Parent Policies & Procedures Handbook

2021-2022

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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

Kids Club 360 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 Boys & Girls Club of the Pikes Peak Region dba Kids Club 360 programs reflect the diversity of the El Paso County 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; 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.

Kids Club 360 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

Central Office -Administrative Only
1307 Aeroplaza Drive
Colorado Springs, CO 80916
Ph: 719-570-7077 Fax: 719-570-7079

Kids Club 360 is located within the following schools:
Fountain Fort Carson School District 8
Eagleside Elementary School: 9750 Sentry Drive, Fountain, CO 80817

Feeder Schools to Eagleside:
Jordahl Elementary School
Mesa Elementary School
Aragon Elementary School

Harrison School District 2
James Irwin Charter Elementary School: 5525 Astrozon Blvd, Colorado Springs, CO 80916

Feeder School to James Irwin Charter Elementary School:
James Irwin Charter Academy
James Irwin PTEC

Hours of Operation

Hours:
Before and After School: Eagleside 5:45am-6:00pm, JICES 6:00 am– 6:00pm with regularly scheduled school occurring between.

School Out Days: 6:00 am-6:00 pm

Care is provided for early release days and most school out days. Check with the Site Director or Central Office for specific coverage dates. Exclusions Include: Fall, Thanksgiving, Winter, February, and Spring Breaks. Programs may be hosted during these times at an additional cost.

Holiday Closures:

Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year's Eve
Thanksgiving Day	New Year's Day
Day After Thanksgiving	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.

Additional closure days may be posted by the Site Director.
Fees are not subject to proration for illness, holidays, or emergency closure of the center.

Inclement Weather Closures:
Kids Club 360 reserves the right to close any site due to inclement weather. **If the school/district is closed due to inclement weather, Kids Club 360 will also be closed.** In the case of a delayed start, there will not be any before school care. In the case that the school cancels after school activities, there will be no after school care. If school is released early due to inclement weather, there will not be afternoon care. No refunds or credits will be given.

Kids Club 360 reserves the right to close any site due to inclement weather. For Kids Club 360 closures, please watch television stations KKTV or KOAA. Also visit our Facebook page, www.facebook.com/KidsClub360

Admission Policy

AGES
Kids Club 360 accepts children between the ages of 5 through 12 and is open to all without regard to race, color, creed, gender, nationality, or religious preference. Kids Club 360 maintains a 1:15 or lower staff to child ratio.

To enroll for services please visit our website http://www.kidsclub360.com/enroll-now for detailed enrollment instructions. There you will find the link to the online portion of enrollment through our Parent Portal, as well as the Universal Signature Form to complete and return with a copy of your child's Birth Certificate, Immunization Record, and current photo. If applicable, a copy of legal guardianship, discount documentation, as well as a medication administration form and asthma or seizure action plan will also be needed.

FAMILY ORIENTATION
Families are encouraged to speak with the Site Director to arrange a time to participate in being oriented to our program. Upon request, orientation can be set-up.

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, Kids Club 360 asks that parents schedule a meeting with the Site 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. **Due to COVID-19, the Club is asking parents/guardians of members with underlying health or respiratory conditions, to not enroll at this time for your child's safety.** 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 smooth transition from the child's school day into our before & 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 1:15 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 dba Kids Club 360.

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 dba Kids Club 360.
- **Registration Fee:** Payment for the appropriate registration fee is required to complete enrollment. This payment is non-refundable.
- **Initial Payment:** Payment for one day of service is required at the time of enrollment. This payment is 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.
- **Charges and Payments:** <u>All charges are based on the selected service, NOT attendance.</u> The total amount due is based on the chosen service and the length of time enrolled. The required initial payment for one day of service is subtracted from the total due and the remaining amount is then divided into equal payments throughout the time enrolled for the service. Payment Schedules for the services are included in the enrollment confirmation email you received after the enrollment was completed through the Parent Portal. It lists your payment amounts and the dates they are due which also correspond to the charges on the account. Changes made to your service may cause Payment Schedule and charge adjustments. Payments 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.
- **Additional fees for Field Trips will apply.**
- **Additional Services:** School Breaks, Fall, Thanksgiving, Winter, February and Spring Break services are NOT included in your payment schedule. These services will need to be enrolled and paid for separately, if desired.
- **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, check, or money order at the Club or at the Central Office. Kids Club 360 does NOT have cash on location so please bring exact amounts. Make checks payable to: Kids Club 360.
  - 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).
- **Care will be suspended immediately** if payment, or a payment arrangement, is not received after two late fees. See Suspension & Termination Due to Unpaid Accounts section below.
- **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. Childcare services will be suspended immediately until the original amount plus the $40.00 returned check fee is paid in full. Failure to make proper payment on returned checks will result in the account immediately being sent to an external collection agency.

Holidays, Breaks, and School Out Days

Winter and Spring Break schedules will be posted in advance at the site, on our website, and on our social media outlets with location, hours, and pricing information. Enrollment for these additional services must be completed through the Parent Portal. Payment in full for the service will be due at the time of enrollment into this service (additional field trip fees may apply). Each child must be enrolled prior to the deadline set by the site. Holiday and Winter/Spring break services are not included with the before and after school services.

Most School Out Days (SODs) are included with the Before School, After School, and Before & After School services (See Site Director for Club calendar specific dates.)

Holiday, break, and School Out Day services may be provided at a location classified as a Neighborhood Youth Organization, not a state licensed childcare facility.

Children will be provided breakfast, lunch, and snack during holiday, break and School Out Day services. Please see the Food Service section for additional details.

Service Changes

Please contact the Central Office at 719-570-7077 at least 3 business days before you would like your child to begin a different 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. Withdrawal from the prior service will be done by the Finance Department after enrollment in the new service has been received. You will receive an email confirming the withdrawal from

the prior service 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. There will be a $40.00 Administration Fee for more than one service change per school year.

Withdrawals from Service

Kids Club 360 requires a **two-week notice** to withdrawal from all services. Withdrawals from the before and after school services must be done through the Parent Portal by clicking the Financial Tab and then the Withdrawal/Discontinue link. Full payment of the remaining amount due for the service will be required to complete the withdrawal. A **written, two-week notice** is required for all withdrawals including those using military fee assistance benefits for the before and after school services, by completing a Withdrawal Form that can be found online at http://www.kidsclub360.com/enroll-now and turning it in to the Site Director or emailing it to registration@bgcppr.org. For both methods of withdrawal, you will receive a confirmation email detailing the service provided and any remaining amount due. If a remaining balance is due, payment will be required immediately. If there is a credit on the account, it will be applied to outstanding charges, or a refund can be issued upon request to the Finance Department. **Failure to withdrawal at least two weeks in advance will result in continued financial obligation.**

Late Pick Up

It is important that each child be picked up by 6:00 p.m. when the site closes. If you are going to be late, you must call the site. To avoid late pick up fees, we suggest that you arrange for a friend, neighbor, or relative to pick up the child/children.

Per school semester (Fall/Spring), only **three** late pick-ups (with fees paid) will be allowed by the parent/guardian. Upon the **fourth offense in a semester, care will be terminated** and late pick up fees will apply. Late pick up offenses by the parent or guardian cannot be transferred from one semester to another; it is limited to three late pick-ups per semester only. Please make sure to list reliable emergency contacts and update them as necessary. If the fourth offense is reached in a semester and care is terminated, a re-evaluation will be considered if care is needed for the following semester.

Children not picked up by **7:00pm without communication from parent/guardian** will be referred to the Colorado Springs or Fountain Police Department as well as 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:

Number of Minutes Late	**Charge**	
1 minute to 15 minutes late	$25.00	Per Child
16 minutes to 60 minutes late	$1.00/per additional minute	Per Child

Suspension and 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. Services may not resume until past due amounts are paid in FULL or a signed payment agreement has been made with the Finance Department.

- If the payment is not received the day after it is due, and a payment arrangement has not been made, care will be suspended immediately until the payment and any applicable late fees have been paid.
- Payment arrangements are ONLY valid when made directly through the Finance Department.
- If the payment is not received by Friday of the current week due, the Boys & Girls Club of the Pikes Peak Region (BGCPPR) DBA Kids Club 360 will accept that as the parent/guardian's required two-week notice for withdrawal. Daily service fees will apply throughout this two-week period.
- <u>You authorize Boys & Girls Club of the Pikes Peak Region (BGCPPR) DBA Kids Club 360 to collect any outstanding balance(s) by charging the credit card on file.</u>
- If your child attends once services have been suspended, you will be contacted to pick up your child within half an hour. If your child is not picked up within a half an hour, you will be charged an additional $35.00 fee.

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 dba Kids Club 360 no longer holds ownership of the account and cannot retrieve the account or accept payments or payment arrangements.

Fee Assistance & Discounts

Second Child Discount:

- The standard rate applies to the first child enrolled. The Second Child Discount rate applies to each additional child.

Military Discount (Active Duty /Honorably Discharged/ Retired):

- A copy of your LES or DD214 is required to validate this discount rate and is due at the time of enrollment. It may be emailed to registration@bgcppr.org or faxed to 719-570-7079.
- If valid documentation is not provided at the time of enrollment, the account will be adjusted to standard rate charges until it is received.

Military Fee Assistance: CCAoA Program

Kids Club 360 is an approved provider for the Operation Military Child Care program (OMCC), through Child Care Aware of America (CCAoA). This program is for sponsors who are deployed (in any branch of service), Army/Marine recruiters or Navy sailors attached to a ship. CCAoA may also approve benefits if your child has already been attending Kids Club 360 for continuity of care. If your family is not currently enrolled in the program or you have questions, please visit http://usa.childcareaware.org/military-programs/military-families/ or call CCAoA at 1-800-424-2246.

- The Parent/Sponsor monthly copay will be added to the account when the CCAoA benefit certificate has been received by Kids Club 360. The copay is the difference of the total monthly charges minus the monthly fee assistance amount specified on the benefit Certificate issued by CCAoA. Benefit amounts will be pro-rated for start/end dates occurring mid-month. The monthly copay amount is an estimate and may be revised depending on the actual amount received from CCAoA.
- 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 3rd if payment is not received on the 2nd. If payment is not received by the 5th of the month, Boys & Girls Club of the Pikes Peak Region DBA Kids Club 360 will accept that as your two-week notice for withdrawal. See Suspension/Termination Due to Unpaid Accounts section.
- The sponsor or spouse is required to sign monthly attendance sheets which Kids Club 360 will submit to CCAoA for payment of their portion of the monthly fee. The attendance sheets must be signed and returned to us by the 15th of the following month.
- If, for any reason, CCAoA denies payment of their portion of the monthly fee, that portion will become the sponsor/parent/guardian's financial responsibility and will be due immediately.
- Care provided outside of the dates specified on the benefit approval certificate will be charged at the standard or military rate. Documentation will be required to qualify for the military discount rate as described below.
- CCAoA does not provide fee assistance for Winter Break, Spring Break and Drop-In services.

A written, two-week notice is required for withdrawal from any service using these benefits. See the Service Withdrawals section above for more details.

Annual Payment Summaries (Tax Statements)

You may view and 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 the Central Office with questions or concerns. No amounts will be given out over the phone.

Vacation Time/Requests

Kids Club 360 allows 5 consecutive days of vacation time per school year, per enrolled child. A Vacation Request Form **MUST** be submitted at least 7 days in advance to give the Finance Department enough time to adjust your account accordingly. Vacation Request Forms are available at http://www.kidsclub360.com/enroll-now and from your Site Director. Once approved, the account will be credited. Without written, prior notification, or if the allotted vacation time has already been used, payment will be due **regardless** of the child's attendance. Kids Club 360 before and after school service fees are based on the enrolled service, not attendance.

Bereavement/Funeral Time

When an absence is due to the loss of an immediate family member (mother, father, sister, brother, grandparent) Kids Club 360 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 and safety purposes. Kids Club 360 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. Kids Club 360 reserves the right to enforce a curbside drop off and pick up service as deemed necessary.

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 sign the child out with accurate time. Contacts may be added/updated through the Parent Portal.

Visitors

Visitors must give advanced notice and be approved by the Site Director prior to their arrival. Upon arrival, all visitors must immediately check in with the Site Director, show photo ID and sign the Site Visitor Log. Under no circumstances will a visitor be left alone with children.

School Activities

If your child attends school activities, the child must check-in at the Kids Club 360 site before going to the school activity. If your child needs care after the activity ends, they will need to report to Kids Club 360 immediately following the activity. You will need to complete and turn in a "Before or After School Activities Release" form (available online) to your Site Director if your child will participate in any before or after school activities.

Intoxicated Persons at Pick Up

For the safety of the children, Kids Club 360 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 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.

Electronic Devices

Kids Club 360 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.

Attendance and Absences Policy

It is vital that Kids Club 360 is contacted if a child will be absent. Kids Club 360 expects children to attend on the contracted days of care. Kids Club 360 must be notified within an hour of the child's service start time. Communication with the Site Director regarding absences or schedule changes is required for safety purposes. 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 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 Site Director if someone not listed on the emergency list is picking up your child.

Illness, Accident & Injury Policy

For a child to get the most out of the Kids Club 360 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.

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
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

Kids Club 360 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.

Kids Club 360 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 – Kids Club 360 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.)*

Kids Club 360 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 Kids Club 360 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 site. In the event your child has an allergic reaction we are not aware of, we will take steps to ensure the safety and wellbeing of the child up to and including contacting emergency personnel for assistance at parent/guardian expense.

Daily Schedule

In meeting our goal, Kids Club 360 has designed a program that is both consistent and flexible. Having a predictable routine helps the child fee 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 childcare site.

Supervision and Protection of Children

Kids Club 360 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.

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, Kids Club 360 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 Kids Club 360, every step will be made to ensure the safety of every child – Hence, the importance of daily sign in and out sheets and headcounts. Kids Club 360 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. Children going to any building on the school campus must be supervised.

Site Directors or Program Leads must have a means for determining who is present at all times.

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. 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.

Kids Club 360 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 Kids Club 360:

- 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

If the expected conduct is not maintained, Kids Club 360 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 member 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.

Parent Communication, Involvement, and Participation

Kids Club 360 encourage parents to talk to staff daily. We invite parents to share their skills/talents with the children. Parents may request a conference with the Site 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 parent table.

Your cooperation in Kids Club 360 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. Kids Club 360 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 Site Director.

Rights as a Parent in the Children's Program

As a parent concerned with your child's well-being and education, Kids Club 360 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. 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 dba Kids Club 360 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. Kids Club 360 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. Kids Club 360 will not be held liable for such incidents.

Transportation and Field Trips

Kids Club 360 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.

Children arriving late to a field trip will not be permitted to attend unless a staff person is present with other members. If there is no staff present, then parents must wait until the field trip is over and the site reopens.

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. Kids Club 360 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 always removed from the vehicle 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
- 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 always face forward
- 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

Kids Club 360 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 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. Director of Operations
3. Parents/Guardians

LOCKOUT

Lockout is called when there is a threat or hazard **outside** of the site 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 site 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 Kids Club 360 to leave our center, Kids Club 360 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 on the Universal Signature Form.

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 Site 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 Site 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

Kids Club 360 participates in the Colorado Child and Adult Food Program (CACFP) which assists in providing nutritional meals at an affordable rate. The Kids Club 360 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 and breakfast, lunch, and snack on School Out Days. 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 dba Kids Club 360 requires that you complete a **Special Dietary Statement Form** which can be found online and will need to be signed by your physician. Kids Club 360 will only substitute food items based on food allergies with a doctor's note and submitted Special Dietary Statement Form. This form is required by CACFP and must be updated annually. No outside food or drink will be permitted except for special celebrations.

Food or treats brought in for all the children for parties or other special occasions must be commercially prepared. Parent or caregivers cannot bring homemade food or treats to the site to share with the children. Kids Club 360 is a nut free environment and outside food is not allowed for this reason.

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
- Hand Wipes

Child Abuse & Neglect

Kids Club 360 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/facilities is forbidden. ANY staff member or volunteer who has knowledge or reasonable knowledge of abuse or neglect of an individual must report this information to the Director of Operations who will then report to the El Paso County Department of Human Services. As childcare 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 Department of Human Services at 444-5700 or 911.

State Licensing

The Colorado Department of Human Services licenses the Kids Club 360 program. Kids Club 360 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 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.

In the event of a permanent site closure, notice will be given to parents and guardians at least 30 days prior to the final closing date.

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

Kids Club 360 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