

Boys & Girls Clubs of Delaware Parent Handbook 2017-2018



BOYS & GIRLS CLUBS
OF DELAWARE

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IMPACT STATEMENT

Boys & Girls Clubs of Delaware is a positive place to build better citizens, one child at a time.

OUR MISSION

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

CORE BELIEFS AND YOUTH DEVELOPMENT STRATEGY

Boys & Girls Clubs Provide: a safe place to learn and grow, ongoing relationships with caring adult professionals, life enhancing programs, character development experiences, and hope and opportunity. The philosophy underlying Boys & Girls Clubs programming is the Youth Development Strategy. This strategy defines how youth development professionals and volunteers interact with young people. All programs and activities are designed to maximize opportunities for young people to acquire four basic "senses" which help them build self-esteem and grow into responsible and caring citizens.

These four senses are:

- A sense of competence: The feeling there is something boys and girls can do and do well.
- A sense of usefulness: The opportunity to do something of value for other people.
- A sense of belonging: The setting where an individual knows he/she has a place and where he/she fits in and is accepted.
- A sense of power and influence: A chance to be heard and to influence decisions.

When this strategy is fully implemented, the self-esteem of boys and girls is enhanced and an environment is created which helps young people achieve their fullest potential.

ENROLLMENT

Children are enrolled for the duration of the school year. Upon notification of admission into the Boys & Girls Clubs child care program and prior to attending, the following documents and fees must be given to the Club Director or Membership Coordinator:

1. Completed Boys & Girls Clubs of Delaware application for membership.
2. Signed Parent Handbook form.
3. Child Information Card, including emergency contacts and child's allergies.
4. Required Parent Signatures form.
5. Health Appraisal with Immunizations: due within 30 days of enrollment.
6. Purchase of Care form, if applicable.
7. First week's child care fee.
8. IEP or 504, or the Club may make a recommendation to obtain one, if applicable.

NOTE: A CHILD MAY NOT BEGIN IN THE BEFORE SCHOOL, AFTER SCHOOL, EXTENDED CARE, SUMMER FUN CLUB, OR PER DIEM CARE UNTIL ALL REQUIRED DOCUMENTATION AND FEES ARE RECEIVED AND PROCESSED BY THE CLUB.

OUR PROMISE TO PARENTS

Our promise is two-fold. First, we promise to provide your child with a safe and nurturing environment to learn and grow. Practically speaking, we realize that we cannot make that promise to every family for every child. Different children have different needs and, as with any child care provider, we may not have the human or financial resources to provide the care that a particular child might need. Second, we promise to be honest with you. Rest assured that, in the event we cannot meet the needs of your child, we will be forthright to inform you that your child might best be served in another program. Moreover, we will recommend additional resources for you to consider in making that determination. The best interests of the particular child is always our goal. For that reason, the Boys & Girls Clubs of Delaware reserves the right to make an initial determination and constantly reassess whether it has the

capacity to meet your child's needs within the established parameters of our programming. We look forward to working with you on behalf of your child.

CODE OF CONDUCT

Continued membership is contingent upon the ability to abide by the Code of Conduct. All stakeholders (i.e., Club members, parents, guardians, visitors, and groups using Club facilities, and/or participating in any Club activities in and out of the Club) are expected and thus required to abide by the following Code of Conduct. The Code of Conduct's principles are as follows:

1. Treat all Club members and staff with respect.
2. Respect and protect Club property and take pride in keeping it clean.
3. Respect and protect what belongs to others.
4. Participate in the activities offered at the Club and refrain from loitering in and around Club property.
5. Refrain from profanity, obscene gestures, racial, ethnic, religious slurs and disrespectful language or actions.
6. Refrain from bullying and harassment, including physical, sexual, psychological and technological (i.e. social media), fighting and violence of any kind. There is a Zero tolerance policy.
7. Refrain from any use, distribution or possession of cigarettes, alcohol or illegal substances.
8. Refrain from possessing or involving yourself in any way with dangerous weapons or other items that are intended to be used violently.
9. Refrain from leaving your assigned group and or the building without proper authorization and supervision.

The Code of Conduct listed above is not intended to be all-inclusive; each club site may have additional rules and regulations appropriate for that Club. Inability and/or refusal to adhere to the Code of Conduct may result in suspension or removal from the Boys & Girls Clubs program. All stakeholders are subject to this policy.

POSITIVE BEHAVIOR MANAGEMENT

Staff shall use only positive, age-appropriate methods of discipline and guidance of children which encourage self-control, self-discipline, self-esteem and cooperation. When a discipline issue presents itself, we initiate the following: redirection, verbal warning, time out and disciplinary write-ups.

When time out and write-ups are used, the reason that the member is in trouble will be discussed. During this process the child is encouraged to understand that his/her behavior is important for a successful, safe and fun program. When these tactics are not successful, a staff person will discuss the issue with the member and their legal guardian/parent to help determine a solution. When a child's behavior risks safety to themselves or others, a parent/guardian will be called and asked to pick up their child immediately. This behavior may result in automatic removal from the program. That determination will be made on a case-by-case basis.

- If a child is written up, he/she may lose field trip privileges.
- Repeated behavior in one week may result in a 1 day suspension
- If a child is suspended a second time, it may result in a 3 day suspension
- If a child is suspended a third time, it may result in a 5 day suspension
- If a child's behavior deems a fourth suspension it may result in removal from the program.

NOTE: When the behavior jeopardizes the safety of the child and/or others, a different progression of corrective action may be warranted. The Boys & Girls Clubs reserves the right to take whatever appropriate corrective action it deems necessary to ensure the safety and well-being of its stakeholders, including the immediate removal of the youth or stakeholder from the Club.

Discipline Procedure:

When stakeholders fail to abide by the Code of Conduct, or otherwise behave improperly, Club staff generally follow the steps outlined below:

1. Verbal Reprimand – When inappropriate behavior first becomes evident, the staff member, who witnessed the behavior, will clarify for the Club member what behavior is expected. A short “time out” may be given. Staff also will clarify what consequences the Club member can expect if the unwanted behavior reoccurs.
2. Written Documentation and Parent Notification – If the unwanted behavior continues a member of our staff will verbally reprimand the Club member and document the problem in writing. Staff will notify parent/guardian within 24 hours to ensure that the member and parent/guardian understand the consequences should the unwanted behavior continue.
3. Parent Conference – Should unwanted behavior continue, the Club director will meet with the Club member and parent/guardian to determine a coordinated plan of action to immediately improve behavior. The Club director also will discuss suspension from the Club as a possible consequence of further problems.
4. Suspension – Should unwanted behavior continue, the Club director may suspend active membership for one to five days, depending on the severity of the behavior. Staff will contact the parent/guardian to ask him/her to pick up their child. If the parent or any other family member cannot be contacted, or cannot pick up the child at that time, the member will be placed in supervised “time out” until someone can be summoned. The Club director must then meet with the parent/guardian before the member may be allowed back into the Club program. At this time, the Club director will determine and document specific, new conditions under which active membership may be reinstated (e.g. Behavior Contract).
5. Disenrollment - If the above steps do not correct the behavioral problems, the Club director, in consultation with his/her Regional Director, County Membership Assessment Team, and Vice President of Operations, will disenroll the Club member. You will receive a formal letter specifying the termination of care. All unpaid fees must be paid in full at the time of disenrollment. If disenrollment takes effect early in a week, for which payment has been made, consideration will be given to refunding part or all of that week’s fee. Children who are disenrolled at one Boys & Girls Club for Code of Conduct violation may not transfer to another Boys & Girls Clubs of Delaware location.

Immediate Suspension or Disenrollment:

The Boys & Girls Clubs reserves the right to immediately suspend or disenroll a Club member. Moreover, if the behavior warrants, Club staff may contact appropriate authorities to pursue criminal prosecution, for severe behavior that risks the safety and well-being of staff, Club members, and/or visitors. For example, the inappropriate use or distribution of alcohol or any illegal substance on Club property, or during Club-sponsored events or activities, may result in immediate suspension of membership privileges and immediate disenrollment.

***At no time will the staff members use corporal punishment as a means of discipline.**

Staff members at all time will model positive behavior management techniques with children and youth, as well as respectful communication and interaction with other staff members, parents/guardians, and others.

The following behavior is prohibited as discipline:

<ul style="list-style-type: none"> • Corporal punishment inflicted on a child’s body including shaking, hair pulling, biting, pinching, slapping, hitting, kicking, or spanking. • Yelling, humiliating, or frightening children. • Physically or sexually abusing a child. • Making disparaging comments about a child’s appearance, ability, ethnicity, family or other personal characteristics. • Depriving children of food or toilet use as a consequence of inappropriate behavior. • Tying, taping, chaining, caging, or physically or mechanically-restraining a child.
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| <ul style="list-style-type: none"> ▪ Punishing children for not going to sleep, a toileting accident, failure to eat all or part of food, or failure to complete a prescribed activity. |
| <ul style="list-style-type: none"> ▪ Withholding physical activity as punishment. |

Likewise, we expect to receive respectful behavior from both the parents and children in the program. If this does not happen, enrollment may be terminated (see Code of Conduct).

Special Needs Child Care: Specialized care admission procedures shall include:

1. A written referral relevant to the placement in child care from a licensed physician, psychologist or specialist certified in the field of the child’s special needs.
2. A written plan of communicating with family and professionals serving the child’s special needs for the duration of the child’s enrollment.
3. A copy of your child’s I.E.P. or behavior plan or the Club making a recommendation to the parent or guardian that they obtain an I.E.P. or behavior plan for the child.
4. Boys & Girls Club’s County Membership Assessment Team (CMAT) must review all applications before approving membership in the program.
5. A trial attendance period (optional) not to exceed six (6) weeks to evaluate the appropriateness of the program in relation to the needs of the child and the ability of the child to safely participate within the established structure and parameters of the program (e.g. staff-to-member ratio, group size, physical space).

NOTE: As previously outlined, the Boys & Girls Clubs reserves the right to determine suitability with or without a trial period, or at any time during a trial period. Based upon that determination, the Club may decide whether a particular child may continue in the program. If the Boys & Girls Clubs determine that continuing in the program is not a viable option, the Club will make recommendations for programs and services that best meet the needs of that youth.

FEES & PAYMENT POLICY

Child Care Rates: Timely payments will enable us to better serve your child. Therefore, it is necessary that you pay each week’s fee **no later than Friday of the week before.**

- Pre-school..... \$ _____ per week
- Before School Care..... \$ _____ per week
- After School Care..... \$ _____ per week
- Before & After School Care..... \$ _____ per week
- Summer Fun Club..... \$ _____ per week

All prices are subject to change.

We accept checks, money orders, electronic debit, and Purchase of Care. Payment is expected prior to the start of each week except for pre-planned vacations or other time off. One week written notice is required for vacations.

PLEASE NOTE: If you register your child on a day off and choose not to bring him/her to the program, the fee will still apply.

Return Check Policy: *We accept checks under these conditions: If your check is dishonored or returned for any reason, you authorize the merchant to electronically debit your checking account for the amount of the check, plus a \$25.00 processing fee (or legal limit); your usage of a check for payment is your acceptance of this agreement and its terms.*

Year-End Fee Statement: Upon request you will receive a year-end statement for tax purposes.

Purchase of Care (POC): Purchase of Care and POC + will be honored. However, more than five (5) absences without prior notice will forfeit POC assistance. Families using care on full days off from school and/or during summer camp (Extended Care) will be charged POC’s day-and-a-half rate (10 or more hours per day). Families participating in POC must be pre-approved for the care needed. Families who do not obtain pre-approval for their child's care will be responsible for the difference in payment

between the POC payment and the actual child care rate. Scholarships are available. Please speak to the Club director for more information.

FIELD TRIP FEES ARE ADDITIONAL FOR POC CHILDREN.

Families using POC who decide to remove their child from the program must give the Club director a minimum of 5 days written notice.

Late Payment Fee: Per the policy, payments are due EVERY FRIDAY for the upcoming week of childcare. Any parent/guardian who does not make payment in full by closing time on Friday will be charged a late fee of \$25.00 the first day and \$5.00 for each additional day until full payment is made. Continual late payments will result in withdrawal of services. (Per POC policy, no late payment fees apply.)

Late Pick-Up: All children are required to be picked up by the scheduled closing time each day. There will be a **\$5.00 charge for the first 15 minutes you are late and \$1.00 per minute for each additional minute, per child, payable at the time of pick-up** for pick-ups after the scheduled closing time. Children will not be admitted back into the Club until payment has been made for any late pick-up.

It is each parent's responsibility to continually review and be aware of scheduled closing times. Please check the parent information board each day for this and other time-sensitive information about the program. (Per POC regulation, NO late fee can be charged until the child has exceeded their authorized daily attendance period, but you may be subjected to suspension of services for repeated failure to abide by the hours of operation.)

GENERAL HOURS OF OPERATION

School Year.....	6:30am-6:00pm, Monday-Friday
Scheduled/Unscheduled School Closings.....	7:00am-6:00pm
Summer Fun Club.....	7:00am - 6:00pm, Monday-Friday

NOTE: Times may vary. Be sure to confirm with Club Director or Membership Coordinator.

HOLIDAYS

We are closed seven holidays each year: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (Thursday & Friday), Christmas Day.

Any other holidays or Club closings will be in compliance with the Boys & Girls Clubs of Delaware Holiday Schedule, and will be posted in advance. Please see attached copy of the Boys & Girls Clubs of Delaware Holiday Schedule.

ATTENDANCE

If your child will not be attending the program due to illness, scheduled medical appointment, or vacation, please notify the Club director via voicemail on the Club cell phone, and then follow up with an email or text message. Notice must be given no later than one hour before the start of program. Absences without notice or frequent tardiness will result in a follow-up phone call or a home visit if updated contact information is not on file.

OPEN DOOR POLICY

Parents are encouraged to visit the club at any time during operating hours. Please be sure to sign in at the front desk. For the safety of our children, no one may enter the Club during the hours of operation without identifying himself/herself and signing in.

PROCEDURES FOR PARENT COMMUNICATION

The Boys & Girls Clubs are open for parent/guardian visits. The program encourages parents/guardians to become actively involved in the program. To facilitate communication, the following procedures will

be followed:

1. Parent information board: Located near the entrance. Look here for the daily overall schedule of program activities, snack menu, upcoming events, parent workshops, scheduled Club closings, community resources, etc.
2. Two parent conferences will be conducted between the Club staff and the parent/guardian annually.
3. Less formalized discussions with the Club Director or supervisor in charge are available on a daily basis.
4. Parent Orientation meetings are held twice annually. They are held in September and in June.
5. The Club director and other staff members will make every reasonable effort to address parent concerns in a timely manner. More serious concerns will be given priority. Your patience and cooperation are appreciated.
6. Parents will be notified immediately in the event of an incident or accident depending on the severity of the situation.
7. Parents/guardians are expected to provide the Club with recently updated information, especially phone number changes, new or updated IEP or 504 plan, etc.

FAMILY ENGAGEMENT

The Boys & Girls Clubs of Delaware encourages family engagement and input into our programs. We provide a safe place for their children while they work or attend school. Many of our locations offer family and adult programs such as swimming, Zumba classes, movie night, and college fairs. Parent surveys, regular meetings and daily contact give us ongoing feedback. Parent surveys are conducted annually.

PRIMARY CAREGIVER & CONTINUITY OF CARE

Each child is assigned a primary caregiver that promotes a caring relationships that help children thrive. A primary caregiver ensures consistency of relationships, environment and communication between the staff and families. The child develops trust as his or her primary caregiver learns to respond appropriately to his/her unique temperament, needs and interests. This holistic relationship provides the security and trust that enables the child to explore and flourish in group care. Stability is important for healthy emotional development, which provides the underpinnings for all other areas of development.

DELCARE REQUIREMENTS

Boys & Girls Clubs of Delaware are licensed through the Office of Child Care Licensing to operate our child care programs. Parents are encouraged to review the DelaCare Requirements for Day Care Centers. A copy is available at the front desk or on the web at

http://kids.delaware.gov/occl/occl_providers.shtml

COMPLAINT PROCEDURES

If you have any issues or concerns, please address them privately with the Club director as soon as possible, so it can be resolved in private as quickly as possible. Contact the Club via telephone or email and verbally request, or submit a written request, to speak with the Club director during non-program hours. If we are unaware that there is a problem, we cannot work to resolve it. We want to provide an atmosphere where your child feels safe and has fun while learning, and we want to work closely with you in a positive and constructive way to ensure that happens.

COMMENTS AND SUGGESTIONS

Your comments and suggestions are welcomed. You may speak to our staff when you are in the Club, leave a comment in the suggestion box, or you may call the Club.

EMERGENCY CLOSINGS

We will make every attempt to stay open during inclement weather, but when needed, closings will be announced on the following radio stations and websites: **WDEL 1150AM** and **WSTW 93.7FM**

www.doe.state.de.us, click on school closings. In the event of a state of emergency, all programs will be closed.

CHILD/STAFF RATIO

All Club locations are staffed appropriately to meet Office of Child Care Licensing requirements.

PARENTS RIGHT TO KNOW NOTICE

Under the Delaware Code you are entitled to inspect, at any time, the active record and complaint files of any licensed child care facility. To review a child care facility record contact:

Office of Child Care Licensing
Concord Plaza, Hagley Building
3411 Silverside Rd
Wilmington, DE 19810
302-892-5800

Office of Child Care Licensing
821 Silver Lake Boulevard
Dover, DE 19904
302-739-5487
or 1-800-822-2236

<http://kids.delaware.gov/occl/occl.shtml>

RELEASE OF CHILDREN

Your child will only be released to people that have been identified on the membership application and who have appropriate picture identification. It is your responsibility to notify the Club of any additions or other changes to the list of those who have your permission to take your child(ren). Please understand that for the safety of the young people we serve, the Boys & Girls Clubs will strictly adhere to this policy.

Anyone approved to pick up your child should be listed on your Emergency Information Form. There needs to be someone other than parents and the person who normally picks up the child listed as an emergency contact. This is a state requirement; we will not accept any child into the program without an additional person other than parents listed as an emergency contact. The emergency contact is not authorized to pick up the child unless specified on the form.

The Club needs to be notified when someone else will be picking up your child. If authorization to pick up your child is done over the phone, you will be asked to verify certain information. Even if it is an emergency, the Club needs your permission to release your child to someone other than you. Written documentation naming the person(s) authorized by the parent/guardian for the release of the child is required for dismissals. An adult 18 or older must sign the member out.

Club staff members will assume that both parents have the right to pick up their child, unless a court order stating otherwise is on file. Without a court order, the Club staff members cannot refuse a parent. If the Club has a court order and a non-custodial parent tries to pick up the child, the Club will call the custodial parent. If the non-custodial parent leaves with the child, the Club will immediately call the police and report the situation. The Club will not place the other children at risk in a confrontation with the non-custodial parent. Any changes to a court order must be done in writing and presented in advance to the Club director.

It is very important to The Boys & Girls Clubs that your child arrives home safely. Therefore, if the person who arrives to pick up your child appears intoxicated or otherwise incapable of bringing your child home safely, the Club director or manager-in-charge will call the other parent or the emergency contact. If the parent refuses to agree not to transport the child, Club staff will notify police and report the parent as intoxicated.

TERMINATION POLICY

If you decide to withdraw your child from the Club, we require a minimum of two weeks advance written notice of termination.

PERSONAL BELONGINGS

Children are required to leave toys, food, gum, pets, and personal electronic devices (e.g. iPads, iPods, Electronic Readers, cell phones) and money at home. The learning materials at all centers are shared by all of the children as part of the learning experience. On special "Show and Tell" days, however, children are allowed to bring in something to share with the class. Please label all personal belongings. Check the Lost & Found for any lost items. **While our staff will do their best to help your child locate lost items, the Boys & Girls Clubs of Delaware will not accept responsibility for any items that are lost or stolen.**

DAMAGE

Except for normal or reasonable wear and tear, if a child damages something that belongs to the Boys and Girls Clubs of Delaware, the parents will be responsible for paying for its repair or replacement.

TRANSPORTATION POLICY

All staff driving the Club van must have a valid Delaware driver's license, have completed the required driver safety course, and have met all other applicable required to be an authorized Boys & Girls Club driver. Additionally, all drivers have a pre-employment drug and criminal background tests. A copy of their driving record and current driver's license is kept on file. These are updated annually. If a driver develops a physical condition that impairs his/her ability to drive, they will be prohibited to operate a Club vehicle and transport Club members. The Club will not transport your child on field trips or for any other reason without your express written permission.

CLOTHING

Children should come dressed for action. We recommend washable, comfortable play clothes, which the child can manage as much as possible. Sneakers or other soft-soled shoes are the safest. Clogs, sandals, jellies or hard-heeled boots are not allowed. Considering that we do go outdoors daily (weather permitting), we ask that you please dress your child appropriately for the weather.

Clothes with inappropriate graphics or writing may not be worn. If provided, members must wear Boys & Girls Club T-shirts on all field trips. Hems of clothing (other than swimwear) cannot be two inches higher than the knee. During water and swimming activities girls must wear one piece bathing suits and boys must wear swim trunks with a mesh liner.

INCLUSION POLICY

The Boys & Girls Clubs of Delaware embrace an inclusion approach that provides opportunities for all children to actively participate in all aspects of the program. Parents are encouraged to share a copy of their child's IEP with us so that we can better serve him/her. This information will be kept confidential but will help the staff in determining the most effective way of working with your child. Please make an appointment with the Club or Child Care Director to discuss how to incorporate the plan in his/her activities.

Pursuant to appropriate federal and/or state law, the program will make reasonable accommodations in order to implement a child's IEP or Individual Family Service Plan (IFSP). Staff will have knowledge and training in inclusion best practices. The goal is to create a learning environment in which all children are valued and respected. The Boys & Girls Clubs of Delaware reserves the right to determine a reasonable accommodation. An individual assessment of each child's needs will be completed by the Boys & Girls Clubs' County Membership Assessment Team to determine if necessary accommodations would pose undue burden, fundamental alteration of our core program, or create a substantial risk of harm for others involved in the program. The Boys & Girls Clubs reserves the right to assess its capacity to meet the needs of a particular child within the parameters of its programming.

DUAL LANGUAGE LEARNERS

We provide ongoing professional development to staff so they are able to support the growth and development of children and families who speak languages other than English. We actively recruit members of the community who are bi-lingual and bi-cultural to work and or volunteer in the program. The staff at the site will implement activities that reflect the culture of the children in the program.

DAILY ACTIVITIES FOR CHILDREN

We guarantee our trained and experienced staff provides a loving, warm, nurturing environment. Quality learning experiences for children are enhanced by a well-planned curriculum. Daily schedules and lesson plans are used to provide activities, projects and themes that are appropriate for the age and development of the children in their care. Learning centers are used as an interactive process for children to learn through doing. Activities are designed to promote social development, literacy, physical fitness, intellectual ability, creative expression and FUN!

Sample Daily Schedule:

Pre-school: 7:00am -8:00am..... Arrival/ Free Play
8:00am Breakfast
8:30am – 9:30am..... Bathroom /Free Play
9:30am – 10:00am..... Circle Time / Calendar /Story
10:00am – 10:30am..... Small Group Activities
10:30am - 11:15am..... Outdoor Play
11:15am – 11:30am..... Handwashing/ Bathroom / Lunch Prep
11:30am - 12:00pm..... Lunch
12:00pm – 12:30pm..... Quiet Games & Books
12:30pm – 2:00pm..... Naptime
2:00pm – 2:30pm..... Bathroom / Snack
2:30pm – 3:30pm..... Free Play / Choice Centers
3:30pm – 4:15pm..... Outdoor Play
4:15pm – 4:30pm..... Story Time
4:30pm - 6:00pm..... Free Play / Clean-up / Departure

School Age:

AM Care: 6:30am - 7:15am..... Free Choice / Choice Centers
7:15am - 7:45am..... Group Activity
7:45am - 8:15am..... Gym/Outside
8:15am - 8:30am..... Clean-up

PM Care: 3:30pm - 4:00pm..... Check-in / Hand Washing / Snack
4:00pm - 4:30pm..... Outside / Physical Education Activity
4:30pm - 5:00pm..... Homework / Choice Centers
5:00pm - 5:30pm..... Teacher-Directed Enrichment
5:30pm - 6:00pm..... Free Choice / Clean-up

CONTINUITY OF CARE

In order to support strong relationships, the child care program must maintain small groups and assign primary caregivers to every child. This primary caregiver works in a team with other caregivers to provide for all of the children, however s/he tunes in to his/her primary children creating a special bond with these children and their families. S/he is responsible for most of the child's daily care needs, for monitoring and supporting the child's development, and for communicating with the family.

TRANSITION POLICY

We recognize that transitions can be stressful for both child and parent. We encourage parents to visit with their children as often as their schedule will allow. Pre-enrollment tours and meetings with staff are also recommended to new families. An open house will be held twice annually, at which parents will

be given information about the programs being offered and your child's progress. School-age Club members will be assigned a student ambassador who will help introduce them to the daily routines.

Preschool and school-age children may be transitioned from one group to another following a birthday or at the beginning of a new program year. Staff will supervise and monitor these transitions by allowing visits to the new classroom each day for up to three days prior to the move. On the first day the child will participate with the new group for one hour; the second day, the child will participate with the new group for 2 hours and a meal period; the third day, the child will participate with the new group for the entire program day. On the Monday following the transition period, the child will report to his or her new group.

Transitions to other areas within the program (e.g. bathrooms, playgrounds, snack area, scanning in) will be supervised by staff. Children are expected to always adhere to the Club Code of Conduct when moving from area to area and to notify staff immediately if there are any concerns.

Children ages 13 – 19, who are no longer enrolled in child care, may transition to our teen program. They may participate in our National programs, such as Keystone Club, SMART Moves and Triple Play, as well as Pegasus Artworks, Tutoring, Sports and Recreation.

CHILD ASSESSMENT POLICY

Pre-school:

Currently we are using the ***Ages & Stages Questionnaire (ASQ)*** screening system to help keep track of your child's development. This screening tool is safe, age appropriate and culturally sensitive. A questionnaire will be provided every 2, 4 or 6 months. Parents/guardians will be asked questions about what your child can or cannot do. If, following the questionnaire, there are no concerns, we will provide activities to encourage your child's continued development. If there are some concerns we will follow up with a referral for a more in-depth assessment.

Teaching Strategies Gold is an ongoing observational assessment system. Children are observed during their regular daily activities throughout the year. It gives a broader picture of your child's development. The information gathered will help develop classroom curriculum and help your child stay challenged and engaged.

School-Age:

Your child is growing and learning every day at Boys & Girls Clubs of Delaware. We know you would like to know more about how your child is developing talents, interests and skills during out-of-school time. Boys & Girls Clubs of Delaware uses a **portfolio-based informal assessment**. It includes a developmental checklist as a screening tool. A portfolio is a collection of items that reveal different aspects of an individual child's growth and development over time. They include student work samples, staff observations, pictures and parent feedback. Parents and children can select items for the portfolio. No information in your child's file will be shared without written permission from you or other parent/guardian. All assessments will be used to inform and augment program planning and curriculum development.

COMMUNITY NOTIFICATION OF SEX OFFENDERS

As required by law, information regarding sex offenders in the local area is available to parents. The Community Notification binder can be found at the front desk.

HEALTH EXCLUSION

Upon arrival, each child will be observed by a staff member trained in recognizing common signs of communicable disease, physical injury, or other evidences of ill health. The observations will be documented. If your child has symptoms of any illness specified below, he/she may not be admitted or allowed to remain in the Club. Written documentation from a licensed physician stating that your child does not pose serious health risk to other children will be required. The symptoms of illness for possible exclusion shall include, but are not limited to the following:

- unspecified illness
- Scabies
- uncontrolled cough
- diarrhea
- head lice
- excessively runny nose
- vomiting
- infestation
- irritability
- mouth sores
- Impetigo
- persistent crying
- unexplained rash
- Strep throat
- lethargy
- Pink eye
- Chicken pox
- fever of 100 or higher

If your child develops any of these symptoms during the day, you will be notified as soon as possible to come get your child. If you cannot be reached at work, we will call your home and cell phones, and then the phone number for the emergency contact on your child's emergency card. Your child must be picked up within one hour. While awaiting your arrival, your child will be separated from the rest the group in an area that is supervised and where the child's individual needs for rest, comfort, food, drink, and activity are met.

COMMUNICABLE DISEASES

A written documentation from the child's licensed physician stating that the child has been evaluated and presents no risk to the child or others must be received by the Club before any child with communicable disease is allowed to attend the Club. Written notice of an outbreak of a communicable disease will be given out.

CHRONIC HEALTH CONDITIONS:

The Club director will inform all staff of the health needs of individual children and make certain the staff respects the confidentiality of each child's health needs. Training will be provided to insure the staff is knowledgeable in special health needs.

Children afflicted with asthma/allergies must have necessary medication (inhalers, prescription tablets, etc.) on site during program hours. Medication will only be administered to a child by staff members with appropriate certification for dispensing medication. All prescription medications must be in their original container, properly labeled with the name of the child, name of the medication, dosage information, medication strength and directions for administration. In the absence of a physician's order, parents may come to the Club and administer medication to their child.

The Club director or manager in charge shall keep a record of the administration of medication to children, which includes medication as well as any adverse effect that is observed. Club staff will follow established procedures for ensuring all medications are properly administered and appropriate records are maintained. Staff will advise the parent/guardian of any health problems such as nosebleeds, skin rash, nausea, diarrhea, high fever or labored breathing.

EMERGENCIES

Most of the Club staff members have First Aid and CPR certification. The staff will report injuries on a minor injury report form, which will be given to the parent/guardian at the end of the day. All head and eye injuries, no matter how minor, will be reported immediately to the parent/guardian. Any injury that causes bleeding or swelling will also be reported as soon as possible. In the event of a more serious injury or illness, the staff will make every attempt to reach the parent/guardian, and the child will be transported to the local hospital. It is imperative that parents/guardians list all allergies and health problems on their child's membership application, as well as verbally advising staff.

STANDARD PRECAUTIONS

All employees have been trained to employ standard precautions to protect themselves and others from exposure to bodily fluids in accordance to OSHA.

HEALTH & SAFETY PRACTICES

Protecting children from injury is a primary goal of the program. Close attention is paid to providing safe physical surroundings, preventing the spread of infection, and encouraging good health and safety practices in both children and staff. Children and staff must follow the required hand washing procedure.

Prescribed hand washing steps:

1. Turn on warm water.
2. Wet hands with water.
3. Apply liquid soap.
4. Wash hands, rubbing hands out of running water at least 10 seconds. Rub top and inside of hands, under nails and between fingers.
5. Rinse hands at least 10 seconds under running water.
6. Dry hands using a clean, disposable paper towel or an air-dry blower.
7. Turn off water using the paper towel.
8. Throw paper towel away into a plastic-lined, hands-free, covered trash receptacle.

NOTE: Wipes and hand sanitizers (antiseptic waterless washes) are not a substitute for handwashing.

The tables and equipment are sanitized with a solution of bleach and water.

HEALTH & SAFETY CURRICULUM

We offer a number of health and safety programs throughout the year. SMART Moves is designed to prevent drug and alcohol use and delay the onset of sexual activity.

- Act SMART is implemented as part of an extensive HIV prevention campaign to provide health education and risk education activities in an out-of-school setting.
- Smoke Screammers is a tobacco prevention program.
- Nemours 5-2-1-Almost None program teaches Club members about healthy eating and lifestyles.
- Triple Play is a comprehensive health and wellness initiative that strives to improve the overall health of members by increasing their daily physical activity, teaching them good nutrition, and helping them develop healthy relationships.
- Safety habits such as crossing the street, wearing a safety belt, fire safety are also integrated in the program.

PHYSICAL ENVIRONMENT & SAFETY

Daily health and safety checks are conducted at opening, closing and throughout the day of the facility. Employees are required to make sure all areas inside and outside the facility are clean and free from hazards.

FOOD & NUTRITION

The Boys & Girls Clubs of Delaware has adopted the National After School Association's Healthy Eating Standards. The children involved in the Club's child care program will receive a nutritious meal and/or snack each day, except when notified otherwise. All meals and snacks provided by Boys & Girls Club adhere to the current USDA/ Child and Adult Food Program.

Our families that have dietary, religious or other restricted preferences may provide lunch for their child, but they must meet the USDA guidelines. The following will assist you in selecting items for your child's lunch to meet USDA guidelines:

- 1. A lunch for children shall have one (1) item from each of the food groups below:**
 - a. Dairy products -- milk, milk products, cheese.
 - b. Protein -- meat, poultry, eggs cheese, peanut butter, dried beans, peas, nuts.

- c. Grain -- whole grain and enriched products such as breads, cereals, pastas, crackers, and rice.
 - d. (2) servings of the fruits/vegetables group (raw or cooked, any kind)
2. When your child arrives at the Club (or when you sign your child in), you or your child **must notify the person in charge if your child's lunch requires refrigeration.** This is an important safety procedure.
 3. Lunches must be labeled at home with the child's first and last names.
 4. The professional staff at Boys & Girls Clubs believes that your child will feel better and have a happier and more positive day in the Club by consuming only nutritional foods and drinks. Some examples of what to stay away from, especially in the Club:
 - Candy, including chocolate
 - Gum
 - Soda of any kind
 - High sugar foods and drinks
 - Artificially colored beverages
 5. If a parent/guardian wants a modification to the required meal pattern due to preferences or religious beliefs, they must present their request or requirement in writing to the Club director or manager in charge.

Because there are so many children that attend the Club every day, **we cannot heat or cook your child's meal.** Parents are responsible for providing any needed plates, utensils, cups, napkins, etc., as needed. Please make sure that you put your child's name on his/her lunch bag/box and any containers. If you send your child with juice, it must be 100% juice to count as a food group. Capri Sun, Kool-Aid, sports drinks and soda do not count.

A nutritious snack will be provided by the Boys & Girls Club. Snack time will last 20-30 minutes and will include 2 of the following: milk/dairy, protein, fruits and vegetables, grain. If your child does not like the snack we provide, the parent has to provide an alternative.

For more information on healthy meals and nutrition requirements in child care visit:

<http://www.nemours.org/filebox/service/preventive/nhps/publication/nhpsadminguide.pdf>

HOMEWORK POLICY

We strongly believe that Boys & Girls Club, its Club members, and their parents share responsibility for children completing their homework. We will do our best to encourage each member to work diligently during the homework help time, and we will provide as much assistance as possible. Although we hope all members will respond favorably to this opportunity, we cannot force a member to make the choice to complete his/her homework. We believe parents are the best teachers, and their consistent support and encouragement at home, relative to their children's educational development, will provide their child with the greatest chance for success. We look forward to working with you to help foster your child's academic achievement. However, we cannot assure that each Club member will complete all of his/her homework during the time they are in the Club. To the best of our ability and resources, we will provide learning materials and access to computers to assist in the completion of homework as part of our commitment.

CHILD ABUSE & NEGLECT

As a licensed child care facility all staff are required by law to document and report any suspicion of abuse or neglect of a child or minor. Any staff person alleged to have perpetrated an incident of child abuse or neglect shall not have any contact with any children until the investigation of the incident has been completed.

OUTDOOR PLAY

We are committed to promoting healthy habits. Children will go outside daily for exercise if weather is permitting. Weather permitting conditions include temperatures between 25 and 90 degrees (including wind chill and heat index), EXCEPT during active precipitation or weather advisories. Boys and Girls Club will go outside if snow is on the ground (please dress children accordingly).

LOST AND FOUND

If your child is missing anything, please check the Club's Lost and Found area as soon as possible. Remember to label everything. Unclaimed items are given to charity after a reasonable length of time. We will not replace or reimburse for any lost or stolen items.

PARENTAL CONSENT FOR USING TECHNOLOGY

Delaware Office of Child Care Licensing states that written consent from a legal parent/guardian is required for use of computers and viewing television. Television and computer usage is prohibited for children under two years old. Screen time is limited to one hour daily. Viewing times may be extended for special projects or events. Viewing shall be limited to programs and websites that are educational and age appropriate.

STAFF QUALIFICATIONS

All employees meet Boys & Girls Clubs of Delaware requirements, as well as Delaware Office of Child Care Licensing requirements. All staff members have been cleared through drug screens and criminal background checks. Most or all staff members at each Club site have CPR, First Aid and AED Certifications.

VOLUNTEERS, AIDES & SUBSTITUTES

Volunteers, aides, and substitutes must meet all Boys & Girls Clubs of Delaware and Office of Child Care Licensing employee criteria. All volunteers must be at least 16 years of age. They are never left alone with children in a classroom. Long-term substitutes of 5 days or 40 hours per year shall be qualified for the position in which they are substituting and are required to have a background check.

OPPORTUNITIES FOR PARENT INVOLVEMENT

Parents can join the Parent Advisory Committee (PAC), participate in special events throughout the year and attend parent workshops. Volunteers are always welcome after completing an application and criminal background check. Activities are posted at the front desk each month.

CONFIDENTIALITY AND DISTRIBUTION OF RECORDS

Information contained in children's records is privileged and confidential. Boys & Girls Club of Delaware will not give out any information about any child, or his or her family, without written permission from the parent/guardian. Exception to this policy: During the performance of official duties, representatives of the Office of Child Care Licensing and other State agencies are able to access this information without parental permission. This includes school principals, or those higher in authority, at schools where Boys & Girls Club operates a child care program. Parents/guardians will be notified if children's records are subpoenaed. Children's records are accessible to their parents upon request.

NON-DISCRIMINATION POLICY

In accordance with federal law this organization is prohibited from discriminating on the basis of any protected category, including race, color, national origin, sex, age, or disability. The Boys & Girls Clubs of Delaware is an equal opportunity provider and employer.

FAIRNESS IN THE USE OF FACILITIES AND EQUIPMENT POLICY

The Club will provide fair and equitable use of facilities and equipment to promote the positive growth and development of its children. Capable, trained staff members are employed to manage both coed and non-coed programs and activities that are designed to meet the needs of both boys and girls.

SMOKING, TOBACCO & PROHIBITED SUBSTANCES

Smoking and chewing tobacco are prohibited at all times inside and outside all Boys & Girls Club facilities. Smoking and chewing tobacco are also prohibited while transporting children or at any time during field trips, events, or other Club-sponsored activities away from the Club. Illegal drugs are strictly prohibited from all Boys & Girls Club locations, vehicles, activities, and events.

TOXIC MATERIALS

Toxic materials such as cleaning agents, bleach, or medicines are kept in locked cabinets or rooms out of the reach of children.

ANNUAL NEEDS ASSESSMENT

The Boys & Girls Clubs of America's Formula for Impact is a research-based theory of change that describes how individual Clubs and the Boys & Girls Club Movement as a whole will increase our impact

- exponentially - on the lives of young people in America, particularly those most in need. Each element of our Formula for Impact incorporates research into the ways that young people grow and thrive, as well as best practices and traditions of highly effective Clubs. As part of our commitment to quality, we conduct annual youth and parent/guardian surveys to inform and augment program planning and measure impact.

MANMADE & NATURAL DISASTER PLAN

POWER FAILURE/NATURAL DISASTERS (earthquake, tornado, hurricane, and blizzard): Children will remain in the building whenever possible. If the Club director or manager in charge determines that the building must be evacuated, parents/guardians or emergency contacts will be contacted to pick up children. A staff member will stay with the children until a parent/guardian or emergency contact arrives at the site. If it is not possible to remain at the site a note will be posted on the front door explaining the whereabouts of the children and staff.

FIRE EVACUATION:

Fire drills will be administered monthly. As in all fire drills, children will not be permitted to collect coats, toys, or any other personal items. As part of their orientation to the Club, the children will be taught to stop anything they are doing when they hear the fire alarm and meet their teacher immediately at a designated place. Exits, hallways and other evacuation routes will be clear at all times to permit a prompt and safe exit from the building.

Regardless of the apparent size of the fire or the amount of smoke, the staff will promptly lead the children out of the building using the closest and safest exit. Staff and children will not stop to take clothing, toys, etc.

The Club director or manager in charge will be the last person to leave the building, after checking the bathrooms, hallways, etc.

After the staff and children are assembled at the designated meeting area, the Club director, manager in charge, or his/her designee will check attendance records and account for all children.

When and if the fire department determines it is safe to re-enter the building, staff will lead the children back into the building.

WEAPONS

Children possessing a dangerous weapon will not be permitted in the Club. A dangerous weapon is a gun, knife, razor, karate stick, metal knuckle, or any other object that by the manner it is used or intended to be used is capable of inflicting bodily harm. In cases that clearly involve a gun or which involve any other weapon used in a threatening manner the police will be called and the child will be subjected to immediate disciplinary procedures including suspension or expulsion from the Club.

BOMB THREAT

In the event a staff member receives a bomb threat the Club director or manager in charge will attempt to get the maximum amount of information from the caller, contact police, the Club's Regional Director, and the Vice President of Operations. The building will be evacuated under the following circumstances:

- An adult made the call.
- The caller states the general location and/or the time of explosion.
- The Club director or manager in charge decides the nature of the call warrants evacuation.

COMMUNITY RESOURCES

American Academy of Pediatrics
http://www.aap.org/publiced/BR_ChildCare.htm

Boys & Girls Clubs of Delaware
www.bgclubs.org

State of Delaware Office of Childcare Licensing
http://kids.delaware.gov/occl/occl_parents.shtml

Car Safety Seats and Transportation Safety
<http://www.aap.org/healthtopics/carseatsafety.cfm>

CHADD (Children and Adults with Attention-Deficit/Hyperactivity Disorder) is the nation's leading non-profit organization serving individuals with ADHD and their families.
www.chadd.org/

Delaware Commission for Women
www.commissionforwomen.delaware.gov

Delaware Helpline's **FREE ON-LINE SERVICE**
<http://www.Delaware211.org> or dial 211

U.S. Department of Education
www.ed.gov

Family Shade
<http://www.familyshade.org/>

Family and Workplace Connection
<http://www.familyandworkplace.org/>

National Afterschool Association
<http://www.naaweb.org/>

National Alliance on Mental Health Delaware (NAMI)
www.namidelaware.org

Nemours-Nations Largest children's health systems
www.Nemours.org

National Domestic Violence Hotline
1-800-799-SAFE (7233)
www.ndvh.org

Parent Information Center of Delaware
<http://www.picofdel.org/>
1-888-547-4412

Sudden Infant Death Syndrome (SIDS) Network
www.sids-network.org

Women, Infant and Children (WIC) Nutrition Program (WIC)
Statewide 1-800-221-2255
<http://dhss.delaware.gov/dph/chca/dphwichominf01.html>

STATEWIDE LOCATIONS

New Castle

Appoquinimink Boys & Girls Club
504 S. Broad Street
Middletown, DE 19709
(302) 378-7620
(302) 378-7622 fax

Clarence Fraim Boys & Girls Club
669 South Union Street
Wilmington, DE 19805
(302) 655-4591
(302) 658-3907 fax

Claymont Boys & Girls Club
500 Darley Road
Claymont, DE 19703
(302) 792-1882
(302) 792-9309 fax

Greater Newark Boys & Girls Club
1 Positive Place
Newark, DE 19702
(302) 836-6464
(302) 836-2960 fax

H. Fletcher Brown Boys & Girls Club
1601 N. Spruce Street
Wilmington, DE 19802
(302) 656-1386
(302) 656-1387 fax

New Castle Boys & Girls Club
19 Lambson Lane
New Castle, DE 19720
(302) 655-8569
(302) 655-8523 fax

North Admin

669 S. Union Street
Wilmington, DE 19805
(302) 658-1870
(302) 658-3907 fax

Kent County

Greater Dover Boys & Girls Club
1683 New Burton Road
Dover, DE 19904
(302) 678-5182
(302) 674-5249 fax

Smyrna Clayton
240 E. Commerce Street
Smyrna, DE 19977
(302) 659-5610
(302) 659-5612 Fax

Rehoboth Beach Boys & Girls Club
Epworth United Methodist Church
19285 Holland Glade Road
Rehoboth Beach, DE 19971
(302) 260-9864
(302) 260-9867 fax

Dover Air Force Base Club
864 Center Street
Dover AFB, DE 19902
(302) 677-6376
(302) 677-6378 fax

South Admin

1683 New Burton Rd.
Dover, DE 19904
(302)-674-3313
(302)-674-5249 fax

Sussex County

Western Sussex Boys & Girls Club
310 Virginia Avenue
Seaford, DE 19973
(302) 628-3789
(302) 628-9939 fax

Georgetown Boys & Girls Club
115 N. Race Street
Georgetown, DE 19947
(302) 856-4903
(302) 856-4923 fax

Oak Orchard Boys & Girls Club
31550 Oak Orchard Road
Millsboro, DE 19966
(302) 945-2244
(302) 945-2294 fax

The Growing Tree preschool
3215 Oak Orchard Road
Millsboro, DE 19966
(302)945-2244
(302)945-2294

Greater Milford Boys & Girls Club
101 Delaware Veterans Blvd.
Milford, DE 19963
(302) 422-4453
(302) 422-4787 fax

Dagsboro Boys & Girls Club
28154 Lighthouse Crossing, Unit 2
Dagsboro, DE 19939
(302) 732-6636
(302) 732-6637 fax

Extensions:

Laurel Boys & Girls Club
454 Central Avenue
Laurel, DE 19956
(302) 875-1200
(302) 875-1036 fax

Boys & Girls Clubs School Site Locations

New Castle County

Brader Elementary
107 Four Seasons Parkway
Newark, DE 19702
(302)383-7470

Brandywine Springs Elementary
2916 Duncan Road
Wilmington, DE 19808
(302)463-9530

Brick Mill Elementary
378 Brick Mill Rd
Middletown, DE 19709
(302)893-9318

Cooke Elementary
2025 Graves Rd
Hockessin, DE 19707
302-893-8683

Casimir Pulaski Elementary
1300 Cedar Street
Wilmington, DE 19805
(302)463-9529

Highlands Elementary
2100 Gilpin Avenue
Wilmington, DE 19805
(302)463-9529

Linden Hill Elementary
3415 Skyline Drive
Wilmington, DE 19808
(302)463-8936

North Star Elementary
1340 Little Baltimore Rd
Hockessin, DE 19707
(302)463-6188

Olive B. Loss Elementary
200 Brennan Blvd.
Bear, DE 19701
(302)463-8132

Richardson Park
9 Idella Drive
Wilmington, DE 19805
(302)893-9321

Shortlidge Academy
100 W. 18th Street
Wilmington, DE 19802
(302)893-9314

Warner Elementary
801 West 18th Street
Wilmington, DE 19802

Kent & Sussex County

Academy of Dover
104 Salisbury Rd
Dover, DE 19904
(302) 674-3313

Allen Frear Elementary
238 Sorghum Mill Rd
Camden, DE 19934
(302)824-4832

Clayton Elementary
510 W. Main Street
Clayton, DE 19938
(302)893-9317

Lake Forest East
124 W. Front Street
Frederica, DE 19946
(302)358-1471

Lake Forest N.

319 Main Street
Felton, DE 19946
(302)358-1471

McIlvaine Kindergarten Center
11 E. Walnut Street
Magnolia, DE 19962
(302)270-5820

Milton Elementary
512 Federal Street
Milton, DE 19968
(302)893-9313

Nellie Stokes Elementary
3874 Upper King Rd
Dover, DE 19904
(302)757-5414

North Smyrna Elementary
365 N. Main Street
Smyrna, DE 19977
(302)893-9320

Sunnyside Elementary
123 Rabbit Chase Road
Smyrna, DE 19977
(302)893-9319

Star Hill Elementary
594 Voshell Mill Rd
Dover, DE 19901
(302)757-5948

W.B. Simpson Elementary
5 Old North Road
Camden, DE 19934
(302)757-5296

Woodbridge ECEC
400 Governors Avenue
Greenwood, DE 19950
(302)358-1471

WHY BOYS AND GIRLS CLUBS OF DELAWARE?

Boys & Girls Clubs are a safe place to learn and grow – all while having fun. It is the place where great futures are started each and every day.



GREAT FUTURES START HERE.



**BOYS & GIRLS CLUBS
OF DELAWARE**

BOYS & GIRLS CLUBS OF DELAWARE, INC.
POLICY AND PROCEDURE COMMITMENT

I have read the entire Boys & Girls Clubs of Delaware Child Care Program Policy and Procedure Manual included in this Parent Handbook and understand my commitment to Boys & Girls Club of Delaware Child Care Program. My child/children has read or I have read the Manual to him/her and he/she understands the policies and procedures. We both understand that failure to follow the procedures and policies will result in termination of enrollment. We have agreed to accept the policies detailed on the preceding pages.

(Parent/Guardian Signature)

(Date)

I have received Boys & Girls Club of Delaware Policy and Procedure Manual included in this Parent Handbook along with other required registration forms. I understand that I must read the handbook then sign and return the last page with the other completed forms in order to have my child registered for care.

(Parent/Guardian Signature)

(Date)

**Please sign and return this last page with you registration forms.
Thank you.**