdrawal Form. In this instance, the withdrawal will be processed manually by the Finance Department. 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 withdrawal at least two weeks in advance will result in a continued financial obligation.**

## **Bereavement/Funeral Time**

When an absence is due to the loss of an immediate family member (mother, father, sister, brother, grandparent) Boys & Girls Club of the Pikes Peak Region will allot up to 3 days of bereavement credit. Upon confirmation of the loss, the account will be credited for the days absent.

## **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. Boys & Girls Club of the Pikes Peak Region provides licensed child care at each of our sites and is required to keep accurate records for each child's attendance.

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.

## **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 care-givers. This person will need a valid photo ID and sign the child out with accurate time. Contacts may be added/updated through the Parent Portal.

## **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 Summer STEM Camp 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.

## Attendance and Absences 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 expects children to attend on the contracted days of care. Boys & Girls Club of the Pikes Peak Region must be notified as soon as possible if a child will not be in attendance on a scheduled day. In the event that a child does not arrive, staff will do a search to find the child. Staff will contact the parent/guardian and emergency contacts. If staff cannot locate the child it may result in notifying the police that the child is missing.

**Emergency Contacts:** It is important to keep emergency contacts up-to-date through the Parent Portal. Site Directors and Group 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 Site Director if someone not listed on the emergency list is picking up your child.

## Illness Policy

In order for a child to get the most out of the Boys & Girls Club of the Pikes Peak Region program, he or she needs to be in good health. Do not bring a child if he or 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.

***It is important that the persons listed as emergency contacts will be available to come for your child in case of illness or an accident. Please keep these numbers up to date in your Parent Portal.***

## Communicable Illness

Children will not be admitted to the program without physician approval if they have a 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 must 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, Boys & Girls Club of the Pikes Peak Region 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 Site 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 Site 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 Site Director or designee will report any adverse reactions to a medication or error in administration to 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 Site 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 Kids Club 360.)*

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**

If a child has an allergy or an allergic reaction to any food or drug, please keep Boys & Girls Club of the Pikes Peak Region informed. A list of children and their allergies will be maintained and kept confidential at each site.

## **Daily Schedule**

In meeting our goal, Boys & Girls Club of the Pikes Peak Region has designed a program that is both consistent and flexible. Having a predictable routine helps the child feel secure and increases his or her confidence.

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

## **Training and Orientation of Caregivers**

All program staff members are 18 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 Site 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
- Site 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:

- Universal Precautions which includes 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 Site Director and Group Leaders are responsible for knowing the current rules and regulations and adhering to them at all times.

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

### **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 minimum child to caregiver ratios. The Site Director will ensure that ratios are adjusted to maintain the levels of supervision and care by being able to hear or see our children.

When children are using the bathroom, Boys & Girls Club of the Pikes Peak Region supervises and protects by sending a staff member to monitor the bathrooms.

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 should never leave the children unattended. Children should be in view at all times. Children going to any building on the school campus must be supervised.

Site Directors or a Group Leader must have a means for determining at all times 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
- Staff will check with school staff

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. No harsh discipline methods may ever be used such as hitting, belittling, or any other punitive discipline. 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, 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**

Parents may visit or participate in our program by making an appointment with the Site Director. Boys & Girls Club of the Pikes Peak Region would like to invite parents to share their skills/talents with the children. Boys & Girls Club of the Pikes Peak Region also wants to encourage parents to talk to staff on a daily basis. Conferences with the Site Director may be requested at any time. In an effort to keep parents well informed, newsletters and notices may be sent home with the children on a regular basis. In or near each site is a parent information board. Important schedule changes, forms requiring signatures for events and announcements are posted. Please review the parent board regularly.

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. Boys & Girls Club of the Pikes Peak Region works to provide opportunities which match your child's own pace and style when feasible. Boys & Girls Club of the Pikes Peak Region looks forward to getting to know each family. Since children are often in our care for several hours, Boys & Girls Club of the Pikes Peak Region views ourselves as a meaningful part of your children's lives. 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.

Boys & Girls Club of the Pikes Peak Region will be utilizing parents to provide input toward existing and future policies. Boys & Girls Club of the Pikes Peak Region welcomes you to participate as a member of our Advisory Board. The staff and Advisory Board members advise the Site Director and serves as a voice for center concerns. Boys & Girls Club of the Pikes Peak Region will be meeting quarterly and your participation will assist us in evaluating the Boys & Girls Club of the Pikes Peak Region program. Boys & Girls Club of the Pikes Peak Regional ways welcomes your ideas, concerns, comments, suggestions, and participation. Please email any and/or all to [info@bgcpr.org](mailto:info@bgcpr.org).

## **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 Site 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 Site 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 Site Director has given permission.

**NO** toys, portable radios, sporting equipment, electronic games, large sums of money, valuable items, tape recorders, pets, phones, iPods/Pads, etc...

Only items brought to the site for sharing are allowed and will be kept in the child's basket or in his or her backpack until the designated time. 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 must 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 at all times when 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 (such as car seats and seat belts) that are appropriate for the vehicle and installed and used correctly.
- 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 staff 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
- Children are to be seated 2-4 to a seat (Depending on seat belts)
- 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 site and accessible to all staff. Evacuation plans are posted in prominent locations of each room or areas of the site. The site holds monthly fire drills which are documented. The site is inspected annually by the local fire authority and maintains fire extinguishers with a current tag.

**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 Boys & Girls Club of the Pikes Peak Region Tutt location: 1455 S. Chelton Rd.
- The children will be transported to the evacuation site in vans per the emergency permission waiver in the registration packet.

#### **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

### **Staff procedures for emergencies and disasters:**

#### **FIRE**

In the event of a fire, the following steps will be taken by staff:

1. Ensure ALL children have exited the building safely
2. Ensure ALL staff members have exited the building safely
3. Call 911 (takes place in sync with steps 1 & 2)
4. Call Director of Operations

#### **BLIZZARD**

In the event of a blizzard, the following steps will be taken by staff:

1. Director of Operations will contact staff to inform of early closure
2. Site Director will contact parents to inform them of the early closure
3. Children will be kept indoors until parents pick up

#### **EXCESSIVE HOT WEATHER**

In excessive hot weather, children will remain indoors, and be hydrated with plenty of water.

#### **POWER FAILURE**

In case of a power failure the following steps will be taken by staff:

1. Locate flashlights
2. Contact Director of Operations who will contact the appropriate agency
3. Head counts of children will take place
4. Move to a safe place
5. Parents will be contacted to pick up early

#### **OTHER DISASTERS**

Such as toxic spills, water line breaks, gas line breaks, etc. The following steps will be taken by staff if the disaster creates structural damage or if it poses health or safety hazard:

1. Immediately evacuate children
2. Contact Director of Operations
3. Parents will be contacted to pick up early

#### **Medical emergency or injury involving a child**

- If there is a life threatening injury to a child, the 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 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/guardians responsibility to keep their emergency contacts and other information updated so that staff may reach parent/contact in a timely manner.*

## Food Service

Parent/Guardian MUST provide a **nut free** lunch that does **not need to be refrigerated or microwaved** during Summer STEM Camp services. Boys & Girls Club of the Pikes Peak Region will provide two snacks per day. Food is to be eaten in the designated area. The children must wash their hands before 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 of the Pikes Peak Region will only substitute snack items based on food allergies with a doctors note and submitted Special Dietary Statement Form.

The Site Director is responsible for informing all staff of children's food allergies and sensitivities. The Site Director will post a list of children's food allergies and sensitivities in a designated area. The Site Director is responsible for updating this list to be sure it is current and complete.

## Hand Washing

Caregivers and children will wash and scrub their hands for 20 seconds with liquid soap and warm running water at the following times:

- After using the toilet
- Before and after eating
- Upon returning from outdoor playtime
- After wiping noses
- After handling animals
- Before and after food preparation

Hand washing procedures will be posted at each designated area and they will be followed.

On field trips and when leaving the site for other reasons, caregivers and children will wash their hands by using

- Public Facilities
- Hand Sanitizers
- Baby Wipes

## **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 the knowledge of abuse or neglect of any individual or has reasonable knowledge of abuse or neglect of an individual must report this information to the Director of Operations, as well as the El Paso County Department of Human Services. As child care professionals it is mandated and fines are imposed for failing 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 child care provider is being negligent or abusing a child, please notify the Department of Human Services at 444-5700 or 911.

## **State Licensing**

The Colorado Department of Human Services licenses the Boys & Girls Club of the Pikes Peak Region Summer STEM Camp program. Boys & Girls Club of the Pikes Peak Region Summer STEM Camp program is bound by state rules and regulations. For complaints, contact The Division of Childcare Department of Human Services, (303) 866-5958. Health and local fire department 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