

Parent Handbook

Program & Policy Guide

2023 - 2024



Education & Career Readiness



Healthy Lifestyles



Good Character & Leadership



The Arts & Sports Recreation



BOYS & GIRLS CLUB
OF CHICOPEE

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Dear Parent/Guardian:

Greetings! On behalf of the entire Boys & Girls Club of Chicopee organization, it is my pleasure to welcome you to our Club family! We are excited that you have chosen our Club for your child's out of school time program!

We have been serving youth and teens in Chicopee since 1912. While we are very proud of our history, we are passionate about our present, and excited for our future. Our team strives every day to ensure that our members have a safe, fun, engaging Clubhouse. Your youth and teens will have the opportunity to engage in a variety of out of school time activities including, art, music, physical education, homework help and so much more!

This handbook contains valuable information, ensuring a successful partnership between our Club and your child and family. I hope you will review it carefully, and please reach out to anyone on our team if you have any questions! Open lines of communication between parents/guardians and staff will ensure your child has a positive Club experience!

We look forward to getting to know you, and seeing your child grow and develop with us. Thank you for choosing us to provide this great opportunity to your child, and for ensuring their "Great Future" starts here.

Sincerely,

Jason Reed,

A handwritten signature in blue ink, appearing to read 'JR' or 'Jason Reed', written in a cursive style.

Executive Director

In keeping with the mission of the Club, our purpose is to provide appropriate Out-of School before/after school and evening programs to provide all youth and teens residing within Chicopee a place to reach their full personal and social potential. All those associated with the Club agree to practice safe and fair play in accordance with the following Club objectives.

OUR MISSION STATEMENT

The Boys & Girls Club of Chicopee is to enable all young people, especially those who need us the most, to reach their full potential as productive, responsible, caring citizens.

STATEMENT OF PURPOSE

The Boys & Girls Club of Chicopee is, and has always been, committed to the physical, educational, emotional, social, recreational and vocational development of youth, with special interest for the disadvantaged, without discrimination. Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

STATEMENT OF NON-DISCRIMINATION

The Boys & Girls Club of Chicopee is an Equal Opportunity Employer and follows a practice of affirmative action promoting equal employment opportunity. The Club does not discriminate on the basis of race, color, age, marital status, gender, creed, sexual orientation, disability, ethnic or national origin, religion or disable veteran status and is operated and managed in accordance with the principles embodied in Title VII of the U.S. Civil Rights Act of 1964.

OUR CORE VALUES

To ensure that our members, colleagues, volunteers, and investors are always our main priority, we commit to these core values:

- **Integrity:** We are authentic, honest, and transparent; we strive to do the right thing every day; we use our moral principles to guide us.
- **Safety:** We make our members' safety our main priority; we take responsibility for our own safety and for those around us; we strive for protection from danger, risk, or injury.
- **Commitment:** We excel in service delivery; we rigorously measure impact; we work to continuously improve ourselves and our organization.
- **Respect:** We treat others with respect and gratitude; we honor diversity and inclusion; we embrace alternative ways of thinking.

PREPARING FOR REGISTRATION

IMPORTANT INFO FOR PARENTS/GUARDIANS

PRIOR TO ATTENDANCE

Before Your Child(ren) can attend any program, you must have:

- Completed an Online Registration Application and have been accepted into the registered program – all registrations will be automatically waitlisted and must be approved by the Admissions Coordinator
- Online Application must be complete to its fullest extent! Any missing information may result in a delayed registration process
- Turned in a report of physical examination conducted during the preceding 12 months signed by a licensed health care provider
- Turned in a certificate of immunization
- Turned in a copy of a Birth Certificate
- Turned in a Seven Hill Child Care Voucher, if applicable
- You have paid a **Non-Refundable** \$30.00 Annual Membership Fee
- You have paid your first weekly parent fee if enrolled in a program with additional weekly fees

If the following apply to your child(ren), you must also have turned in:

- Individual Health Care Plan (IHCP) completed by a licensed health care provider documenting medical history of health conditions or impairments which may affect the child's activities while attending the Club, signed by a licensed health care provider
- IEP or 504 Plan
- Emergency Medication & Medication Consent Form
- Custody Agreement



CLUBHOUSE DIRECTORY

MEET OUR TEAM

The Boys & Girls Club of Chicopee employs and trains youth development and management professionals who are skilled and personable leaders of proven talent. Our team will work to bring out the best qualities in your child(ren) and make them as successful as possible on their journey with us. The staff are selected carefully and given the training and knowledge that is needed to provide quality programming.

MAIN CLUB 580 Meadow Street Chicopee, MA 01013 P: 413.592.6707 W: www.bgcchicopee.org E: admissions@bgcchicopee.org	SENECAL TEEN CENTER 664 Meadow Street Chicopee, MA 01013 P: 413.592.9872 * During Teen After School program hours only E: admissions@bgcchicopee.org
Kiara Gonzalez <i>Admissions Coordinator</i> P: 413.592.6707 ext. 4108 E: kiarag@bgcchicopee.org	Jhaniya Reed <i>Onboarding & Training Coordinator</i> P: 413.592.6707 ext. 4110 E: jhaniyar@bgcchicopee.org
Jaimie Waterman <i>Nutrition Coordinator</i> P: 413.592.6707 ext. 4111 E: jaimiew@bgcchicopee.org	Julius Santos <i>Athletics Coordinator</i> P: 413.592.6707 ext. 4107 E: juliuss@bgcchicopee.org
Anthony (Tony) Bigda <i>Youth Site Manager</i> P: 413.592.6707 ext. 4106 E: anthonyb@bgcchicopee.org	Paige Tetro <i>Teen Site Manager</i> P: 413.592.6707 ext. 4104 E: paiget@bgcchicopee.org
Stephanie Perez <i>Director of Programs</i> P: 413.592.6707 ext. 4105 E: stephaniep@bgcchicopee.org	
Lynn Morrisette <i>Director of Marketing & Development</i> P: 413.592.6707 ext. 4101 E: lynnm@bgcchicopee.org	Tara Korepta <i>Director of Administration</i> P: 413.592.6707 ext. 4102 E: tarap@bgcchicopee.org

Jason Reed, Executive Director
P: 413.592.6707 ext. 4109 | jasonr@bgcchicopee.org

ANNUAL MEMBERSHIP REQUIREMENTS



MEMBERSHIP REGISTRATION

BGCC's annual membership year goes from September 1st – August 31st. All members will be charged an annual non-refundable membership registration fee of \$30, regardless of the date on which the member begins and regardless of the program in which the member is enrolled.

Additional program fees are required for programs such as Athletic Programs and Licensed Out of School Time Programs during before school, after school and summer.

Online registration forms must be filled out completely and all fees paid before a child will be admitted as a member of our Club. It is important all sections of the application are properly filled out and parent/guardian contact information is kept current for emergency purposes. If/when information regarding a member changes it is the parent/guardian's responsibility to inform the Admissions Coordinator. Changes may include: phone numbers, address, school, emergency contact information. Failure to provide updated information is a matter of safety! All information is confidential.

OUT-OF-SCHOOL TIME LICENSED CHILDCARE PROGRAMS



C.A.S.P.E.R. BEFORE & AFTER SCHOOL PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Before & After School programs are designed to provide morning, afternoon and out of school time childcare for children ages 5-12 during the academic year. The Club provides quality programming to its members, focusing on relationship building, community opportunities, life skills, and more.

C.A.S.P.E.R. SUMMER PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Summer Program is designed to provide extended Out-of School time programming in the form of Summer Day Camp during the summer months for children ages 5-12.

C.A.S.P.E.R. HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, school early release/closure days and summer vacation. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Before School Program hours: Monday - Friday 6:30 – 8:30 am Due to Bus Pick Up Times: Grades 6-7 must arrive by 7:00 am Grades K - 5 must arrive by 7:30 am	After School Program hours: Monday - Friday 2:30 – 5:30 pm	½ Day of School Program hours: Monday - Friday 11:15 am – 5:30 pm	Vacation Week/Summer Program hours: Monday - Friday * 6:30 am – 8:30 am (early drop off for Before School Program participants or by registration as space permits) 8:30 am – 5:30 pm
Before School Program Fees: \$50.00/wk. per child	After School Program Fees: \$105.00/wk. per child	½ Day of School Program Fees: \$42.00/day per child	Vacation Week/Summer Program Fee: \$210.00/wk. per child

C.A.S.P.E.R. TRANSPORTATION

Transportation is available to and from the Boys & Girls Club of Chicopee's from Stefanik, Lambert Lavoie, Barry, Belcher, Steiber, Bowe, Litwin, Fairview Elementary, Bowie, Dupont Middle and Bellamy Middle Schools. Transportation is provided by Chicopee Public School transportation Department through Five Star Bus transportation.

PAYMENT OF FEES

The Boys & Girls Club of Chicopee requires that payments be made weekly on Fridays prior to your child(ren)'s next expected week of attendance. The Club accepts payment in the form of **cash, check, money order, Master Card, Visa, AMEX, Discover or through the parent TraxOnline Portal**. A recurring payment option is also available, please see the Admissions Desk for the authorization form. Recurring payment will be processed on Fridays mornings. If your payment is declined you will be contacted by phone and must make a payment in person by the close of business for your child(ren) to continue in the program the following week. If payment is not received by Friday your child(ren) will not be able to participate the following week. If Friday happens to be a holiday/closure day payment must be made in person in advance of Friday or on Friday though the online parent portal. In the event a check is returned as unpaid by your financial institution, the full amount of the returned check plus a \$20 fee must be paid. Furthermore, the Club reserves the right to require future payments be made with cash, card or money order if personal checks are returned for insufficient funds.

LATE PAYMENT FEE

Upon the first non-payment of Parent Fees a Non-Payment of Parent Fees Warning Notice will be issued. If a parent pays the balance no further action is necessary.

- If a parent fails to respond to the Non-Payment of Parent Fees Warning Notice, including paying balance prior to the next Parent Fee due date and maintaining subsequent week's Parent Fee a notice of termination will be issued.
- A \$10.00 weekly late fee will be added to Private Pay accounts that are more than one week in arrears with payments. All members currently enrolled with an EEC child care voucher will face termination of their voucher according to the termination process as detailed in EEC's Financial Assistance Policy Guide Chapter 13.1. Arrangements must be made with the Admissions Coordinator before child can return to the program after termination.

LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

Please notify the Club if you anticipate you are going to be late. Late fees apply with or without notification from the parent/guardian. If a member is left for more than 30 minutes past closing and the Club personnel have exhausted all measures to locate the parent/guardian, local authorities will be notified. If a child continues to be picked up late membership may be terminated.

It is important to keep the Club current with updated phone numbers and contact information. Staff members are NOT permitted to transport members home.

C.A.S.P.E.R. ATTENDANCE POLICY/PARENT FEES

All children enrolled are required to make every effort to ensure that each childcare slot is filled and used. When frequent absence occurs the Admissions Coordinator will contact Parent/Guardian to discuss the child(ren)'s placement and/or verify need for continued care. Excessive unexplained absence may result in termination of childcare.

- **Explained Absences:** Occur when a child(ren) does not attend on a scheduled day and the Parent/Guardian has been in communication with the Admissions Desk.
 - Only current and future days in which contact has been made will be marked explained. All prior days must remain marked as unexplained.
- **Unexplained Absences:** Occur when a child(ren) does not attend on a scheduled day without the Admissions Desk receiving communication from the Parent/Guardian.
- **Excessive Unexplained Absence:** Occurs when a child(ren) does not attend for more than 3 consecutive unexplained absences. Holidays or other closure days will not reset the count. All members currently enrolled with an EEC child care voucher will face termination of their voucher upon the second occurrence of Excessive Unexplained Absence in a 12 month period as detailed in EEC's Financial Assistance Policy Guide Chapter 13.4.

- **Notification of Absences:** Parents/Guardians are required to notify the Admission Desk of **ALL** absences prior to absence. Notification should be made by calling or texting the attendance reporting line by:
 - Email or Text: attendance@bgcchicopee.org
 - Call and leave a message: 413.592.6707 ext. 4140
 - Please report child's name, date, program child is enrolled in and the reason for absence
- **Parent Fees for Absences:** Parents/Guardians are responsible for all fees for every day that childcare is available, for all explained and unexplained absences. This includes any day the Boys & Girls Club of Chicopee is open and available for care, but a child(ren) is absent for any reason, including due to health related reasons.
- **Vacation Policy:** If a child will not be attending due to vacation time, please give the Admissions Coordinator at least ten (10) days written notification. If parents/guardians fail to give a ten (10) days' notice, parents/guardians are still **REQUIRED** to pay for the vacation time. Vacation time is not available on a partial week basis, if a child attends any partial week, parents/guardians are still responsible for the full weekly payment.
- **Parent Fees for Childcare Closures:** Parents/Guardians are not responsible for Parent fees when childcare is un-available for child(ren) on days when the Boys & Girls Club is closed completely. Weekly parent fees will only be adjusted in the following situations:
 - Holidays as outlined in our Parent Handbook
 - Professional Development Days as outlined in our Parent Handbook
 - General Emergency Closures, such as severe weather
 - Health/Safety Emergency Closures as initiated by the Organization
 - Other General Closures as initiated by the Organization

PARENT FEE BILLING ADJUSTMENTS

Weekly fee adjustments will take place when a variation in available or un-availability of childcare occurs, as initiated by the Organization. Fees adjustments are based upon which childcare program your child is enrolled in and what type of care is or isn't available. Adjustments are NOT based on whether your child attends or not.

- Weekly price adjustment will increase with the following scenarios:
 - ½ day of school
 - Vacation Week/Summer Week/No School Day
- Weekly price adjustment will be reduced/credited for the following scenarios:
 - Holiday Closure
 - Organization initiated closure as outlined above
- Private Pay Fee Adjustments are as follows:
 - Before School: \$10.00 per day
 - After School: \$21.00 per day
 - ½ day of school/No School Day: \$42.00 per day
 - Vacation Week/Summer Program: \$42.00 per day
- Voucher Fees will be adjusted according to the placement type and fees as outlined on Child Care vouchers

- All fees are subject to change based on the Boys & Girls Club of Chicopee's current program fees

VOUCHER PARENT FEE DEPOSIT POLICY

As required by EEC, all parents with a Seven Hills Child Care Voucher are required to pay an initial deposit, equal to the amount of the weekly Parent Fee. Deposit is required prior to the Child's first Day of care. For Parents who receive a combination of full-time and part-time subsidy, the initial deposit is based on their full-time Parent Fee.

REFUND POLICY

If a member is unable to start and does not attend any programs, a full refund will be issued. A refund check will be issued and mailed to the parent/guardian listed on the child's registration form. There will be no refunds issued after a member has attended a program.

C.A.S.P.E.R. PROGRESS REPORTS

All children registered for the C.A.S.P.E.R. Program will receive a Child Care Progress Report in January. The report will outline your child(ren)'s progress with his/her cognitive, social, emotional, fine motor, gross motor, and life skills, as well as areas that need improvement, while at the Boys & Girls Club of Chicopee. These reports will be placed in each member's files. Copies are available upon request. Please note that while we are a licensed childcare organization, we are not licensed as Massachusetts educators or physicians and therefore this progress report is solely based on our observations while your child is in our care.

C.A.S.P.E.R. DROP OFF & PICK UP PROCEDURES

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians walk their children into the building and drop them off. Parents/guardians will be required to sign their children into and out of attendance every day. For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Staff are not permitted to take phone calls and send children out of the Club for any reason.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

All children enrolled in the Before School Program must arrive at the Club on time to ensure they are on time for school bus transportation. Middle School students enrolled in grades 6-7 must arrive by 7:00am and Elementary School student enrolled in grades K – 5 must arrive by 7:30am.

YOUTH DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Youth Drop-In Program is open during the afternoon hours to children ages 6 (and in 1st grade) – 12 years old. The program is designed to provide recreational activities to children in the Greater Chicopee community to enhance relationship building, life skills, and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes and/or closures can be made as space permits and at the discretion of the Club.

YOUTH DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events, etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Program Begins: First Tuesday in October

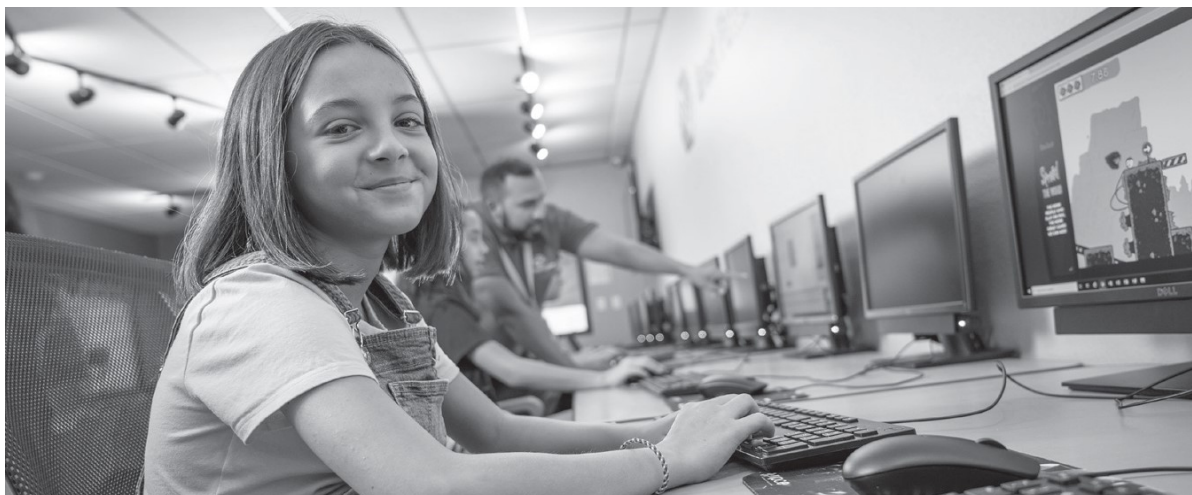
Program Ends: Last Friday in May

Days of Operation: Tuesday, Wednesday, Thursday, Friday (Closed Monday)

Times: 2:30 – 5:00pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Youth Drop-In Program. Parents are responsible for transporting their child(ren)
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required



TEEN DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Teen Drop-In Program is open during the afternoon and evening hours to teens ages 13 – 18 years old. The program is designed to provide recreational activities to teens in the Greater Chicopee community to enhance relationship building, life skills, promote college readiness, career development and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes can be made at the discretion of the Club.

TEEN DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Teen Center After School Program Hours

Location: Senecal Teen Center located @ 664 Meadow Street

Program Begins: First Day of School according to Chicopee Public Schools Calendar

Program Ends: Last Day of School according to Chicopee Public Schools Calendar

Days of Operation: Monday, Tuesday, Wednesday, Thursday, Friday

Times: 2:30 – 5:30pm

Teen Center Evening Program Hours

Location: Main Club located @ 580 Meadow Street

Program Begins: First Monday in October

Program Ends: Last Friday in May

Days of Operation: Monday, Wednesday, Friday

Times: 6:00 – 8:30pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Teen Drop-In Program. Parents are responsible for transporting their teens
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required

DROP IN PROCEDURES

DROP OFF & PICK UP

Parent and Club drop-in members are responsible for their own transportation to and from the Club. Children should be dropped off /arrive at the Boys & Girls Club of Chicopee no earlier than and picked up no later than the program hours listed for the program in which a members is registered.

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians disclose their child's authorized arrival and departure plan on the registration form. Children will be signed into and out of attendance every day and if being picked up, parents/guardians will be required to sign their child out. Please inform program staff of any changes.

For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Verbal or written permission and picture ID is required for anyone not included on the registration form. Should departure methods change, requests must be stated in writing and maintained in the child's file or the original departure plan on file must be implemented.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

DROP IN - OPEN DOOR POLICY

The Boys & Girls Club of Chicopee has an **Open Door Policy** for all Drop-In Members. The policy allows members to come and go at any time during Club's operation hours. Staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. Thus, it is the responsibility of the child AND the parent/guardian to determine, understand and enforce whatever arrival and departure methods they see fit. We recommend that you and your child set some firm rules about leaving the club, visiting friends in the neighborhood, going to the store, etc. The Boys & Girls Club of Chicopee reserves the right to prohibit a member from entering the facility, should coming and going become excessive on any given day. Members should NOT be dropped off prior to the opening of the facility, as the Club cannot be responsible for the supervision of such youth. **Members cannot participate in any Boys & Girls Club activities if they have not attended school on that current day for any reason.**

DROP IN LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

HEALTH CARE POLICIES AND PROCEDURES

MEDICATION ADMINISTRATION

Any child suffering from a chronic medical condition which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment
 - outline of the potential consequences to the child's health if the treatment is not administered

All prescriptions and medication must be kept in original container bearing:

- the original pharmacy label which shows the pharmacy name and address
- the child's name
- physician's name
- prescribed dosage
- name of drug
- frequency of administration
- directions for use

All medications will be administered according to the directions on the original container unless so authorized in writing on the child's I.H.C.P with clear written instructions from the child's physician. A written record of the administration of any medication will be maintained for each child with the following:

- Time and date of each administration
- Dosage given
- Name of staff member administering the medication
- Name of the child

All medication is locked for safety and security during off program hours and when unsupervised by staff. All unused, discontinued or outdated medication will be returned to the parents. When return to parent is not possible or practical medication will be disposed of per applicable regulations.

ALLERGIES

Any child suffering from a chronic medical allergy which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment outline of the potential consequences to the child's health if the treatment is not administered

ALLERGY CARE PROCEDURES

The following care will be taken for children with a documented chronic medical allergy:

- Youth's name and list of allergy is posted on the membership bulletin board, along with instructions, restrictions and symptoms to be aware of.
- Any reactions or unexpected complications will be reported to the parent immediately and if there is a persistent reaction, the parent will be notified to pick the child up
- Allergy information must accompany staff during field trips. All staff are to be informed of any child with an allergy problem
- A child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition may be granted permission to self-administer if deemed appropriate. The Boys & Girls Club of Chicopee will consider the following before authorization:
 - If the member is capable of self-administration
 - If the health care consultant has given written approval
 - If the member's parent/guardian has given written approval
 - If a child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give injections. Administering of medication procedures will be followed.

DIABETES

A diabetic member that requires his or her blood sugar be monitored, or requires insulin injections may be granted permission to self-monitor and/or self-inject. The Boys & Girls Club of Chicopee will consider the following before authorization:

- If the member is capable of self-monitoring and self-administration
- If the health care consultant has given written approval

- If the member's parent/guardian has given written approval self-administration must take place in the presence of the health care supervisor who may support the child's process of self-administration

If a child requires his or her blood sugar be monitored, or requires insulin injections is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give monitor and give injections. Administering of medication procedures will be followed.

The following circumstance will be documented and parents will be notified immediately:

- Medication not available
- Missed dose
- Dose refused

ILLNESS/SICKNESS

We request that parents do not send their child(ren) to any programs if they are sick. If your child becomes sick while in attendance, you will be notified to pick up your child. If your child is going to be absent, we request that you notify the Admissions Coordinator and always leave a message if you reach voicemail. If you have not notified us of your child's absence, we will call you. The Boys & Girls Club of Chicopee will also use the following procedure as a guide for ongoing monitoring with regard to illness or exposure with all persons, including but not limited to all Club employees, members and volunteers.

If a child shows signs of any of the below symptoms they should not attend any Club programs until symptoms have subsided, fever free and without medication for 24hrs. If a child shows signs of any of the below symptoms while in attendance at a Club program, the following exclusion protocols will be followed and the child's parent/guardian will be called to come pick them up, as soon as possible. The infirmary and/or administrative office is utilized as a quiet room where a staff member will supervise ill children until a parent/guardian has arrival.

- Fever (100.0° and higher), feverish, had chills
- Cough
- Sore throat
- Difficulty breathing
- Gastrointestinal distress (nausea, vomiting, or diarrhea)
- New loss of taste or smell
- New muscle ache
- Fatigue *must be in combination with other symptoms to be cause for exclusion*
- Headache *must be in combination with other symptoms to be cause for exclusion*
- Runny nose or congestion *must be in combination with other symptoms to be cause for exclusion*
- Any other signs of illness *must be in combination with other symptoms to be cause for exclusion*

INFECTIOUS/CONTAGIOUS DISEASES

The following steps should be taken by staff in the event of a suspected case of infectious disease at the Club:

- Exclude the individual suspected of carrying the infectious/contagious disease immediately. Within the building, this would typically be the infirmary and/or administrative office so that the individual can be both isolated and monitor at the same time.
- Immediately contact the parents/guardians of the members affected, requiring that child be picked up immediately.
- Contact the Executive Director as soon as possible.
- In the case of infectious disease, the Board of Health along with other appropriate agencies will be notified.
- The Club will institute or proceed to follow the Board of Health's required procedures.

COVID PROTOCOLS

- While masks are not required, any individual who wishes to continue to mask, including those who face higher risk from COVID-19, will be supported in that choice
- Continued use of rapid tests at home is highly encouraged
- Children who are identified as close contacts may continue to attend programming as long as they remain asymptomatic and are highly encouraged to wear a mask
- If a child receives a positive diagnosis of COVID please report this information to the Admission Coordinator
- The Boys & Girls Club of Chicopee will adhere to the lasted joint guidance developed by the Massachusetts Executive Office of Health and Human Services, Department of Public Health, and Department of Early Education & Care (EEC) when providing parents/guardians isolation or quarantine guidance

EMERGENCY MEDICAL TREATMENT

Every effort will be made to contact a parent/guardian in the event of an emergency requiring medical attention. However, if a parent/guardian or emergency contact cannot be reached, the Boys & Girls Club of Chicopee is authorized to transport your child to the nearest emergency health care facility/hospital and to secure necessary medical treatment for your child. Please be aware that program staff are trained in First Aid and CPR for children and adults, and will provide medical care when appropriate. An AED is available on site.

Parents will be informed within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file.

EMERGENCY CARE PROCEDURE

- During an on-site emergency or injury, staff are required to report directly to the Program Manager or current supervisor on duty. During an off-site emergency or injury, or during a field trip, all staff are required to report directly to the lead staff member on site. The following steps will be taken in the event of an emergency or injury.
 - Administering First Aid or CPR
 - If the child is administered **life threatening** first aid or CPR a parent/guardian will be notified **IMMEDIATELY**.
 - If the child remains unstable, an ambulance will be called for assistance and a subsequent call is placed to the parent to inform them of the emergency procedure implemented so far. If the child stabilizes, the incident will be discussed with the parent when the child is picked up from the program.
- The program manager maintains a log regarding incidents (injury, health concerns and safety issues) of pertinent information such as the youth's name, age, nature of injury and treatment utilized.
- Parents will written documentation within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file

ACCIDENT REPORTS

In the event of incident or accident, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Parent/guardian will be contacted immediately in the event of an injury which requires any medical care beyond minor first aid or of any emergency administration of non-prescription medication. Written notification regarding any basic first aid administered will be available at the end of the day.

PROGRAM POLICIES AND PROCEDURES

COMPUTER USE POLICY

The Club is pleased to offer members access to computers and the Internet. Club staff will exercise quality supervision of and guidance in the use of the computers and information on the Internet. The use of this technology is a privilege and members are expected to behave respectfully. Please review the procedures listed below with your child(ren).

EDUCATIONAL PURPOSES

The Boys & Girls Club of Chicopee computer labs have been established for educational and recreational purposes. The Club has the right to place reasonable restrictions on the material members access or post through the system. Members are also expected to follow the Club's rules when accessing the network. Members may not use the Club's network for commercial purposes. This means you may not offer, provide, or purchase products or services through this network. You may not use the Club's network for political lobbying.

PROCEDURES

1. Access to network services is given to members who agree to act in a considerate and responsible manner. Parent permission is granted by signing your child's member information form. Access is a privilege, not a right. Access entails responsibility and individuals will be held accountable for their actions.
2. Members should not store personal information (including music) on the Club's computers. Please bring a flash drive for saving personal work. Personal information stored on the Club's computers will be deleted on a regular basis.
3. Members may not download music, videos, games, software or other information from the Internet.
6. Members are expected to promptly notify the Program Manager or any adult supervisor of any message or display that is inappropriate or makes them feel uncomfortable.
7. Network and Club administrators will review files and communications, to maintain system integrity, and ensure that users are using the system responsibly.
8. Hacking of any kind is prohibited.

OFFENSES OF MISBEHAVIOR

1. Sending or displaying offensive messages or pictures
2. Using inappropriate/obscene language
3. Downloading software, etc. onto the computers
4. Cyberbullying, harassing, insulting, or attacking others
5. Damaging computers, systems or network
6. Violating copyright laws
7. Intentionally wasting time

8. Plagiarism
9. Using the network for commercial purposes
10. The use of Myspace, Facebook, Instagram, Snapchat, or similar websites is prohibited

CONSEQUENCES OF MISBEHAVIOR

1. Violations may result in loss of access to computers and internet services
2. Additional disciplinary action may be determined in line with existing practice regarding inappropriate language and behavior
3. When applicable, law enforcement agencies may be involved, along with fines and punishment (Section 120F of the Annotated Laws of Massachusetts)



DISCIPLINE, TERMINATION & SUSPENSION POLICY

The Boys & Girls Club of Chicopee strives to keep our members as active participants of our program by maintaining open communication with families, and keeping the consequences for unacceptable behavior clear and appropriate. Creating positive learning environments, encouraging partnerships between programs and families to support healthy development and ensures fairness, equity and continuous improvement to support a child's social, emotional and behavior health are of utmost importance. The organization invests in professional development, training and education to ensure staff have the competencies to support members' social and emotional health. The safety of all members and staff is also of extreme importance. As such, members who do not follow rules can expect to lose privileges, be redirected or face disciplinary actions as outlined below.

In an effort to prevent suspension and termination, the Boys & Girls Club of Chicopee will practice the following in policy and practice and in a consistent and non-discriminatory manner:

- Develop healthy and nurturing relations with the member
- Develop strong partnerships and relationships with the member's parent/guardian by meeting to share concerns
- Conduct frequent member observations to understand when and how behaviors are happening
- Adapt learning environments to encourage positive interactions between the member, fellow members, and staff
- Meet with the parent/guardian to implement a behavioral plan, for the Club and at home, that is developmentally appropriate, clear and consistent
- Meet with the parent/guardian to provide referrals, based on the organization's current referral policy

Re-Direction or Disciplinary action may include, but is not limited to, the following:

- Verbal counseling and mentoring
- Body Break
- Engagement in calming room activities
- Suspension from program area
- Loss of Club privileges
- Suspension, specifically for violent or unsafe behavior or other extenuating circumstances
- Termination
- Contacting the proper authorities (police, EMS, crisis) if necessary to keep the member and others safe

INCIDENT REPORTS

In the event of continued misbehavior, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Incident reports must be signed in order for the child to return. If it is determined that a child has received excessive incident reports for any reason, it may result in suspension or removal from the program. Such determinations will be made on a case by case basis and discussed during a meeting with the parent/guardian.

It is important that parents/guardians are aware that we may not send an incident report for every issue. We do handle each situation as Youth Development Professionals, and work our best to mentor each child through redirection tools and coaching tactics before recording an incident report. With that, you may receive an incident report informing you that our efforts have not been successful and your intervention is needed.

Members are expected to respond to discipline without incident. Failure to do so will almost always increase any action taken and time of severity. Please contact the Club if you have any questions at all concerning disciplinary measures or any other Club activity. Your support and involvement as the parent/guardian is vital to our success as youth development professionals.

Theft, vandalism, possession of weapons or drugs (including paraphernalia), violent

behavior, or threats of violence, will result in immediate suspension or terminate of membership. Staff may require a parent/guardians immediate response to any behavioral incident. Law enforcement will be contacted in severe cases.

ANTI-BULLYING POLICY

We are committed to providing a caring, friendly, safe and positive environment for all of our members. Bullying of any kind is unacceptable at the Boys & Girls Club of Chicopee. If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. We are a TELLING Club. This means that anyone who knows that bullying is happening is expected to tell staff.

What is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying occurs in school playgrounds every 7 minutes and once every 25 minutes in class. Research shows that 85% of bullying episodes occur in the context of a peer group (Pepler et al., 1997).

Bullying can be:

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact or sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Verbal: name-calling, sarcasm, spreading rumors, teasing
- Cyber: All areas of internet, such as email & internet chat room misuse
- Mobile: threats by text messaging & calls, misuse of associated technology , i.e. camera & video

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. The Club has a responsibility to respond promptly and effectively to issues of bullying.

PROCEDURES

- Member(s) will report bullying incidents to staff
- In cases of serious bullying, the incidents will be recorded by staff
- In serious cases, parents will be informed and asked to come meet to discuss the problem
- If necessary and appropriate, police will be consulted
- The bullying behavior or threats of bullying must be investigated and the bullying stopped quickly
- An attempt will be made to help the bully or bullies change their behavior

OUTCOMES, with reconciliation of members being the goal:

- Call Parents/Guardians

- The bully or bullies may be asked to genuinely apologize
- Repeated offenders may have consequences, such as meeting with the Associate Director, participating in peer mediation, or participating in small group or individual counseling
- In serious cases, suspension will be considered
- After the incident/incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place

TERMINATION

If behavior problems persist after all steps have been taken to alleviate an unsafe situation, steps will be taken to remove the member from the program through termination. The Director of Programs and/or Associate Director will meet with the Parent/Guardian to discuss the issuance of a two week notice of termination.

Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

Please be aware that the Boys & Girls Club of Chicopee has a zero tolerance policy for any physical altercations or bullying.

REFERRAL SERVICES PLAN

Youth Development Professionals are responsible for informing the Youth Program Site Manager or the Director of Programs of any health concerns to include; social, mental, educational, and medical/dental health. Observations of these concerns must be documented by the Youth Development Professional for the child in their care. Reviewing the child's record prior to making a referral will be completed by the Director of Programs along with a follow-up observation of the child. The Director of Programs and Associate Director will schedule a meeting with the parent/guardian to notify them of the program's concern(s) and observation(s) of their child. A current list of referral resources from the community for children in need of social and mental health, along with educational, medical & dental services will be provided to the parent/guardian.

The Boys & Girls Club of Chicopee, upon obtaining written consent from the parent/guardian, shall refer parents & guardians to the appropriate school, social, mental, and medical services, including but not limited to dental check-ups, vision and/or hearing screenings for their child, should the organization feel that an assessment for such additional services would benefit the child in program.

REQUEST FOR & CONSENT TO RELEASE INFORMATION

In order for us to serve our members appropriately, understand their needs and ensure their overall success in program, we may at times need to have access to education, medical and behavioral information. If this information should be needed, we ask you to sign a list of permissions. With your consent, these permissions allow us to communicate with your child's school, teacher, therapist, social worker, Boys & Girls Club of America or

anyone else that provides support to your child. If you request that the Club communicates with an outside agency that supports his/her child, an information release form must be signed before the Club can do so.

PARENT VISITS & COMMUNICATION

- Each parent is encouraged to call or schedule an appointment to visit the program and meet the staff before their child(ren)'s enrollment
- Each parent is encouraged to call or schedule an appointment with the Director of Programs to discuss their child's progress, as well as give parental input to ensure the success of their child while attending Club programs
- Staff will notify parents when behavioral concerns or medical injuries occur. Written reports are kept in child's file for all behavior problems and medical emergencies
- When a child is in a special program through school or any other outside organization, a progress report will be required when working with community agencies for both services to keep abreast of any problem areas and positive development
- Upon written request, parents and children will be provided the opportunity to:
 - Schedule individual conferences/meetings with both administrative and program staff
 - Visit programs while their child is present
 - Obtain copies of child's records
 - Obtain and review copies of program policies
 - Any parent who would like to file a complaint/grievance should directly notify the Associate Director. The Boys & Girls Club of Chicopee will investigate all complaints/grievances and take all necessary steps to remedy the situation. Complaints/grievances will be discussed with the necessary program staff.

TRANSPORTATION POLICIES

TRAFFIC FLOW PLAN

For the safety of the children and to help keep the flow of traffic smooth, the Boys & Girls Club of Chicopee has instituted a traffic flow plan. The Club parking lot is lined with traffic arrows as a reminder that you must enter the parking lot on Meadow Street and exit on McKinstry Avenue. Please stop at the stop sign before exiting the parking lot and make sure that no children are in the cross walk.

TRANSPORTATION POLICY

Any member riding Chicopee Public School transportation are expected to ride without incident. Members must sit in their seat and fasten their seatbelt, if available, as soon as they enter the bus/van and must remain seated and/or fastened for the duration of the ride. The driver or monitor will tell members when they may unfasten their seatbelts and stand up to begin departure.

Expectations are:

- Keep voices at a reasonable "indoor" level
- Keep hands/feet to themselves
- Remain courteous/respectful to all children and staff at all times

- No destruction of transportation in any way
- No opening windows without permission

Please also keep in mind that our cell phone/electronics and personal property rules apply on transportation and while awaiting the arrival of said transportation.

Member safety is our first priority. Members who violate any safety and/or behavior expectations will receive a written warning. Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

DRESS CODE

Members should dress comfortably and wear clothes that allow them to participate in typical Boys & Girls Club programs. Socks and sneakers are always recommended. Club members may not be given the opportunity to participate in certain activities if open-toed shoes are worn. Tennis, walking shoes or sneakers are **required** when participating in both indoor and outdoor gymnasium/athletic activities. At the beginning and end of the program year, if weather is hot, we may have our spray park open, so please send your child with a change of clothing, towel & water shoes, in order to play in the water if they wish. Appropriate swimwear is required at all times. For safety reasons, only one piece bathing suits, swim shirts and trunks are allowed.

During the winter and colder weather, we may play outside, please be sure members have clothing appropriate for snow (including boots & a change of shoes).

Inappropriate clothing of any kind is NOT allowed in the Club. Members wearing clothes that are too short, too tight or too revealing in any way, or clothes that are questionable or have distasteful advertising will be asked to change. In addition, children wearing excessive jewelry and clothing with strings may be asked to remove such items before participating in activities. This judgment will be solely to the discretion of the Club staff.

CELL PHONE & ELECTRONIC DEVICE USE POLICY

The use of cell phones and electronic devices in the Club is NOT allowed. There have been incidences of inappropriate use of mobile devices; including but not limited to, pictures/videos being taken of other members and watching inappropriate videos. There will be consequences for children who refuse to put away such items or refusal to give them to program staff. To protect the privacy of all members, we reserve the right to confiscate any cell phone or other electronic device that could be used inappropriately. Cell phones and electronics will be confiscated until dismissal and returned to parent/guardians at dismissal time. Parent/Guardians who need contact their child(ren) during program hours may call the Admissions Desk.



AFTER SCHOOL SNACK PROGRAM

All after school snack programs are funded by the U.S. Department of Agriculture and the Massachusetts Department of Elementary & Secondary Education. Monthly snack and dinner menus are posted on the bulletin board in the lobby and are subject to change.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
 - (2) fax: (202) 690-7442; or
 - (3) email: program.intake@usda.gov.
- This institution is an equal opportunity provider



Massachusetts Department of
**ELEMENTARY & SECONDARY
EDUCATION**

This institution is an equal opportunity provider.

ORGANIZATIONAL POLICIES AND PROCEDURES

UNREGISTERED MEMBERS

In the event that an unregistered child arrives at the Boys & Girls Club of Chicopee, all attempts will be made to contact the child's parent/guardian. Unregistered children will not be allowed to participate in any Club activities. In the event that a parent/guardian cannot be reached and a child is known by the Boys & Girls Club of Chicopee, additional emergency contacts will be called until someone is reached. If all contacts are unreachable or the child is unknown to the Boys & Girls Club of Chicopee, the proper authorities will be notified and a 51A Report will be filed with the Department of Children and Families.

PERSONAL BELONGINGS

The Club is NOT RESPONSIBLE for lost, damaged, missing or stolen items either on the premises or during field trips. Valuables and un-necessary personal belongings should be kept at home. Members will receive an assigned hook or locker where backpacks may be placed for safe keeping. Check lost and found often, as unclaimed items are donated regularly. Club staff are not authorized to hold personal belongings or funds.

LOST & FOUND

Lost and found items are kept for a period of two weeks and any item not claimed are given to charity. The Boys & Girls Club is not responsible for lost or stolen items.

MANDATED REPORTERS

All staff, full and part-time, are Mandated Reports, and must, by law report suspected child abuse or neglect the0 department of Children and Families.

Reasonable cause to suspect child abuse is as follows:

- A child is suffering serious physical or emotional injury resulting from abuse inflicted upon her/him including sexual abuse
- A child is suffering from neglect, including malnutrition
- A child is physically dependent upon an addictive drug at birth

Any suspicion of child abuse and/or neglect will be reported to the Director of Programs. The Director of Programs will file a telephone report to the Robert Van Wart Center, Department of Children and Families. Within 48 hours of the telephone report, a written 51-A report will be submitted to the Robert Van Wart Center, Department of Children and Families.

STAFF BACKGROUND CHECK

The Boys & Girls Club of Chicopee is required to run a Background Record Check (BRC) on every employee and potential employee of the program. The comprehensive BRC process will consist of a check on four components of each candidate's background that includes a CORI (criminal background), DCF (Department of Children

and Families background), SORI (Sex Offender Registry) and a fingerprint check. The fingerprint check will include a check of state and national criminal history databases.

The MA Department of Early Education and Care (EEC) requires that all individuals in licensed programs who have the potential for unsupervised access to children have a current Background Record Check run by the program, in the BRC Navigator Portal, and that any prospective candidates who may have unsupervised access to children, complete a Background Record Check.

LICENSING AGENCY

The Boys & Girls Clubs of Chicopee is licensed by the Massachusetts Department of Early Education and Care (EEC) and is mandated to uphold all of the agency's rules and regulations pertaining to child care licensing. We maintain a current copy of the state regulations for parents to review upon request.

The Western, MA regional office of the Department of Early Education and Care is located at 1411 Main Street, Suite 230, Springfield, MA 01103, phone 413.788.8401. Parents may contact EEC to receive information regarding the program's regulatory compliance history.

The Boys & Girls Clubs of Chicopee is also a member of the Massachusetts Department of Early and Secondary Education Nutrition Programs (CACFP & SFSP). The Organization adheres to this licensing authority's guidelines and mandates according to ESE. Children are served meals which follows ESE's Department of Nutrition and USDA's meal patterns. Children are offered these meals but are not required to eat them.



EMERGENCY OPERATIONS PROCEDURES

DAY-TO-DAY DISTURBANCES

Day-to-day operational disturbances consist of situations that could occur on a frequent basis and have the potential to render the primary facility uninhabitable. Examples include sudden power/heat/water outages, member health challenges, sudden equipment failure and fires. The following policies outline the Boys & Girls Club protocol for facility closings and functions during non-operational hours:

In the event that the Boys & Girls Club experiences an emergency or disaster during hours of operation, the Local Club Leadership Team will issue a notice via local media, social media, and parent message. The Department of Early Education and Care will also be notified. Upon conferring with local authorities to determine the length of time to remedy the disturbance, the Club may close or evacuate to ensure health and welfare of members and staff.

- If the Club loses heat, and the repairs are determined to take less than an hour to address, we will ensure the members remain in the warmest parts of the building, and have them wear coats, hats, etc. as appropriate. If the repairs will take longer than anticipated, or if the building temperature drops to 65°, the call will be made to close the program and contact families.
- If the Club loses air conditioning, the above procedure will apply. However, if the indoor temperature reaches the outdoor temperature, the call will be made to close the program and contact families.
- If the Club loses water, and the repairs are determined to take less than an hour to address, the Club will remain open. If the repairs will take longer, and we lose ability to wash hands and flush toilets, the call will be made to close the program and contact families.
- If the Club loses electricity, and the repairs are determined to take less than 90 minutes, the Club is prepared with emergency lights and activities to remain open. If the repairs will take longer, the call will be made to close the program and contact families.
- If any of the above pose an immediate threat to safety, or if there is another loss to the building due to fire, act of nature, or other accident, the Club will make the call to evacuate.
 - If safe to walk from the building, members and staff will be directed to the Teen Center. If the Teen Center is not available, we will move to Stefanik Elementary School.
 - If not safe to walk, or if a further location is needed, Five Star Transportation will be notified to provide transportation.
 - Local emergency personnel will be contacted to aid in the evacuation.

MISSING CHILD OR KIDNAPPING

If it is discovered that a child is missing, staff will immediately notify their supervisor. All available staff will be directed to conduct a thorough search of the entire facility and

grounds for the missing child including restroom, closets and other potential hiding places.

- Notify local law enforcement immediately after a child is reported missing, or a kidnapping occurs.
- Notify the Department of Early Education and Care as soon as possible, even if the child is found.
- Provide law enforcement officers with a picture, a description, clothing, including shoes, and any information available regarding the child's whereabouts. If a potential kidnapping, note the direction that the abductor may have fled, the description of the vehicle and any notable characteristics.
- Coordinate with local law enforcement regarding the notification of the child's parent/guardian, in the event that the parent/guardian is not on the campus at the time.
- An appropriate lockdown should occur if any threat is indicated that a kidnapping is about to occur or has taken place and any additional threat or danger is perceived.
- Identify siblings of the missing child who are also in the facility and make sure they are monitored at all times.

EVACUATION PROTOCOL

Evacuation reasons could include, but is not limited to: bomb threat, explosion, chemical spill and any other event that requires the evacuation of the building. This section outlines the different evacuation preparedness, response and family reunification.

PREPARATION, BEFORE AN EVACUATION

- Make sure maps showing the evacuation routes for all locations in the building are posted in each room in the building.
- A master copy of the evacuation plan is in the Executive Director's office and is carried with the Local Club Leadership Team during all evacuations.
- Staff and members will be oriented to their specific duties, requirements and responsibilities should an off-campus evacuation become necessary.
- Walkie-talkies will be the primary means of notifying building occupants, when possible. In the event the walkie-talkies are unavailable or fail, the announcement of an evacuation will be made by a bullhorn, or by other effective means of communication.
- Consider not removing any bags from the facility during an evacuation due to a bomb threat.
- Make sure evacuation drills take place on a regular basis.

RESPONSE, DURING AN EVACUATION

- Leaders should make sure all members are out of their rooms and adjoining restrooms and workrooms.
- Groups will proceed to their designated assembly areas. Once there, leaders will make note of members who are not present and furnish those names to local Club staff members as soon as possible.

- The first staff member out will be instructed to hold open the exit door(s) until all persons in the group have evacuated. This procedure is to be continued until the building is clear.
- Leaders will close, but not lock doors, before they follow their members out of the building.
- Leaders will remain with their group until the law enforcement sounds an “all clear” signal.
- Staff members will gather lists of unaccounted persons from staff members to provide to the Local Club Leadership Team and emergency response personnel.

FAMILY REUNIFICATION AFTER AN EVACUATION

- Parents who are not with their children at the time of an evacuation will be notified, when it is safe, where they can be reunited with their children.
- Designated personnel, along with law enforcement, will check the identification of those entering the reunification area and provide them with name tags, if available.
- Designated personnel, assisted by law enforcement will coordinate the signing out of those in the reunification site. Anyone picking up a child, under the age of 18, must be a verified person on the minor’s check out card authorized to pick up the child.
- A mental health professional or counselor should be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.
- Those who have not been picked up from the reunification site by a certain time will be taken to a secure area until a family member comes. Media Liaison and Parent Liaison will relay the message to the local Club community of the new pick up site where family members can pick up their loved ones.

For a copy of the Boys & Girls Club of Chicopee’s full Emergency Operations Plan, please contact the Director of Administration



CLUB CALENDAR 2023-2024

HOLIDAY & CLOSURE SCHEDULE

Program Closure – Building Prep	Mon - Wed, August 28 – 30, 2023
Labor Day	Monday, September 4, 2023
Columbus Day	Monday, October 9, 2023
Professional Development Day	Friday, October 20, 2023
Veterans Day	Friday, November 10, 2023
Thanksgiving	Thurs - Fri, November 23 -24, 2023
Professional Development Day	Friday, December 15, 2023
Christmas Day	Monday, December 25, 2023
New Years Day	Monday, January 1, 2024
Martin Luther King Day	Monday, January 15, 2024
Presidents Day	Monday, February 19, 2024
Professional Development Day	Friday, March 15, 2024
Good Friday	Friday, March 29, 2024
Patriot's Day	Monday, April 15, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth	Wednesday, June 19, 2024
Program Closure – Summer Prep	Monday, June 24, 2024
Program Closure – Summer Prep	Tuesday, June 25, 2024
Professional Development Day	Wednesday, June 26, 2024
Professional Development Day	Thursday, June 27, 2024
Program Closure – Summer Prep	Friday, June 28, 2024
Independence Day	Thursday, July 4, 2024



BOYS & GIRLS CLUB OF CHICOPEE

The Boys & Girls Club of Chicopee enables all young people, especially those who need us most, to reach their fullest potential as productive, caring responsible citizens.”

Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging, and influence.

BGCC does not discriminate on the basis of race, color, religion, age, national origin, sex, genetics, veteran or disability status. Furthermore, BGCC does not discriminate on the basis of familial status.

This institution is an equal opportunity provider.

Boys & Girls Club of Chicopee
580 Meadow Street • Chicopee, MA 01013
p: (413) 592-6707 • w: bgcchicopee.org

**Stay connected with us on
Facebook@BGCChicopee**



Parent Handbook

Program & Policy Guide

2023 - 2024



Education & Career Readiness



Healthy Lifestyles



Good Character & Leadership



The Arts & Sports Recreation



BOYS & GIRLS CLUB
OF CHICOPEE

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Dear Parent/Guardian:

Greetings! On behalf of the entire Boys & Girls Club of Chicopee organization, it is my pleasure to welcome you to our Club family! We are excited that you have chosen our Club for your child's out of school time program!

We have been serving youth and teens in Chicopee since 1912. While we are very proud of our history, we are passionate about our present, and excited for our future. Our team strives every day to ensure that our members have a safe, fun, engaging Clubhouse. Your youth and teens will have the opportunity to engage in a variety of out of school time activities including, art, music, physical education, homework help and so much more!

This handbook contains valuable information, ensuring a successful partnership between our Club and your child and family. I hope you will review it carefully, and please reach out to anyone on our team if you have any questions! Open lines of communication between parents/guardians and staff will ensure your child has a positive Club experience!

We look forward to getting to know you, and seeing your child grow and develop with us. Thank you for choosing us to provide this great opportunity to your child, and for ensuring their "Great Future" starts here.

Sincerely,

Jason Reed,

A handwritten signature in blue ink, appearing to read 'JR' or 'Jason Reed', written in a cursive style.

Executive Director

In keeping with the mission of the Club, our purpose is to provide appropriate Out-of School before/after school and evening programs to provide all youth and teens residing within Chicopee a place to reach their full personal and social potential. All those associated with the Club agree to practice safe and fair play in accordance with the following Club objectives.

OUR MISSION STATEMENT

The Boys & Girls Club of Chicopee is to enable all young people, especially those who need us the most, to reach their full potential as productive, responsible, caring citizens.

STATEMENT OF PURPOSE

The Boys & Girls Club of Chicopee is, and has always been, committed to the physical, educational, emotional, social, recreational and vocational development of youth, with special interest for the disadvantaged, without discrimination. Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

STATEMENT OF NON-DISCRIMINATION

The Boys & Girls Club of Chicopee is an Equal Opportunity Employer and follows a practice of affirmative action promoting equal employment opportunity. The Club does not discriminate on the basis of race, color, age, marital status, gender, creed, sexual orientation, disability, ethnic or national origin, religion or disable veteran status and is operated and managed in accordance with the principles embodied in Title VII of the U.S. Civil Rights Act of 1964.

OUR CORE VALUES

To ensure that our members, colleagues, volunteers, and investors are always our main priority, we commit to these core values:

- **Integrity:** We are authentic, honest, and transparent; we strive to do the right thing every day; we use our moral principles to guide us.
- **Safety:** We make our members' safety our main priority; we take responsibility for our own safety and for those around us; we strive for protection from danger, risk, or injury.
- **Commitment:** We excel in service delivery; we rigorously measure impact; we work to continuously improve ourselves and our organization.
- **Respect:** We treat others with respect and gratitude; we honor diversity and inclusion; we embrace alternative ways of thinking.

PREPARING FOR REGISTRATION

IMPORTANT INFO FOR PARENTS/GUARDIANS

PRIOR TO ATTENDANCE

Before Your Child(ren) can attend any program, you must have:

- Completed an Online Registration Application and have been accepted into the registered program – all registrations will be automatically waitlisted and must be approved by the Admissions Coordinator
- Online Application must be complete to its fullest extent! Any missing information may result in a delayed registration process
- Turned in a report of physical examination conducted during the preceding 12 months signed by a licensed health care provider
- Turned in a certificate of immunization
- Turned in a copy of a Birth Certificate
- Turned in a Seven Hill Child Care Voucher, if applicable
- You have paid a **Non-Refundable** \$30.00 Annual Membership Fee
- You have paid your first weekly parent fee if enrolled in a program with additional weekly fees

If the following apply to your child(ren), you must also have turned in:

- Individual Health Care Plan (IHCP) completed by a licensed health care provider documenting medical history of health conditions or impairments which may affect the child's activities while attending the Club, signed by a licensed health care provider
- IEP or 504 Plan
- Emergency Medication & Medication Consent Form
- Custody Agreement



CLUBHOUSE DIRECTORY

MEET OUR TEAM

The Boys & Girls Club of Chicopee employs and trains youth development and management professionals who are skilled and personable leaders of proven talent. Our team will work to bring out the best qualities in your child(ren) and make them as successful as possible on their journey with us. The staff are selected carefully and given the training and knowledge that is needed to provide quality programming.

MAIN CLUB 580 Meadow Street Chicopee, MA 01013 P: 413.592.6707 W: www.bgcchicopee.org E: admissions@bgcchicopee.org	SENECAL TEEN CENTER 664 Meadow Street Chicopee, MA 01013 P: 413.592.9872 * During Teen After School program hours only E: admissions@bgcchicopee.org
Kiara Gonzalez <i>Admissions Coordinator</i> P: 413.592.6707 ext. 4108 E: kiarag@bgcchicopee.org	Jhaniya Reed <i>Onboarding & Training Coordinator</i> P: 413.592.6707 ext. 4110 E: jhaniyar@bgcchicopee.org
Jaimie Waterman <i>Nutrition Coordinator</i> P: 413.592.6707 ext. 4111 E: jaimiew@bgcchicopee.org	Julius Santos <i>Athletics Coordinator</i> P: 413.592.6707 ext. 4107 E: juliuss@bgcchicopee.org
Anthony (Tony) Bigda <i>Youth Site Manager</i> P: 413.592.6707 ext. 4106 E: anthonyb@bgcchicopee.org	Paige Tetro <i>Teen Site Manager</i> P: 413.592.6707 ext. 4104 E: paiget@bgcchicopee.org
Stephanie Perez <i>Director of Programs</i> P: 413.592.6707 ext. 4105 E: stephaniep@bgcchicopee.org	
Lynn Morrisette <i>Director of Marketing & Development</i> P: 413.592.6707 ext. 4101 E: lynnm@bgcchicopee.org	Tara Korepta <i>Director of Administration</i> P: 413.592.6707 ext. 4102 E: tarap@bgcchicopee.org

Jason Reed, Executive Director
 P: 413.592.6707 ext. 4109 | jasonr@bgcchicopee.org

ANNUAL MEMBERSHIP REQUIREMENTS



MEMBERSHIP REGISTRATION

BGCC's annual membership year goes from September 1st – August 31st. All members will be charged an annual non-refundable membership registration fee of \$30, regardless of the date on which the member begins and regardless of the program in which the member is enrolled.

Additional program fees are required for programs such as Athletic Programs and Licensed Out of School Time Programs during before school, after school and summer.

Online registration forms must be filled out completely and all fees paid before a child will be admitted as a member of our Club. It is important all sections of the application are properly filled out and parent/guardian contact information is kept current for emergency purposes. If/when information regarding a member changes it is the parent/guardian's responsibility to inform the Admissions Coordinator. Changes may include: phone numbers, address, school, emergency contact information. Failure to provide updated information is a matter of safety! All information is confidential.

OUT-OF-SCHOOL TIME LICENSED CHILDCARE PROGRAMS



C.A.S.P.E.R. BEFORE & AFTER SCHOOL PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Before & After School programs are designed to provide morning, afternoon and out of school time childcare for children ages 5-12 during the academic year. The Club provides quality programming to its members, focusing on relationship building, community opportunities, life skills, and more.

C.A.S.P.E.R. SUMMER PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Summer Program is designed to provide extended Out-of School time programming in the form of Summer Day Camp during the summer months for children ages 5-12.

C.A.S.P.E.R. HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, school early release/closure days and summer vacation. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Before School Program hours: Monday - Friday 6:30 – 8:30 am Due to Bus Pick Up Times: Grades 6-7 must arrive by 7:00 am Grades K - 5 must arrive by 7:30 am	After School Program hours: Monday - Friday 2:30 – 5:30 pm	½ Day of School Program hours: Monday - Friday 11:15 am – 5:30 pm	Vacation Week/Summer Program hours: Monday - Friday * 6:30 am – 8:30 am (early drop off for Before School Program participants or by registration as space permits) 8:30 am – 5:30 pm
Before School Program Fees: \$50.00/wk. per child	After School Program Fees: \$105.00/wk. per child	½ Day of School Program Fees: \$42.00/day per child	Vacation Week/Summer Program Fee: \$210.00/wk. per child

C.A.S.P.E.R. TRANSPORTATION

Transportation is available to and from the Boys & Girls Club of Chicopee's from Stefanik, Lambert Lavoie, Barry, Belcher, Steiber, Bowe, Litwin, Fairview Elementary, Bowie, Dupont Middle and Bellamy Middle Schools. Transportation is provided by Chicopee Public School transportation Department through Five Star Bus transportation.

PAYMENT OF FEES

The Boys & Girls Club of Chicopee requires that payments be made weekly on Fridays prior to your child(ren)'s next expected week of attendance. The Club accepts payment in the form of **cash, check, money order, Master Card, Visa, AMEX, Discover or through the parent TraxOnline Portal**. A recurring payment option is also available, please see the Admissions Desk for the authorization form. Recurring payment will be processed on Fridays mornings. If your payment is declined you will be contacted by phone and must make a payment in person by the close of business for your child(ren) to continue in the program the following week. If payment is not received by Friday your child(ren) will not be able to participate the following week. If Friday happens to be a holiday/closure day payment must be made in person in advance of Friday or on Friday though the online parent portal. In the event a check is returned as unpaid by your financial institution, the full amount of the returned check plus a \$20 fee must be paid. Furthermore, the Club reserves the right to require future payments be made with cash, card or money order if personal checks are returned for insufficient funds.

LATE PAYMENT FEE

Upon the first non-payment of Parent Fees a Non-Payment of Parent Fees Warning Notice will be issued. If a parent pays the balance no further action is necessary.

- If a parent fails to respond to the Non-Payment of Parent Fees Warning Notice, including paying balance prior to the next Parent Fee due date and maintaining subsequent week's Parent Fee a notice of termination will be issued.
- A \$10.00 weekly late fee will be added to Private Pay accounts that are more than one week in arrears with payments. All members currently enrolled with an EEC child care voucher will face termination of their voucher according to the termination process as detailed in EEC's Financial Assistance Policy Guide Chapter 13.1. Arrangements must be made with the Admissions Coordinator before child can return to the program after termination.

LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

Please notify the Club if you anticipate you are going to be late. Late fees apply with or without notification from the parent/guardian. If a member is left for more than 30 minutes past closing and the Club personnel have exhausted all measures to locate the parent/guardian, local authorities will be notified. If a child continues to be picked up late membership may be terminated.

It is important to keep the Club current with updated phone numbers and contact information. Staff members are NOT permitted to transport members home.

C.A.S.P.E.R. ATTENDANCE POLICY/PARENT FEES

All children enrolled are required to make every effort to ensure that each childcare slot is filled and used. When frequent absence occurs the Admissions Coordinator will contact Parent/Guardian to discuss the child(ren)'s placement and/or verify need for continued care. Excessive unexplained absence may result in termination of childcare.

- **Explained Absences:** Occur when a child(ren) does not attend on a scheduled day and the Parent/Guardian has been in communication with the Admissions Desk.
 - Only current and future days in which contact has been made will be marked explained. All prior days must remain marked as unexplained.
- **Unexplained Absences:** Occur when a child(ren) does not attend on a scheduled day without the Admissions Desk receiving communication from the Parent/Guardian.
- **Excessive Unexplained Absence:** Occurs when a child(ren) does not attend for more than 3 consecutive unexplained absences. Holidays or other closure days will not reset the count. All members currently enrolled with an EEC child care voucher will face termination of their voucher upon the second occurrence of Excessive Unexplained Absence in a 12 month period as detailed in EEC's Financial Assistance Policy Guide Chapter 13.4.

- **Notification of Absences:** Parents/Guardians are required to notify the Admission Desk of **ALL** absences prior to absence. Notification should be made by calling or texting the attendance reporting line by:
 - Email or Text: attendance@bgcchicopee.org
 - Call and leave a message: 413.592.6707 ext. 4140
 - Please report child's name, date, program child is enrolled in and the reason for absence
- **Parent Fees for Absences:** Parents/Guardians are responsible for all fees for every day that childcare is available, for all explained and unexplained absences. This includes any day the Boys & Girls Club of Chicopee is open and available for care, but a child(ren) is absent for any reason, including due to health related reasons.
- **Vacation Policy:** If a child will not be attending due to vacation time, please give the Admissions Coordinator at least ten (10) days written notification. If parents/guardians fail to give a ten (10) days' notice, parents/guardians are still **REQUIRED** to pay for the vacation time. Vacation time is not available on a partial week basis, if a child attends any partial week, parents/guardians are still responsible for the full weekly payment.
- **Parent Fees for Childcare Closures:** Parents/Guardians are not responsible for Parent fees when childcare is un-available for child(ren) on days when the Boys & Girls Club is closed completely. Weekly parent fees will only be adjusted in the following situations:
 - Holidays as outlined in our Parent Handbook
 - Professional Development Days as outlined in our Parent Handbook
 - General Emergency Closures, such as severe weather
 - Health/Safety Emergency Closures as initiated by the Organization
 - Other General Closures as initiated by the Organization

PARENT FEE BILLING ADJUSTMENTS

Weekly fee adjustments will take place when a variation in available or un-availability of childcare occurs, as initiated by the Organization. Fees adjustments are based upon which childcare program your child is enrolled in and what type of care is or isn't available. Adjustments are NOT based on whether your child attends or not.

- Weekly price adjustment will increase with the following scenarios:
 - ½ day of school
 - Vacation Week/Summer Week/No School Day
- Weekly price adjustment will be reduced/credited for the following scenarios:
 - Holiday Closure
 - Organization initiated closure as outlined above
- Private Pay Fee Adjustments are as follows:
 - Before School: \$10.00 per day
 - After School: \$21.00 per day
 - ½ day of school/No School Day: \$42.00 per day
 - Vacation Week/Summer Program: \$42.00 per day
- Voucher Fees will be adjusted according to the placement type and fees as outlined on Child Care vouchers

- All fees are subject to change based on the Boys & Girls Club of Chicopee's current program fees

VOUCHER PARENT FEE DEPOSIT POLICY

As required by EEC, all parents with a Seven Hills Child Care Voucher are required to pay an initial deposit, equal to the amount of the weekly Parent Fee. Deposit is required prior to the Child's first Day of care. For Parents who receive a combination of full-time and part-time subsidy, the initial deposit is based on their full-time Parent Fee.

REFUND POLICY

If a member is unable to start and does not attend any programs, a full refund will be issued. A refund check will be issued and mailed to the parent/guardian listed on the child's registration form. There will be no refunds issued after a member has attended a program.

C.A.S.P.E.R. PROGRESS REPORTS

All children registered for the C.A.S.P.E.R. Program will receive a Child Care Progress Report in January. The report will outline your child(ren)'s progress with his/her cognitive, social, emotional, fine motor, gross motor, and life skills, as well as areas that need improvement, while at the Boys & Girls Club of Chicopee. These reports will be placed in each member's files. Copies are available upon request. Please note that while we are a licensed childcare organization, we are not licensed as Massachusetts educators or physicians and therefore this progress report is solely based on our observations while your child is in our care.

C.A.S.P.E.R. DROP OFF & PICK UP PROCEDURES

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians walk their children into the building and drop them off. Parents/guardians will be required to sign their children into and out of attendance every day. For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Staff are not permitted to take phone calls and send children out of the Club for any reason.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

All children enrolled in the Before School Program must arrive at the Club on time to ensure they are on time for school bus transportation. Middle School students enrolled in grades 6-7 must arrive by 7:00am and Elementary School student enrolled in grades K – 5 must arrive by 7:30am.

YOUTH DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Youth Drop-In Program is open during the afternoon hours to children ages 6 (and in 1st grade) – 12 years old. The program is designed to provide recreational activities to children in the Greater Chicopee community to enhance relationship building, life skills, and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes and/or closures can be made as space permits and at the discretion of the Club.

YOUTH DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events, etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Program Begins: First Tuesday in October

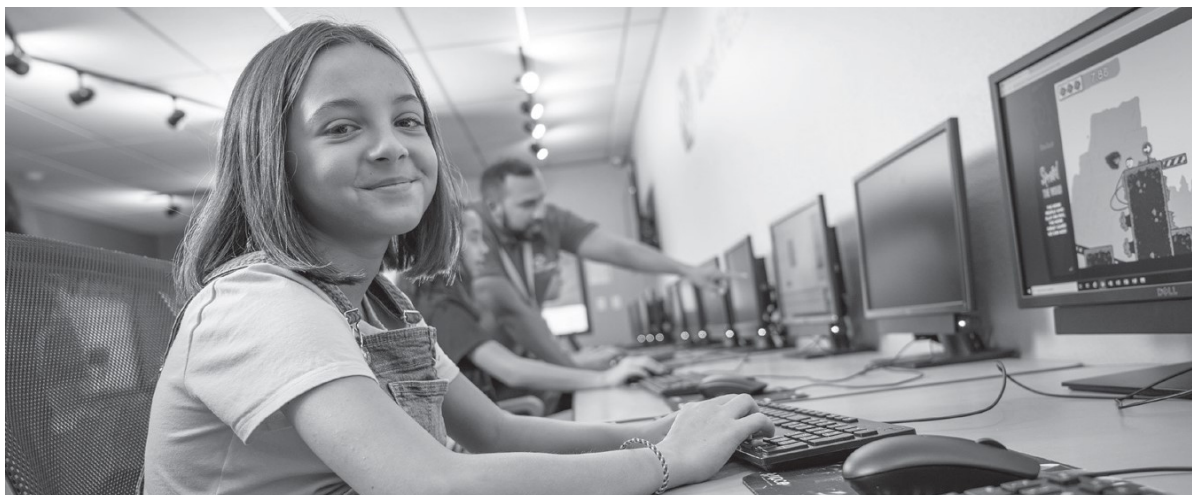
Program Ends: Last Friday in May

Days of Operation: Tuesday, Wednesday, Thursday, Friday (Closed Monday)

Times: 2:30 – 5:00pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Youth Drop-In Program. Parents are responsible for transporting their child(ren)
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required



TEEN DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Teen Drop-In Program is open during the afternoon and evening hours to teens ages 13 – 18 years old. The program is designed to provide recreational activities to teens in the Greater Chicopee community to enhance relationship building, life skills, promote college readiness, career development and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes can be made at the discretion of the Club.

TEEN DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Teen Center After School Program Hours

Location: Senecal Teen Center located @ 664 Meadow Street

Program Begins: First Day of School according to Chicopee Public Schools Calendar

Program Ends: Last Day of School according to Chicopee Public Schools Calendar

Days of Operation: Monday, Tuesday, Wednesday, Thursday, Friday

Times: 2:30 – 5:30pm

Teen Center Evening Program Hours

Location: Main Club located @ 580 Meadow Street

Program Begins: First Monday in October

Program Ends: Last Friday in May

Days of Operation: Monday, Wednesday, Friday

Times: 6:00 – 8:30pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Teen Drop-In Program. Parents are responsible for transporting their teens
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required

DROP IN PROCEDURES

DROP OFF & PICK UP

Parent and Club drop-in members are responsible for their own transportation to and from the Club. Children should be dropped off /arrive at the Boys & Girls Club of Chicopee no earlier than and picked up no later than the program hours listed for the program in which a members is registered.

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians disclose their child's authorized arrival and departure plan on the registration form. Children will be signed into and out of attendance every day and if being picked up, parents/guardians will be required to sign their child out. Please inform program staff of any changes.

For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Verbal or written permission and picture ID is required for anyone not included on the registration form. Should departure methods change, requests must be stated in writing and maintained in the child's file or the original departure plan on file must be implemented.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

DROP IN - OPEN DOOR POLICY

The Boys & Girls Club of Chicopee has an **Open Door Policy** for all Drop-In Members. The policy allows members to come and go at any time during Club's operation hours. Staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. Thus, it is the responsibility of the child AND the parent/guardian to determine, understand and enforce whatever arrival and departure methods they see fit. We recommend that you and your child set some firm rules about leaving the club, visiting friends in the neighborhood, going to the store, etc. The Boys & Girls Club of Chicopee reserves the right to prohibit a member from entering the facility, should coming and going become excessive on any given day. Members should NOT be dropped off prior to the opening of the facility, as the Club cannot be responsible for the supervision of such youth. **Members cannot participate in any Boys & Girls Club activities if they have not attended school on that current day for any reason.**

DROP IN LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

HEALTH CARE POLICIES AND PROCEDURES

MEDICATION ADMINISTRATION

Any child suffering from a chronic medical condition which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment
 - outline of the potential consequences to the child's health if the treatment is not administered

All prescriptions and medication must be kept in original container bearing:

- the original pharmacy label which shows the pharmacy name and address
- the child's name
- physician's name
- prescribed dosage
- name of drug
- frequency of administration
- directions for use

All medications will be administered according to the directions on the original container unless so authorized in writing on the child's I.H.C.P with clear written instructions from the child's physician. A written record of the administration of any medication will be maintained for each child with the following:

- Time and date of each administration
- Dosage given
- Name of staff member administering the medication
- Name of the child

All medication is locked for safety and security during off program hours and when unsupervised by staff. All unused, discontinued or outdated medication will be returned to the parents. When return to parent is not possible or practical medication will be disposed of per applicable regulations.

ALLERGIES

Any child suffering from a chronic medical allergy which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment outline of the potential consequences to the child's health if the treatment is not administered

ALLERGY CARE PROCEDURES

The following care will be taken for children with a documented chronic medical allergy:

- Youth's name and list of allergy is posted on the membership bulletin board, along with instructions, restrictions and symptoms to be aware of.
- Any reactions or unexpected complications will be reported to the parent immediately and if there is a persistent reaction, the parent will be notified to pick the child up
- Allergy information must accompany staff during field trips. All staff are to be informed of any child with an allergy problem
- A child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition may be granted permission to self-administer if deemed appropriate. The Boys & Girls Club of Chicopee will consider the following before authorization:
 - If the member is capable of self-administration
 - If the health care consultant has given written approval
 - If the member's parent/guardian has given written approval
 - If a child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give injections. Administering of medication procedures will be followed.

DIABETES

A diabetic member that requires his or her blood sugar be monitored, or requires insulin injections may be granted permission to self-monitor and/or self-inject. The Boys & Girls Club of Chicopee will consider the following before authorization:

- If the member is capable of self-monitoring and self-administration
- If the health care consultant has given written approval

- If the member's parent/guardian has given written approval self-administration must take place in the presence of the health care supervisor who may support the child's process of self-administration

If a child requires his or her blood sugar be monitored, or requires insulin injections is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give monitor and give injections. Administering of medication procedures will be followed.

The following circumstance will be documented and parents will be notified immediately:

- Medication not available
- Missed dose
- Dose refused

ILLNESS/SICKNESS

We request that parents do not send their child(ren) to any programs if they are sick. If your child becomes sick while in attendance, you will be notified to pick up your child. If your child is going to be absent, we request that you notify the Admissions Coordinator and always leave a message if you reach voicemail. If you have not notified us of your child's absence, we will call you. The Boys & Girls Club of Chicopee will also use the following procedure as a guide for ongoing monitoring with regard to illness or exposure with all persons, including but not limited to all Club employees, members and volunteers.

If a child shows signs of any of the below symptoms they should not attend any Club programs until symptoms have subsided, fever free and without medication for 24hrs. If a child shows signs of any of the below symptoms while in attendance at a Club program, the following exclusion protocols will be followed and the child's parent/guardian will be called to come pick them up, as soon as possible. The infirmary and/or administrative office is utilized as a quiet room where a staff member will supervise ill children until a parent/guardian has arrival.

- Fever (100.0° and higher), feverish, had chills
- Cough
- Sore throat
- Difficulty breathing
- Gastrointestinal distress (nausea, vomiting, or diarrhea)
- New loss of taste or smell
- New muscle ache
- Fatigue *must be in combination with other symptoms to be cause for exclusion*
- Headache *must be in combination with other symptoms to be cause for exclusion*
- Runny nose or congestion *must be in combination with other symptoms to be cause for exclusion*
- Any other signs of illness *must be in combination with other symptoms to be cause for exclusion*

INFECTIOUS/CONTAGIOUS DISEASES

The following steps should be taken by staff in the event of a suspected case of infectious disease at the Club:

- Exclude the individual suspected of carrying the infectious/contagious disease immediately. Within the building, this would typically be the infirmary and/or administrative office so that the individual can be both isolated and monitor at the same time.
- Immediately contact the parents/guardians of the members affected, requiring that child be picked up immediately.
- Contact the Executive Director as soon as possible.
- In the case of infectious disease, the Board of Health along with other appropriate agencies will be notified.
- The Club will institute or proceed to follow the Board of Health's required procedures.

COVID PROTOCOLS

- While masks are not required, any individual who wishes to continue to mask, including those who face higher risk from COVID-19, will be supported in that choice
- Continued use of rapid tests at home is highly encouraged
- Children who are identified as close contacts may continue to attend programming as long as they remain asymptomatic and are highly encouraged to wear a mask
- If a child receives a positive diagnosis of COVID please report this information to the Admission Coordinator
- The Boys & Girls Club of Chicopee will adhere to the lasted joint guidance developed by the Massachusetts Executive Office of Health and Human Services, Department of Public Health, and Department of Early Education & Care (EEC) when providing parents/guardians isolation or quarantine guidance

EMERGENCY MEDICAL TREATMENT

Every effort will be made to contact a parent/guardian in the event of an emergency requiring medical attention. However, if a parent/guardian or emergency contact cannot be reached, the Boys & Girls Club of Chicopee is authorized to transport your child to the nearest emergency health care facility/hospital and to secure necessary medical treatment for your child. Please be aware that program staff are trained in First Aid and CPR for children and adults, and will provide medical care when appropriate. An AED is available on site.

Parents will be informed within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file.

EMERGENCY CARE PROCEDURE

- During an on-site emergency or injury, staff are required to report directly to the Program Manager or current supervisor on duty. During an off-site emergency or injury, or during a field trip, all staff are required to report directly to the lead staff member on site. The following steps will be taken in the event of an emergency or injury.
 - Administering First Aid or CPR
 - If the child is administered **life threatening** first aid or CPR a parent/guardian will be notified **IMMEDIATELY**.
 - If the child remains unstable, an ambulance will be called for assistance and a subsequent call is placed to the parent to inform them of the emergency procedure implemented so far. If the child stabilizes, the incident will be discussed with the parent when the child is picked up from the program.
- The program manager maintains a log regarding incidents (injury, health concerns and safety issues) of pertinent information such as the youth's name, age, nature of injury and treatment utilized.
- Parents will written documentation within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file

ACCIDENT REPORTS

In the event of incident or accident, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Parent/guardian will be contacted immediately in the event of an injury which requires any medical care beyond minor first aid or of any emergency administration of non-prescription medication. Written notification regarding any basic first aid administered will be available at the end of the day.

PROGRAM POLICIES AND PROCEDURES

COMPUTER USE POLICY

The Club is pleased to offer members access to computers and the Internet. Club staff will exercise quality supervision of and guidance in the use of the computers and information on the Internet. The use of this technology is a privilege and members are expected to behave respectfully. Please review the procedures listed below with your child(ren).

EDUCATIONAL PURPOSES

The Boys & Girls Club of Chicopee computer labs have been established for educational and recreational purposes. The Club has the right to place reasonable restrictions on the material members access or post through the system. Members are also expected to follow the Club's rules when accessing the network. Members may not use the Club's network for commercial purposes. This means you may not offer, provide, or purchase products or services through this network. You may not use the Club's network for political lobbying.

PROCEDURES

1. Access to network services is given to members who agree to act in a considerate and responsible manner. Parent permission is granted by signing your child's member information form. Access is a privilege, not a right. Access entails responsibility and individuals will be held accountable for their actions.
2. Members should not store personal information (including music) on the Club's computers. Please bring a flash drive for saving personal work. Personal information stored on the Club's computers will be deleted on a regular basis.
3. Members may not download music, videos, games, software or other information from the Internet.
6. Members are expected to promptly notify the Program Manager or any adult supervisor of any message or display that is inappropriate or makes them feel uncomfortable.
7. Network and Club administrators will review files and communications, to maintain system integrity, and ensure that users are using the system responsibly.
8. Hacking of any kind is prohibited.

OFFENSES OF MISBEHAVIOR

1. Sending or displaying offensive messages or pictures
2. Using inappropriate/obscene language
3. Downloading software, etc. onto the computers
4. Cyberbullying, harassing, insulting, or attacking others
5. Damaging computers, systems or network
6. Violating copyright laws
7. Intentionally wasting time

8. Plagiarism
9. Using the network for commercial purposes
10. The use of Myspace, Facebook, Instagram, Snapchat, or similar websites is prohibited

CONSEQUENCES OF MISBEHAVIOR

1. Violations may result in loss of access to computers and internet services
2. Additional disciplinary action may be determined in line with existing practice regarding inappropriate language and behavior
3. When applicable, law enforcement agencies may be involved, along with fines and punishment (Section 120F of the Annotated Laws of Massachusetts)



DISCIPLINE, TERMINATION & SUSPENSION POLICY

The Boys & Girls Club of Chicopee strives to keep our members as active participants of our program by maintaining open communication with families, and keeping the consequences for unacceptable behavior clear and appropriate. Creating positive learning environments, encouraging partnerships between programs and families to support healthy development and ensures fairness, equity and continuous improvement to support a child's social, emotional and behavior health are of utmost importance. The organization invests in professional development, training and education to ensure staff have the competencies to support members' social and emotional health. The safety of all members and staff is also of extreme importance. As such, members who do not follow rules can expect to lose privileges, be redirected or face disciplinary actions as outlined below.

In an effort to prevent suspension and termination, the Boys & Girls Club of Chicopee will practice the following in policy and practice and in a consistent and non-discriminatory manner:

- Develop healthy and nurturing relations with the member
- Develop strong partnerships and relationships with the member's parent/guardian by meeting to share concerns
- Conduct frequent member observations to understand when and how behaviors are happening
- Adapt learning environments to encourage positive interactions between the member, fellow members, and staff
- Meet with the parent/guardian to implement a behavioral plan, for the Club and at home, that is developmentally appropriate, clear and consistent
- Meet with the parent/guardian to provide referrals, based on the organization's current referral policy

Re-Direction or Disciplinary action may include, but is not limited to, the following:

- Verbal counseling and mentoring
- Body Break
- Engagement in calming room activities
- Suspension from program area
- Loss of Club privileges
- Suspension, specifically for violent or unsafe behavior or other extenuating circumstances
- Termination
- Contacting the proper authorities (police, EMS, crisis) if necessary to keep the member and others safe

INCIDENT REPORTS

In the event of continued misbehavior, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Incident reports must be signed in order for the child to return. If it is determined that a child has received excessive incident reports for any reason, it may result in suspension or removal from the program. Such determinations will be made on a case by case basis and discussed during a meeting with the parent/guardian.

It is important that parents/guardians are aware that we may not send an incident report for every issue. We do handle each situation as Youth Development Professionals, and work our best to mentor each child through redirection tools and coaching tactics before recording an incident report. With that, you may receive an incident report informing you that our efforts have not been successful and your intervention is needed.

Members are expected to respond to discipline without incident. Failure to do so will almost always increase any action taken and time of severity. Please contact the Club if you have any questions at all concerning disciplinary measures or any other Club activity. Your support and involvement as the parent/guardian is vital to our success as youth development professionals.

Theft, vandalism, possession of weapons or drugs (including paraphernalia), violent

behavior, or threats of violence, will result in immediate suspension or terminate of membership. Staff may require a parent/guardians immediate response to any behavioral incident. Law enforcement will be contacted in severe cases.

ANTI-BULLYING POLICY

We are committed to providing a caring, friendly, safe and positive environment for all of our members. Bullying of any kind is unacceptable at the Boys & Girls Club of Chicopee. If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. We are a TELLING Club. This means that anyone who knows that bullying is happening is expected to tell staff.

What is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying occurs in school playgrounds every 7 minutes and once every 25 minutes in class. Research shows that 85% of bullying episodes occur in the context of a peer group (Pepler et al., 1997).

Bullying can be:

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact or sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Verbal: name-calling, sarcasm, spreading rumors, teasing
- Cyber: All areas of internet, such as email & internet chat room misuse
- Mobile: threats by text messaging & calls, misuse of associated technology , i.e. camera & video

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. The Club has a responsibility to respond promptly and effectively to issues of bullying.

PROCEDURES

- Member(s) will report bullying incidents to staff
- In cases of serious bullying, the incidents will be recorded by staff
- In serious cases, parents will be informed and asked to come meet to discuss the problem
- If necessary and appropriate, police will be consulted
- The bullying behavior or threats of bullying must be investigated and the bullying stopped quickly
- An attempt will be made to help the bully or bullies change their behavior

OUTCOMES, with reconciliation of members being the goal:

- Call Parents/Guardians

- The bully or bullies may be asked to genuinely apologize
- Repeated offenders may have consequences, such as meeting with the Associate Director, participating in peer mediation, or participating in small group or individual counseling
- In serious cases, suspension will be considered
- After the incident/incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place

TERMINATION

If behavior problems persist after all steps have been taken to alleviate an unsafe situation, steps will be taken to remove the member from the program through termination. The Director of Programs and/or Associate Director will meet with the Parent/Guardian to discuss the issuance of a two week notice of termination.

Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

Please be aware that the Boys & Girls Club of Chicopee has a zero tolerance policy for any physical altercations or bullying.

REFERRAL SERVICES PLAN

Youth Development Professionals are responsible for informing the Youth Program Site Manager or the Director of Programs of any health concerns to include; social, mental, educational, and medical/dental health. Observations of these concerns must be documented by the Youth Development Professional for the child in their care.

Reviewing the child's record prior to making a referral will be completed by the Director of Programs along with a follow-up observation of the child. The Director of Programs and Associate Director will schedule a meeting with the parent/guardian to notify them of the program's concern(s) and observation(s) of their child. A current list of referral resources from the community for children in need of social and mental health, along with educational, medical & dental services will be provided to the parent/guardian.

The Boys & Girls Club of Chicopee, upon obtaining written consent from the parent/guardian, shall refer parents & guardians to the appropriate school, social, mental, and medical services, including but not limited to dental check-ups, vision and/or hearing screenings for their child, should the organization feel that an assessment for such additional services would benefit the child in program.

REQUEST FOR & CONSENT TO RELEASE INFORMATION

In order for us to serve our members appropriately, understand their needs and ensure their overall success in program, we may at times need to have access to education, medical and behavioral information. If this information should be needed, we ask you to sign a list of permissions. With your consent, these permissions allow us to communicate with your child's school, teacher, therapist, social worker, Boys & Girls Club of America or

anyone else that provides support to your child. If you request that the Club communicates with an outside agency that supports his/her child, an information release form must be signed before the Club can do so.

PARENT VISITS & COMMUNICATION

- Each parent is encouraged to call or schedule an appointment to visit the program and meet the staff before their child(ren)'s enrollment
- Each parent is encouraged to call or schedule an appointment with the Director of Programs to discuss their child's progress, as well as give parental input to ensure the success of their child while attending Club programs
- Staff will notify parents when behavioral concerns or medical injuries occur. Written reports are kept in child's file for all behavior problems and medical emergencies
- When a child is in a special program through school or any other outside organization, a progress report will be required when working with community agencies for both services to keep abreast of any problem areas and positive development
- Upon written request, parents and children will be provided the opportunity to:
 - Schedule individual conferences/meetings with both administrative and program staff
 - Visit programs while their child is present
 - Obtain copies of child's records
 - Obtain and review copies of program policies
 - Any parent who would like to file a complaint/grievance should directly notify the Associate Director. The Boys & Girls Club of Chicopee will investigate all complaints/grievances and take all necessary steps to remedy the situation. Complaints/grievances will be discussed with the necessary program staff.

TRANSPORTATION POLICIES

TRAFFIC FLOW PLAN

For the safety of the children and to help keep the flow of traffic smooth, the Boys & Girls Club of Chicopee has instituted a traffic flow plan. The Club parking lot is lined with traffic arrows as a reminder that you must enter the parking lot on Meadow Street and exit on McKinstry Avenue. Please stop at the stop sign before exiting the parking lot and make sure that no children are in the cross walk.

TRANSPORTATION POLICY

Any member riding Chicopee Public School transportation are expected to ride without incident. Members must sit in their seat and fasten their seatbelt, if available, as soon as they enter the bus/van and must remain seated and/or fastened for the duration of the ride. The driver or monitor will tell members when they may unfasten their seatbelts and stand up to begin departure.

Expectations are:

- Keep voices at a reasonable "indoor" level
- Keep hands/feet to themselves
- Remain courteous/respectful to all children and staff at all times

- No destruction of transportation in any way
- No opening windows without permission

Please also keep in mind that our cell phone/electronics and personal property rules apply on transportation and while awaiting the arrival of said transportation.

Member safety is our first priority. Members who violate any safety and/or behavior expectations will receive a written warning. Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

DRESS CODE

Members should dress comfortably and wear clothes that allow them to participate in typical Boys & Girls Club programs. Socks and sneakers are always recommended. Club members may not be given the opportunity to participate in certain activities if open-toed shoes are worn. Tennis, walking shoes or sneakers are **required** when participating in both indoor and outdoor gymnasium/athletic activities. At the beginning and end of the program year, if weather is hot, we may have our spray park open, so please send your child with a change of clothing, towel & water shoes, in order to play in the water if they wish. Appropriate swimwear is required at all times. For safety reasons, only one piece bathing suits, swim shirts and trunks are allowed.

During the winter and colder weather, we may play outside, please be sure members have clothing appropriate for snow (including boots & a change of shoes).

Inappropriate clothing of any kind is NOT allowed in the Club. Members wearing clothes that are too short, too tight or too revealing in any way, or clothes that are questionable or have distasteful advertising will be asked to change. In addition, children wearing excessive jewelry and clothing with strings may be asked to remove such items before participating in activities. This judgment will be solely to the discretion of the Club staff.

CELL PHONE & ELECTRONIC DEVICE USE POLICY

The use of cell phones and electronic devices in the Club is NOT allowed. There have been incidences of inappropriate use of mobile devices; including but not limited to, pictures/videos being taken of other members and watching inappropriate videos. There will be consequences for children who refuse to put away such items or refusal to give them to program staff. To protect the privacy of all members, we reserve the right to confiscate any cell phone or other electronic device that could be used inappropriately. Cell phones and electronics will be confiscated until dismissal and returned to parent/guardians at dismissal time. Parent/Guardians who need contact their child(ren) during program hours may call the Admissions Desk.



AFTER SCHOOL SNACK PROGRAM

All after school snack programs are funded by the U.S. Department of Agriculture and the Massachusetts Department of Elementary & Secondary Education. Monthly snack and dinner menus are posted on the bulletin board in the lobby and are subject to change.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
 - (2) fax: (202) 690-7442; or
 - (3) email: program.intake@usda.gov.
- This institution is an equal opportunity provider



Massachusetts Department of
**ELEMENTARY & SECONDARY
EDUCATION**

This institution is an equal opportunity provider.

ORGANIZATIONAL POLICIES AND PROCEDURES

UNREGISTERED MEMBERS

In the event that an unregistered child arrives at the Boys & Girls Club of Chicopee, all attempts will be made to contact the child's parent/guardian. Unregistered children will not be allowed to participate in any Club activities. In the event that a parent/guardian cannot be reached and a child is known by the Boys & Girls Club of Chicopee, additional emergency contacts will be called until someone is reached. If all contacts are unreachable or the child is unknown to the Boys & Girls Club of Chicopee, the proper authorities will be notified and a 51A Report will be filed with the Department of Children and Families.

PERSONAL BELONGINGS

The Club is NOT RESPONSIBLE for lost, damaged, missing or stolen items either on the premises or during field trips. Valuables and un-necessary personal belongings should be kept at home. Members will receive an assigned hook or locker where backpacks may be placed for safe keeping. Check lost and found often, as unclaimed items are donated regularly. Club staff are not authorized to hold personal belongings or funds.

LOST & FOUND

Lost and found items are kept for a period of two weeks and any item not claimed are given to charity. The Boys & Girls Club is not responsible for lost or stolen items.

MANDATED REPORTERS

All staff, full and part-time, are Mandated Reports, and must, by law report suspected child abuse or neglect the0 department of Children and Families.

Reasonable cause to suspect child abuse is as follows:

- A child is suffering serious physical or emotional injury resulting from abuse inflicted upon her/him including sexual abuse
- A child is suffering from neglect, including malnutrition
- A child is physically dependent upon an addictive drug at birth

Any suspicion of child abuse and/or neglect will be reported to the Director of Programs. The Director of Programs will file a telephone report to the Robert Van Wart Center, Department of Children and Families. Within 48 hours of the telephone report, a written 51-A report will be submitted to the Robert Van Wart Center, Department of Children and Families.

STAFF BACKGROUND CHECK

The Boys & Girls Club of Chicopee is required to run a Background Record Check (BRC) on every employee and potential employee of the program. The comprehensive BRC process will consist of a check on four components of each candidate's background that includes a CORI (criminal background), DCF (Department of Children

and Families background), SORI (Sex Offender Registry) and a fingerprint check. The fingerprint check will include a check of state and national criminal history databases.

The MA Department of Early Education and Care (EEC) requires that all individuals in licensed programs who have the potential for unsupervised access to children have a current Background Record Check run by the program, in the BRC Navigator Portal, and that any prospective candidates who may have unsupervised access to children, complete a Background Record Check.

LICENSING AGENCY

The Boys & Girls Clubs of Chicopee is licensed by the Massachusetts Department of Early Education and Care (EEC) and is mandated to uphold all of the agency's rules and regulations pertaining to child care licensing. We maintain a current copy of the state regulations for parents to review upon request.

The Western, MA regional office of the Department of Early Education and Care is located at 1411 Main Street, Suite 230, Springfield, MA 01103, phone 413.788.8401. Parents may contact EEC to receive information regarding the program's regulatory compliance history.

The Boys & Girls Clubs of Chicopee is also a member of the Massachusetts Department of Early and Secondary Education Nutrition Programs (CACFP & SFSP). The Organization adheres to this licensing authority's guidelines and mandates according to ESE. Children are served meals which follows ESE's Department of Nutrition and USDA's meal patterns. Children are offered these meals but are not required to eat them.



EMERGENCY OPERATIONS PROCEDURES

DAY-TO-DAY DISTURBANCES

Day-to-day operational disturbances consist of situations that could occur on a frequent basis and have the potential to render the primary facility uninhabitable. Examples include sudden power/heat/water outages, member health challenges, sudden equipment failure and fires. The following policies outline the Boys & Girls Club protocol for facility closings and functions during non-operational hours:

In the event that the Boys & Girls Club experiences an emergency or disaster during hours of operation, the Local Club Leadership Team will issue a notice via local media, social media, and parent message. The Department of Early Education and Care will also be notified. Upon conferring with local authorities to determine the length of time to remedy the disturbance, the Club may close or evacuate to ensure health and welfare of members and staff.

- If the Club loses heat, and the repairs are determined to take less than an hour to address, we will ensure the members remain in the warmest parts of the building, and have them wear coats, hats, etc. as appropriate. If the repairs will take longer than anticipated, or if the building temperature drops to 65°, the call will be made to close the program and contact families.
- If the Club loses air conditioning, the above procedure will apply. However, if the indoor temperature reaches the outdoor temperature, the call will be made to close the program and contact families.
- If the Club loses water, and the repairs are determined to take less than an hour to address, the Club will remain open. If the repairs will take longer, and we lose ability to wash hands and flush toilets, the call will be made to close the program and contact families.
- If the Club loses electricity, and the repairs are determined to take less than 90 minutes, the Club is prepared with emergency lights and activities to remain open. If the repairs will take longer, the call will be made to close the program and contact families.
- If any of the above pose an immediate threat to safety, or if there is another loss to the building due to fire, act of nature, or other accident, the Club will make the call to evacuate.
 - If safe to walk from the building, members and staff will be directed to the Teen Center. If the Teen Center is not available, we will move to Stefanik Elementary School.
 - If not safe to walk, or if a further location is needed, Five Star Transportation will be notified to provide transportation.
 - Local emergency personnel will be contacted to aid in the evacuation.

MISSING CHILD OR KIDNAPPING

If it is discovered that a child is missing, staff will immediately notify their supervisor. All available staff will be directed to conduct a thorough search of the entire facility and

grounds for the missing child including restroom, closets and other potential hiding places.

- Notify local law enforcement immediately after a child is reported missing, or a kidnapping occurs.
- Notify the Department of Early Education and Care as soon as possible, even if the child is found.
- Provide law enforcement officers with a picture, a description, clothing, including shoes, and any information available regarding the child's whereabouts. If a potential kidnapping, note the direction that the abductor may have fled, the description of the vehicle and any notable characteristics.
- Coordinate with local law enforcement regarding the notification of the child's parent/guardian, in the event that the parent/guardian is not on the campus at the time.
- An appropriate lockdown should occur if any threat is indicated that a kidnapping is about to occur or has taken place and any additional threat or danger is perceived.
- Identify siblings of the missing child who are also in the facility and make sure they are monitored at all times.

EVACUATION PROTOCOL

Evacuation reasons could include, but is not limited to: bomb threat, explosion, chemical spill and any other event that requires the evacuation of the building. This section outlines the different evacuation preparedness, response and family reunification.

PREPARATION, BEFORE AN EVACUATION

- Make sure maps showing the evacuation routes for all locations in the building are posted in each room in the building.
- A master copy of the evacuation plan is in the Executive Director's office and is carried with the Local Club Leadership Team during all evacuations.
- Staff and members will be oriented to their specific duties, requirements and responsibilities should an off-campus evacuation become necessary.
- Walkie-talkies will be the primary means of notifying building occupants, when possible. In the event the walkie-talkies are unavailable or fail, the announcement of an evacuation will be made by a bullhorn, or by other effective means of communication.
- Consider not removing any bags from the facility during an evacuation due to a bomb threat.
- Make sure evacuation drills take place on a regular basis.

RESPONSE, DURING AN EVACUATION

- Leaders should make sure all members are out of their rooms and adjoining restrooms and workrooms.
- Groups will proceed to their designated assembly areas. Once there, leaders will make note of members who are not present and furnish those names to local Club staff members as soon as possible.

- The first staff member out will be instructed to hold open the exit door(s) until all persons in the group have evacuated. This procedure is to be continued until the building is clear.
- Leaders will close, but not lock doors, before they follow their members out of the building.
- Leaders will remain with their group until the law enforcement sounds an “all clear” signal.
- Staff members will gather lists of unaccounted persons from staff members to provide to the Local Club Leadership Team and emergency response personnel.

FAMILY REUNIFICATION AFTER AN EVACUATION

- Parents who are not with their children at the time of an evacuation will be notified, when it is safe, where they can be reunited with their children.
- Designated personnel, along with law enforcement, will check the identification of those entering the reunification area and provide them with name tags, if available.
- Designated personnel, assisted by law enforcement will coordinate the signing out of those in the reunification site. Anyone picking up a child, under the age of 18, must be a verified person on the minor’s check out card authorized to pick up the child.
- A mental health professional or counselor should be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.
- Those who have not been picked up from the reunification site by a certain time will be taken to a secure area until a family member comes. Media Liaison and Parent Liaison will relay the message to the local Club community of the new pick up site where family members can pick up their loved ones.

For a copy of the Boys & Girls Club of Chicopee’s full Emergency Operations Plan, please contact the Director of Administration



CLUB CALENDAR 2023-2024

HOLIDAY & CLOSURE SCHEDULE

Program Closure – Building Prep	Mon - Wed, August 28 – 30, 2023
Labor Day	Monday, September 4, 2023
Columbus Day	Monday, October 9, 2023
Professional Development Day	Friday, October 20, 2023
Veterans Day	Friday, November 10, 2023
Thanksgiving	Thurs - Fri, November 23 -24, 2023
Professional Development Day	Friday, December 15, 2023
Christmas Day	Monday, December 25, 2023
New Years Day	Monday, January 1, 2024
Martin Luther King Day	Monday, January 15, 2024
Presidents Day	Monday, February 19, 2024
Professional Development Day	Friday, March 15, 2024
Good Friday	Friday, March 29, 2024
Patriot's Day	Monday, April 15, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth	Wednesday, June 19, 2024
Program Closure – Summer Prep	Monday, June 24, 2024
Program Closure – Summer Prep	Tuesday, June 25, 2024
Professional Development Day	Wednesday, June 26, 2024
Professional Development Day	Thursday, June 27, 2024
Program Closure – Summer Prep	Friday, June 28, 2024
Independence Day	Thursday, July 4, 2024



BOYS & GIRLS CLUB OF CHICOPEE

The Boys & Girls Club of Chicopee enables all young people, especially those who need us most, to reach their fullest potential as productive, caring responsible citizens.”

Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging, and influence.

BGCC does not discriminate on the basis of race, color, religion, age, national origin, sex, genetics, veteran or disability status. Furthermore, BGCC does not discriminate on the basis of familial status.

This institution is an equal opportunity provider.

Boys & Girls Club of Chicopee
580 Meadow Street • Chicopee, MA 01013
p: (413) 592-6707 • w: bgcchicopee.org

**Stay connected with us on
Facebook@BGCChicopee**



Parent Handbook

Program & Policy Guide

2023 - 2024



Education & Career Readiness



Healthy Lifestyles



Good Character & Leadership



The Arts & Sports Recreation



BOYS & GIRLS CLUB
OF CHICOPEE

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Dear Parent/Guardian:

Greetings! On behalf of the entire Boys & Girls Club of Chicopee organization, it is my pleasure to welcome you to our Club family! We are excited that you have chosen our Club for your child's out of school time program!

We have been serving youth and teens in Chicopee since 1912. While we are very proud of our history, we are passionate about our present, and excited for our future. Our team strives every day to ensure that our members have a safe, fun, engaging Clubhouse. Your youth and teens will have the opportunity to engage in a variety of out of school time activities including, art, music, physical education, homework help and so much more!

This handbook contains valuable information, ensuring a successful partnership between our Club and your child and family. I hope you will review it carefully, and please reach out to anyone on our team if you have any questions! Open lines of communication between parents/guardians and staff will ensure your child has a positive Club experience!

We look forward to getting to know you, and seeing your child grow and develop with us. Thank you for choosing us to provide this great opportunity to your child, and for ensuring their "Great Future" starts here.

Sincerely,

Jason Reed,

A handwritten signature in blue ink, appearing to read 'JR' or 'Jason Reed', written in a cursive style.

Executive Director

In keeping with the mission of the Club, our purpose is to provide appropriate Out-of School before/after school and evening programs to provide all youth and teens residing within Chicopee a place to reach their full personal and social potential. All those associated with the Club agree to practice safe and fair play in accordance with the following Club objectives.

OUR MISSION STATEMENT

The Boys & Girls Club of Chicopee is to enable all young people, especially those who need us the most, to reach their full potential as productive, responsible, caring citizens.

STATEMENT OF PURPOSE

The Boys & Girls Club of Chicopee is, and has always been, committed to the physical, educational, emotional, social, recreational and vocational development of youth, with special interest for the disadvantaged, without discrimination. Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

STATEMENT OF NON-DISCRIMINATION

The Boys & Girls Club of Chicopee is an Equal Opportunity Employer and follows a practice of affirmative action promoting equal employment opportunity. The Club does not discriminate on the basis of race, color, age, marital status, gender, creed, sexual orientation, disability, ethnic or national origin, religion or disable veteran status and is operated and managed in accordance with the principles embodied in Title VII of the U.S. Civil Rights Act of 1964.

OUR CORE VALUES

To ensure that our members, colleagues, volunteers, and investors are always our main priority, we commit to these core values:

- **Integrity:** We are authentic, honest, and transparent; we strive to do the right thing every day; we use our moral principles to guide us.
- **Safety:** We make our members' safety our main priority; we take responsibility for our own safety and for those around us; we strive for protection from danger, risk, or injury.
- **Commitment:** We excel in service delivery; we rigorously measure impact; we work to continuously improve ourselves and our organization.
- **Respect:** We treat others with respect and gratitude; we honor diversity and inclusion; we embrace alternative ways of thinking.

PREPARING FOR REGISTRATION

IMPORTANT INFO FOR PARENTS/GUARDIANS

PRIOR TO ATTENDANCE

Before Your Child(ren) can attend any program, you must have:

- Completed an Online Registration Application and have been accepted into the registered program – all registrations will be automatically waitlisted and must be approved by the Admissions Coordinator
- Online Application must be complete to its fullest extent! Any missing information may result in a delayed registration process
- Turned in a report of physical examination conducted during the preceding 12 months signed by a licensed health care provider
- Turned in a certificate of immunization
- Turned in a copy of a Birth Certificate
- Turned in a Seven Hill Child Care Voucher, if applicable
- You have paid a **Non-Refundable** \$30.00 Annual Membership Fee
- You have paid your first weekly parent fee if enrolled in a program with additional weekly fees

If the following apply to your child(ren), you must also have turned in:

- Individual Health Care Plan (IHCP) completed by a licensed health care provider documenting medical history of health conditions or impairments which may affect the child's activities while attending the Club, signed by a licensed health care provider
- IEP or 504 Plan
- Emergency Medication & Medication Consent Form
- Custody Agreement



CLUBHOUSE DIRECTORY

MEET OUR TEAM

The Boys & Girls Club of Chicopee employs and trains youth development and management professionals who are skilled and personable leaders of proven talent. Our team will work to bring out the best qualities in your child(ren) and make them as successful as possible on their journey with us. The staff are selected carefully and given the training and knowledge that is needed to provide quality programming.

MAIN CLUB 580 Meadow Street Chicopee, MA 01013 P: 413.592.6707 W: www.bgcchicopee.org E: admissions@bgcchicopee.org	SENECAL TEEN CENTER 664 Meadow Street Chicopee, MA 01013 P: 413.592.9872 * During Teen After School program hours only E: admissions@bgcchicopee.org
Kiara Gonzalez <i>Admissions Coordinator</i> P: 413.592.6707 ext. 4108 E: kiarag@bgcchicopee.org	Jhaniya Reed <i>Onboarding & Training Coordinator</i> P: 413.592.6707 ext. 4110 E: jhaniyar@bgcchicopee.org
Jaimie Waterman <i>Nutrition Coordinator</i> P: 413.592.6707 ext. 4111 E: jaimiew@bgcchicopee.org	Julius Santos <i>Athletics Coordinator</i> P: 413.592.6707 ext. 4107 E: juliuss@bgcchicopee.org
Anthony (Tony) Bigda <i>Youth Site Manager</i> P: 413.592.6707 ext. 4106 E: anthonyb@bgcchicopee.org	Paige Tetro <i>Teen Site Manager</i> P: 413.592.6707 ext. 4104 E: paiget@bgcchicopee.org
Stephanie Perez <i>Director of Programs</i> P: 413.592.6707 ext. 4105 E: stephaniep@bgcchicopee.org	
Lynn Morrisette <i>Director of Marketing & Development</i> P: 413.592.6707 ext. 4101 E: lynnm@bgcchicopee.org	Tara Korepta <i>Director of Administration</i> P: 413.592.6707 ext. 4102 E: tarap@bgcchicopee.org

Jason Reed, *Executive Director*
 P: 413.592.6707 ext. 4109 | jasonr@bgcchicopee.org

ANNUAL MEMBERSHIP REQUIREMENTS



MEMBERSHIP REGISTRATION

BGCC's annual membership year goes from September 1st – August 31st. All members will be charged an annual non-refundable membership registration fee of \$30, regardless of the date on which the member begins and regardless of the program in which the member is enrolled.

Additional program fees are required for programs such as Athletic Programs and Licensed Out of School Time Programs during before school, after school and summer.

Online registration forms must be filled out completely and all fees paid before a child will be admitted as a member of our Club. It is important all sections of the application are properly filled out and parent/guardian contact information is kept current for emergency purposes. If/when information regarding a member changes it is the parent/guardian's responsibility to inform the Admissions Coordinator. Changes may include: phone numbers, address, school, emergency contact information. Failure to provide updated information is a matter of safety! All information is confidential.

OUT-OF-SCHOOL TIME LICENSED CHILDCARE PROGRAMS



C.A.S.P.E.R. BEFORE & AFTER SCHOOL PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Before & After School programs are designed to provide morning, afternoon and out of school time childcare for children ages 5-12 during the academic year. The Club provides quality programming to its members, focusing on relationship building, community opportunities, life skills, and more.

C.A.S.P.E.R. SUMMER PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Summer Program is designed to provide extended Out-of School time programming in the form of Summer Day Camp during the summer months for children ages 5-12.

C.A.S.P.E.R. HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, school early release/closure days and summer vacation. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Before School Program hours: Monday - Friday 6:30 – 8:30 am Due to Bus Pick Up Times: Grades 6-7 must arrive by 7:00 am Grades K - 5 must arrive by 7:30 am	After School Program hours: Monday - Friday 2:30 – 5:30 pm	½ Day of School Program hours: Monday - Friday 11:15 am – 5:30 pm	Vacation Week/Summer Program hours: Monday - Friday * 6:30 am – 8:30 am (early drop off for Before School Program participants or by registration as space permits) 8:30 am – 5:30 pm
Before School Program Fees: \$50.00/wk. per child	After School Program Fees: \$105.00/wk. per child	½ Day of School Program Fees: \$42.00/day per child	Vacation Week/Summer Program Fee: \$210.00/wk. per child

C.A.S.P.E.R. TRANSPORTATION

Transportation is available to and from the Boys & Girls Club of Chicopee's from Stefanik, Lambert Lavoie, Barry, Belcher, Steiber, Bowe, Litwin, Fairview Elementary, Bowie, Dupont Middle and Bellamy Middle Schools. Transportation is provided by Chicopee Public School transportation Department through Five Star Bus transportation.

PAYMENT OF FEES

The Boys & Girls Club of Chicopee requires that payments be made weekly on Fridays prior to your child(ren)'s next expected week of attendance. The Club accepts payment in the form of **cash, check, money order, Master Card, Visa, AMEX, Discover or through the parent TraxOnline Portal**. A recurring payment option is also available, please see the Admissions Desk for the authorization form. Recurring payment will be processed on Fridays mornings. If your payment is declined you will be contacted by phone and must make a payment in person by the close of business for your child(ren) to continue in the program the following week. If payment is not received by Friday your child(ren) will not be able to participate the following week. If Friday happens to be a holiday/closure day payment must be made in person in advance of Friday or on Friday though the online parent portal. In the event a check is returned as unpaid by your financial institution, the full amount of the returned check plus a \$20 fee must be paid. Furthermore, the Club reserves the right to require future payments be made with cash, card or money order if personal checks are returned for insufficient funds.

LATE PAYMENT FEE

Upon the first non-payment of Parent Fees a Non-Payment of Parent Fees Warning Notice will be issued. If a parent pays the balance no further action is necessary.

- If a parent fails to respond to the Non-Payment of Parent Fees Warning Notice, including paying balance prior to the next Parent Fee due date and maintaining subsequent week's Parent Fee a notice of termination will be issued.
- A \$10.00 weekly late fee will be added to Private Pay accounts that are more than one week in arrears with payments. All members currently enrolled with an EEC child care voucher will face termination of their voucher according to the termination process as detailed in EEC's Financial Assistance Policy Guide Chapter 13.1. Arrangements must be made with the Admissions Coordinator before child can return to the program after termination.

LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

Please notify the Club if you anticipate you are going to be late. Late fees apply with or without notification from the parent/guardian. If a member is left for more than 30 minutes past closing and the Club personnel have exhausted all measures to locate the parent/guardian, local authorities will be notified. If a child continues to be picked up late membership may be terminated.

It is important to keep the Club current with updated phone numbers and contact information. Staff members are NOT permitted to transport members home.

C.A.S.P.E.R. ATTENDANCE POLICY/PARENT FEES

All children enrolled are required to make every effort to ensure that each childcare slot is filled and used. When frequent absence occurs the Admissions Coordinator will contact Parent/Guardian to discuss the child(ren)'s placement and/or verify need for continued care. Excessive unexplained absence may result in termination of childcare.

- **Explained Absences:** Occur when a child(ren) does not attend on a scheduled day and the Parent/Guardian has been in communication with the Admissions Desk.
 - Only current and future days in which contact has been made will be marked explained. All prior days must remain marked as unexplained.
- **Unexplained Absences:** Occur when a child(ren) does not attend on a scheduled day without the Admissions Desk receiving communication from the Parent/Guardian.
- **Excessive Unexplained Absence:** Occurs when a child(ren) does not attend for more than 3 consecutive unexplained absences. Holidays or other closure days will not reset the count. All members currently enrolled with an EEC child care voucher will face termination of their voucher upon the second occurrence of Excessive Unexplained Absence in a 12 month period as detailed in EEC's Financial Assistance Policy Guide Chapter 13.4.

- **Notification of Absences:** Parents/Guardians are required to notify the Admission Desk of **ALL** absences prior to absence. Notification should be made by calling or texting the attendance reporting line by:
 - Email or Text: attendance@bgcchicopee.org
 - Call and leave a message: 413.592.6707 ext. 4140
 - Please report child's name, date, program child is enrolled in and the reason for absence
- **Parent Fees for Absences:** Parents/Guardians are responsible for all fees for every day that childcare is available, for all explained and unexplained absences. This includes any day the Boys & Girls Club of Chicopee is open and available for care, but a child(ren) is absent for any reason, including due to health related reasons.
- **Vacation Policy:** If a child will not be attending due to vacation time, please give the Admissions Coordinator at least ten (10) days written notification. If parents/guardians fail to give a ten (10) days' notice, parents/guardians are still **REQUIRED** to pay for the vacation time. Vacation time is not available on a partial week basis, if a child attends any partial week, parents/guardians are still responsible for the full weekly payment.
- **Parent Fees for Childcare Closures:** Parents/Guardians are not responsible for Parent fees when childcare is un-available for child(ren) on days when the Boys & Girls Club is closed completely. Weekly parent fees will only be adjusted in the following situations:
 - Holidays as outlined in our Parent Handbook
 - Professional Development Days as outlined in our Parent Handbook
 - General Emergency Closures, such as severe weather
 - Health/Safety Emergency Closures as initiated by the Organization
 - Other General Closures as initiated by the Organization

PARENT FEE BILLING ADJUSTMENTS

Weekly fee adjustments will take place when a variation in available or un-availability of childcare occurs, as initiated by the Organization. Fees adjustments are based upon which childcare program your child is enrolled in and what type of care is or isn't available. Adjustments are NOT based on whether your child attends or not.

- Weekly price adjustment will increase with the following scenarios:
 - ½ day of school
 - Vacation Week/Summer Week/No School Day
- Weekly price adjustment will be reduced/credited for the following scenarios:
 - Holiday Closure
 - Organization initiated closure as outlined above
- Private Pay Fee Adjustments are as follows:
 - Before School: \$10.00 per day
 - After School: \$21.00 per day
 - ½ day of school/No School Day: \$42.00 per day
 - Vacation Week/Summer Program: \$42.00 per day
- Voucher Fees will be adjusted according to the placement type and fees as outlined on Child Care vouchers

- All fees are subject to change based on the Boys & Girls Club of Chicopee's current program fees

VOUCHER PARENT FEE DEPOSIT POLICY

As required by EEC, all parents with a Seven Hills Child Care Voucher are required to pay an initial deposit, equal to the amount of the weekly Parent Fee. Deposit is required prior to the Child's first Day of care. For Parents who receive a combination of full-time and part-time subsidy, the initial deposit is based on their full-time Parent Fee.

REFUND POLICY

If a member is unable to start and does not attend any programs, a full refund will be issued. A refund check will be issued and mailed to the parent/guardian listed on the child's registration form. There will be no refunds issued after a member has attended a program.

C.A.S.P.E.R. PROGRESS REPORTS

All children registered for the C.A.S.P.E.R. Program will receive a Child Care Progress Report in January. The report will outline your child(ren)'s progress with his/her cognitive, social, emotional, fine motor, gross motor, and life skills, as well as areas that need improvement, while at the Boys & Girls Club of Chicopee. These reports will be placed in each member's files. Copies are available upon request. Please note that while we are a licensed childcare organization, we are not licensed as Massachusetts educators or physicians and therefore this progress report is solely based on our observations while your child is in our care.

C.A.S.P.E.R. DROP OFF & PICK UP PROCEDURES

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians walk their children into the building and drop them off. Parents/guardians will be required to sign their children into and out of attendance every day. For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Staff are not permitted to take phone calls and send children out of the Club for any reason.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

All children enrolled in the Before School Program must arrive at the Club on time to ensure they are on time for school bus transportation. Middle School students enrolled in grades 6-7 must arrive by 7:00am and Elementary School student enrolled in grades K – 5 must arrive by 7:30am.

YOUTH DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Youth Drop-In Program is open during the afternoon hours to children ages 6 (and in 1st grade) – 12 years old. The program is designed to provide recreational activities to children in the Greater Chicopee community to enhance relationship building, life skills, and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes and/or closures can be made as space permits and at the discretion of the Club.

YOUTH DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events, etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Program Begins: First Tuesday in October

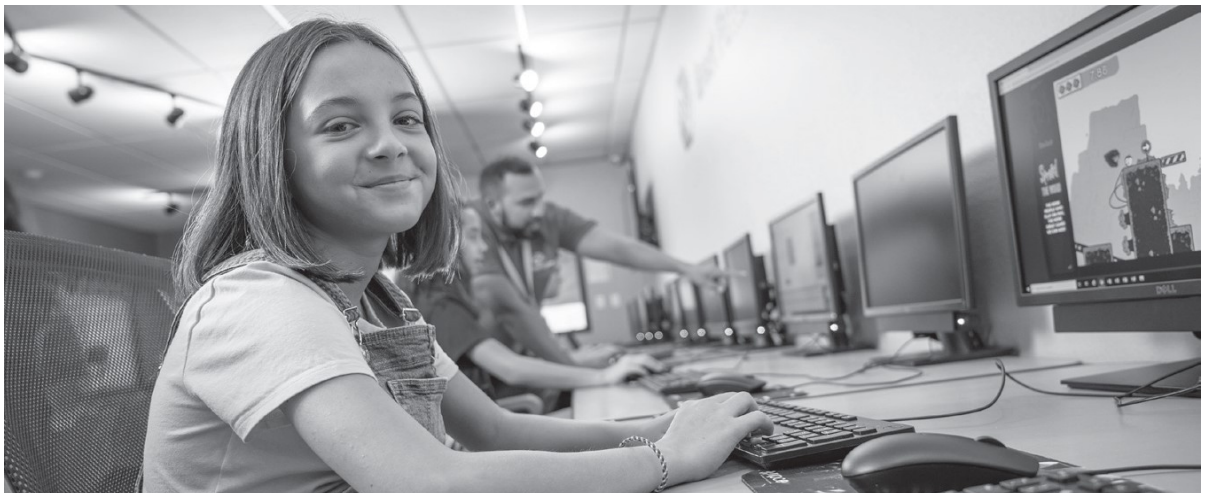
Program Ends: Last Friday in May

Days of Operation: Tuesday, Wednesday, Thursday, Friday (Closed Monday)

Times: 2:30 – 5:00pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Youth Drop-In Program. Parents are responsible for transporting their child(ren)
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required



TEEN DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Teen Drop-In Program is open during the afternoon and evening hours to teens ages 13 – 18 years old. The program is designed to provide recreational activities to teens in the Greater Chicopee community to enhance relationship building, life skills, promote college readiness, career development and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes can be made at the discretion of the Club.

TEEN DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Teen Center After School Program Hours

Location: Senecal Teen Center located @ 664 Meadow Street

Program Begins: First Day of School according to Chicopee Public Schools Calendar

Program Ends: Last Day of School according to Chicopee Public Schools Calendar

Days of Operation: Monday, Tuesday, Wednesday, Thursday, Friday

Times: 2:30 – 5:30pm

Teen Center Evening Program Hours

Location: Main Club located @ 580 Meadow Street

Program Begins: First Monday in October

Program Ends: Last Friday in May

Days of Operation: Monday, Wednesday, Friday

Times: 6:00 – 8:30pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Teen Drop-In Program. Parents are responsible for transporting their teens
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required

DROP IN PROCEDURES

DROP OFF & PICK UP

Parent and Club drop-in members are responsible for their own transportation to and from the Club. Children should be dropped off /arrive at the Boys & Girls Club of Chicopee no earlier than and picked up no later than the program hours listed for the program in which a members is registered.

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians disclose their child's authorized arrival and departure plan on the registration form. Children will be signed into and out of attendance every day and if being picked up, parents/guardians will be required to sign their child out. Please inform program staff of any changes.

For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Verbal or written permission and picture ID is required for anyone not included on the registration form. Should departure methods change, requests must be stated in writing and maintained in the child's file or the original departure plan on file must be implemented.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

DROP IN - OPEN DOOR POLICY

The Boys & Girls Club of Chicopee has an **Open Door Policy** for all Drop-In Members. The policy allows members to come and go at any time during Club's operation hours. Staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. Thus, it is the responsibility of the child AND the parent/guardian to determine, understand and enforce whatever arrival and departure methods they see fit. We recommend that you and your child set some firm rules about leaving the club, visiting friends in the neighborhood, going to the store, etc. The Boys & Girls Club of Chicopee reserves the right to prohibit a member from entering the facility, should coming and going become excessive on any given day. Members should NOT be dropped off prior to the opening of the facility, as the Club cannot be responsible for the supervision of such youth. **Members cannot participate in any Boys & Girls Club activities if they have not attended school on that current day for any reason.**

DROP IN LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

HEALTH CARE POLICIES AND PROCEDURES

MEDICATION ADMINISTRATION

Any child suffering from a chronic medical condition which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment
 - outline of the potential consequences to the child's health if the treatment is not administered

All prescriptions and medication must be kept in original container bearing:

- the original pharmacy label which shows the pharmacy name and address
- the child's name
- physician's name
- prescribed dosage
- name of drug
- frequency of administration
- directions for use

All medications will be administered according to the directions on the original container unless so authorized in writing on the child's I.H.C.P with clear written instructions from the child's physician. A written record of the administration of any medication will be maintained for each child with the following:

- Time and date of each administration
- Dosage given
- Name of staff member administering the medication
- Name of the child

All medication is locked for safety and security during off program hours and when unsupervised by staff. All unused, discontinued or outdated medication will be returned to the parents. When return to parent is not possible or practical medication will be disposed of per applicable regulations.

ALLERGIES

Any child suffering from a chronic medical allergy which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment outline of the potential consequences to the child's health if the treatment is not administered

ALLERGY CARE PROCEDURES

The following care will be taken for children with a documented chronic medical allergy:

- Youth's name and list of allergy is posted on the membership bulletin board, along with instructions, restrictions and symptoms to be aware of.
- Any reactions or unexpected complications will be reported to the parent immediately and if there is a persistent reaction, the parent will be notified to pick the child up
- Allergy information must accompany staff during field trips. All staff are to be informed of any child with an allergy problem
- A child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition may be granted permission to self-administer if deemed appropriate. The Boys & Girls Club of Chicopee will consider the following before authorization:
 - If the member is capable of self-administration
 - If the health care consultant has given written approval
 - If the member's parent/guardian has given written approval
 - If a child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give injections. Administering of medication procedures will be followed.

DIABETES

A diabetic member that requires his or her blood sugar be monitored, or requires insulin injections may be granted permission to self-monitor and/or self-inject. The Boys & Girls Club of Chicopee will consider the following before authorization:

- If the member is capable of self-monitoring and self-administration
- If the health care consultant has given written approval

- If the member's parent/guardian has given written approval self-administration must take place in the presence of the health care supervisor who may support the child's process of self-administration

If a child requires his or her blood sugar be monitored, or requires insulin injections is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give monitor and give injections. Administering of medication procedures will be followed.

The following circumstance will be documented and parents will be notified immediately:

- Medication not available
- Missed dose
- Dose refused

ILLNESS/SICKNESS

We request that parents do not send their child(ren) to any programs if they are sick. If your child becomes sick while in attendance, you will be notified to pick up your child. If your child is going to be absent, we request that you notify the Admissions Coordinator and always leave a message if you reach voicemail. If you have not notified us of your child's absence, we will call you. The Boys & Girls Club of Chicopee will also use the following procedure as a guide for ongoing monitoring with regard to illness or exposure with all persons, including but not limited to all Club employees, members and volunteers.

If a child shows signs of any of the below symptoms they should not attend any Club programs until symptoms have subsided, fever free and without medication for 24hrs. If a child shows signs of any of the below symptoms while in attendance at a Club program, the following exclusion protocols will be followed and the child's parent/guardian will be called to come pick them up, as soon as possible. The infirmary and/or administrative office is utilized as a quiet room where a staff member will supervise ill children until a parent/guardian has arrival.

- Fever (100.0° and higher), feverish, had chills
- Cough
- Sore throat
- Difficulty breathing
- Gastrointestinal distress (nausea, vomiting, or diarrhea)
- New loss of taste or smell
- New muscle ache
- Fatigue *must be in combination with other symptoms to be cause for exclusion*
- Headache *must be in combination with other symptoms to be cause for exclusion*
- Runny nose or congestion *must be in combination with other symptoms to be cause for exclusion*
- Any other signs of illness *must be in combination with other symptoms to be cause for exclusion*

INFECTIOUS/CONTAGIOUS DISEASES

The following steps should be taken by staff in the event of a suspected case of infectious disease at the Club:

- Exclude the individual suspected of carrying the infectious/contagious disease immediately. Within the building, this would typically be the infirmary and/or administrative office so that the individual can be both isolated and monitor at the same time.
- Immediately contact the parents/guardians of the members affected, requiring that child be picked up immediately.
- Contact the Executive Director as soon as possible.
- In the case of infectious disease, the Board of Health along with other appropriate agencies will be notified.
- The Club will institute or proceed to follow the Board of Health's required procedures.

COVID PROTOCOLS

- While masks are not required, any individual who wishes to continue to mask, including those who face higher risk from COVID-19, will be supported in that choice
- Continued use of rapid tests at home is highly encouraged
- Children who are identified as close contacts may continue to attend programming as long as they remain asymptomatic and are highly encouraged to wear a mask
- If a child receives a positive diagnosis of COVID please report this information to the Admission Coordinator
- The Boys & Girls Club of Chicopee will adhere to the lasted joint guidance developed by the Massachusetts Executive Office of Health and Human Services, Department of Public Health, and Department of Early Education & Care (EEC) when providing parents/guardians isolation or quarantine guidance

EMERGENCY MEDICAL TREATMENT

Every effort will be made to contact a parent/guardian in the event of an emergency requiring medical attention. However, if a parent/guardian or emergency contact cannot be reached, the Boys & Girls Club of Chicopee is authorized to transport your child to the nearest emergency health care facility/hospital and to secure necessary medical treatment for your child. Please be aware that program staff are trained in First Aid and CPR for children and adults, and will provide medical care when appropriate. An AED is available on site.

Parents will be informed within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file.

EMERGENCY CARE PROCEDURE

- During an on-site emergency or injury, staff are required to report directly to the Program Manager or current supervisor on duty. During an off-site emergency or injury, or during a field trip, all staff are required to report directly to the lead staff member on site. The following steps will be taken in the event of an emergency or injury.
 - Administering First Aid or CPR
 - If the child is administered **life threatening** first aid or CPR a parent/guardian will be notified **IMMEDIATELY**.
 - If the child remains unstable, an ambulance will be called for assistance and a subsequent call is placed to the parent to inform them of the emergency procedure implemented so far. If the child stabilizes, the incident will be discussed with the parent when the child is picked up from the program.
- The program manager maintains a log regarding incidents (injury, health concerns and safety issues) of pertinent information such as the youth's name, age, nature of injury and treatment utilized.
- Parents will written documentation within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file

ACCIDENT REPORTS

In the event of incident or accident, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Parent/guardian will be contacted immediately in the event of an injury which requires any medical care beyond minor first aid or of any emergency administration of non-prescription medication. Written notification regarding any basic first aid administered will be available at the end of the day.

PROGRAM POLICIES AND PROCEDURES

COMPUTER USE POLICY

The Club is pleased to offer members access to computers and the Internet. Club staff will exercise quality supervision of and guidance in the use of the computers and information on the Internet. The use of this technology is a privilege and members are expected to behave respectfully. Please review the procedures listed below with your child(ren).

EDUCATIONAL PURPOSES

The Boys & Girls Club of Chicopee computer labs have been established for educational and recreational purposes. The Club has the right to place reasonable restrictions on the material members access or post through the system. Members are also expected to follow the Club's rules when accessing the network. Members may not use the Club's network for commercial purposes. This means you may not offer, provide, or purchase products or services through this network. You may not use the Club's network for political lobbying.

PROCEDURES

1. Access to network services is given to members who agree to act in a considerate and responsible manner. Parent permission is granted by signing your child's member information form. Access is a privilege, not a right. Access entails responsibility and individuals will be held accountable for their actions.
2. Members should not store personal information (including music) on the Club's computers. Please bring a flash drive for saving personal work. Personal information stored on the Club's computers will be deleted on a regular basis.
3. Members may not download music, videos, games, software or other information from the Internet.
6. Members are expected to promptly notify the Program Manager or any adult supervisor of any message or display that is inappropriate or makes them feel uncomfortable.
7. Network and Club administrators will review files and communications, to maintain system integrity, and ensure that users are using the system responsibly.
8. Hacking of any kind is prohibited.

OFFENSES OF MISBEHAVIOR

1. Sending or displaying offensive messages or pictures
2. Using inappropriate/obscene language
3. Downloading software, etc. onto the computers
4. Cyberbullying, harassing, insulting, or attacking others
5. Damaging computers, systems or network
6. Violating copyright laws
7. Intentionally wasting time

8. Plagiarism
9. Using the network for commercial purposes
10. The use of Myspace, Facebook, Instagram, Snapchat, or similar websites is prohibited

CONSEQUENCES OF MISBEHAVIOR

1. Violations may result in loss of access to computers and internet services
2. Additional disciplinary action may be determined in line with existing practice regarding inappropriate language and behavior
3. When applicable, law enforcement agencies may be involved, along with fines and punishment (Section 120F of the Annotated Laws of Massachusetts)



DISCIPLINE, TERMINATION & SUSPENSION POLICY

The Boys & Girls Club of Chicopee strives to keep our members as active participants of our program by maintaining open communication with families, and keeping the consequences for unacceptable behavior clear and appropriate. Creating positive learning environments, encouraging partnerships between programs and families to support healthy development and ensures fairness, equity and continuous improvement to support a child's social, emotional and behavior health are of utmost importance. The organization invests in professional development, training and education to ensure staff have the competencies to support members' social and emotional health. The safety of all members and staff is also of extreme importance. As such, members who do not follow rules can expect to lose privileges, be redirected or face disciplinary actions as outlined below.

In an effort to prevent suspension and termination, the Boys & Girls Club of Chicopee will practice the following in policy and practice and in a consistent and non-discriminatory manner:

- Develop healthy and nurturing relations with the member
- Develop strong partnerships and relationships with the member's parent/guardian by meeting to share concerns
- Conduct frequent member observations to understand when and how behaviors are happening
- Adapt learning environments to encourage positive interactions between the member, fellow members, and staff
- Meet with the parent/guardian to implement a behavioral plan, for the Club and at home, that is developmentally appropriate, clear and consistent
- Meet with the parent/guardian to provide referrals, based on the organization's current referral policy

Re-Direction or Disciplinary action may include, but is not limited to, the following:

- Verbal counseling and mentoring
- Body Break
- Engagement in calming room activities
- Suspension from program area
- Loss of Club privileges
- Suspension, specifically for violent or unsafe behavior or other extenuating circumstances
- Termination
- Contacting the proper authorities (police, EMS, crisis) if necessary to keep the member and others safe

INCIDENT REPORTS

In the event of continued misbehavior, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Incident reports must be signed in order for the child to return. If it is determined that a child has received excessive incident reports for any reason, it may result in suspension or removal from the program. Such determinations will be made on a case by case basis and discussed during a meeting with the parent/guardian.

It is important that parents/guardians are aware that we may not send an incident report for every issue. We do handle each situation as Youth Development Professionals, and work our best to mentor each child through redirection tools and coaching tactics before recording an incident report. With that, you may receive an incident report informing you that our efforts have not been successful and your intervention is needed.

Members are expected to respond to discipline without incident. Failure to do so will almost always increase any action taken and time of severity. Please contact the Club if you have any questions at all concerning disciplinary measures or any other Club activity. Your support and involvement as the parent/guardian is vital to our success as youth development professionals.

Theft, vandalism, possession of weapons or drugs (including paraphernalia), violent

behavior, or threats of violence, will result in immediate suspension or terminate of membership. Staff may require a parent/guardians immediate response to any behavioral incident. Law enforcement will be contacted in severe cases.

ANTI-BULLYING POLICY

We are committed to providing a caring, friendly, safe and positive environment for all of our members. Bullying of any kind is unacceptable at the Boys & Girls Club of Chicopee. If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. We are a TELLING Club. This means that anyone who knows that bullying is happening is expected to tell staff.

What is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying occurs in school playgrounds every 7 minutes and once every 25 minutes in class. Research shows that 85% of bullying episodes occur in the context of a peer group (Pepler et al., 1997).

Bullying can be:

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact or sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Verbal: name-calling, sarcasm, spreading rumors, teasing
- Cyber: All areas of internet, such as email & internet chat room misuse
- Mobile: threats by text messaging & calls, misuse of associated technology , i.e. camera & video

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. The Club has a responsibility to respond promptly and effectively to issues of bullying.

PROCEDURES

- Member(s) will report bullying incidents to staff
- In cases of serious bullying, the incidents will be recorded by staff
- In serious cases, parents will be informed and asked to come meet to discuss the problem
- If necessary and appropriate, police will be consulted
- The bullying behavior or threats of bullying must be investigated and the bullying stopped quickly
- An attempt will be made to help the bully or bullies change their behavior

OUTCOMES, with reconciliation of members being the goal:

- Call Parents/Guardians

- The bully or bullies may be asked to genuinely apologize
- Repeated offenders may have consequences, such as meeting with the Associate Director, participating in peer mediation, or participating in small group or individual counseling
- In serious cases, suspension will be considered
- After the incident/incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place

TERMINATION

If behavior problems persist after all steps have been taken to alleviate an unsafe situation, steps will be taken to remove the member from the program through termination. The Director of Programs and/or Associate Director will meet with the Parent/Guardian to discuss the issuance of a two week notice of termination.

Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

Please be aware that the Boys & Girls Club of Chicopee has a zero tolerance policy for any physical altercations or bullying.

REFERRAL SERVICES PLAN

Youth Development Professionals are responsible for informing the Youth Program Site Manager or the Director of Programs of any health concerns to include; social, mental, educational, and medical/dental health. Observations of these concerns must be documented by the Youth Development Professional for the child in their care.

Reviewing the child's record prior to making a referral will be completed by the Director of Programs along with a follow-up observation of the child. The Director of Programs and Associate Director will schedule a meeting with the parent/guardian to notify them of the program's concern(s) and observation(s) of their child. A current list of referral resources from the community for children in need of social and mental health, along with educational, medical & dental services will be provided to the parent/guardian.

The Boys & Girls Club of Chicopee, upon obtaining written consent from the parent/guardian, shall refer parents & guardians to the appropriate school, social, mental, and medical services, including but not limited to dental check-ups, vision and/or hearing screenings for their child, should the organization feel that an assessment for such additional services would benefit the child in program.

REQUEST FOR & CONSENT TO RELEASE INFORMATION

In order for us to serve our members appropriately, understand their needs and ensure their overall success in program, we may at times need to have access to education, medical and behavioral information. If this information should be needed, we ask you to sign a list of permissions. With your consent, these permissions allow us to communicate with your child's school, teacher, therapist, social worker, Boys & Girls Club of America or

anyone else that provides support to your child. If you request that the Club communicates with an outside agency that supports his/her child, an information release form must be signed before the Club can do so.

PARENT VISITS & COMMUNICATION

- Each parent is encouraged to call or schedule an appointment to visit the program and meet the staff before their child(ren)'s enrollment
- Each parent is encouraged to call or schedule an appointment with the Director of Programs to discuss their child's progress, as well as give parental input to ensure the success of their child while attending Club programs
- Staff will notify parents when behavioral concerns or medical injuries occur. Written reports are kept in child's file for all behavior problems and medical emergencies
- When a child is in a special program through school or any other outside organization, a progress report will be required when working with community agencies for both services to keep abreast of any problem areas and positive development
- Upon written request, parents and children will be provided the opportunity to:
 - Schedule individual conferences/meetings with both administrative and program staff
 - Visit programs while their child is present
 - Obtain copies of child's records
 - Obtain and review copies of program policies
 - Any parent who would like to file a complaint/grievance should directly notify the Associate Director. The Boys & Girls Club of Chicopee will investigate all complaints/grievances and take all necessary steps to remedy the situation. Complaints/grievances will be discussed with the necessary program staff.

TRANSPORTATION POLICIES

TRAFFIC FLOW PLAN

For the safety of the children and to help keep the flow of traffic smooth, the Boys & Girls Club of Chicopee has instituted a traffic flow plan. The Club parking lot is lined with traffic arrows as a reminder that you must enter the parking lot on Meadow Street and exit on McKinstry Avenue. Please stop at the stop sign before exiting the parking lot and make sure that no children are in the cross walk.

TRANSPORTATION POLICY

Any member riding Chicopee Public School transportation are expected to ride without incident. Members must sit in their seat and fasten their seatbelt, if available, as soon as they enter the bus/van and must remain seated and/or fastened for the duration of the ride. The driver or monitor will tell members when they may unfasten their seatbelts and stand up to begin departure.

Expectations are:

- Keep voices at a reasonable "indoor" level
- Keep hands/feet to themselves
- Remain courteous/respectful to all children and staff at all times

- No destruction of transportation in any way
- No opening windows without permission

Please also keep in mind that our cell phone/electronics and personal property rules apply on transportation and while awaiting the arrival of said transportation.

Member safety is our first priority. Members who violate any safety and/or behavior expectations will receive a written warning. Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

DRESS CODE

Members should dress comfortably and wear clothes that allow them to participate in typical Boys & Girls Club programs. Socks and sneakers are always recommended. Club members may not be given the opportunity to participate in certain activities if open-toed shoes are worn. Tennis, walking shoes or sneakers are **required** when participating in both indoor and outdoor gymnasium/athletic activities. At the beginning and end of the program year, if weather is hot, we may have our spray park open, so please send your child with a change of clothing, towel & water shoes, in order to play in the water if they wish. Appropriate swimwear is required at all times. For safety reasons, only one piece bathing suits, swim shirts and trunks are allowed.

During the winter and colder weather, we may play outside, please be sure members have clothing appropriate for snow (including boots & a change of shoes).

Inappropriate clothing of any kind is NOT allowed in the Club. Members wearing clothes that are too short, too tight or too revealing in any way, or clothes that are questionable or have distasteful advertising will be asked to change. In addition, children wearing excessive jewelry and clothing with strings may be asked to remove such items before participating in activities. This judgment will be solely to the discretion of the Club staff.

CELL PHONE & ELECTRONIC DEVICE USE POLICY

The use of cell phones and electronic devices in the Club is NOT allowed. There have been incidences of inappropriate use of mobile devices; including but not limited to, pictures/videos being taken of other members and watching inappropriate videos. There will be consequences for children who refuse to put away such items or refusal to give them to program staff. To protect the privacy of all members, we reserve the right to confiscate any cell phone or other electronic device that could be used inappropriately. Cell phones and electronics will be confiscated until dismissal and returned to parent/guardians at dismissal time. Parent/Guardians who need contact their child(ren) during program hours may call the Admissions Desk.



AFTER SCHOOL SNACK PROGRAM

All after school snack programs are funded by the U.S. Department of Agriculture and the Massachusetts Department of Elementary & Secondary Education. Monthly snack and dinner menus are posted on the bulletin board in the lobby and are subject to change.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
 - (2) fax: (202) 690-7442; or
 - (3) email: program.intake@usda.gov.
- This institution is an equal opportunity provider



Massachusetts Department of
**ELEMENTARY & SECONDARY
EDUCATION**

This institution is an equal opportunity provider.

ORGANIZATIONAL POLICIES AND PROCEDURES

UNREGISTERED MEMBERS

In the event that an unregistered child arrives at the Boys & Girls Club of Chicopee, all attempts will be made to contact the child's parent/guardian. Unregistered children will not be allowed to participate in any Club activities. In the event that a parent/guardian cannot be reached and a child is known by the Boys & Girls Club of Chicopee, additional emergency contacts will be called until someone is reached. If all contacts are unreachable or the child is unknown to the Boys & Girls Club of Chicopee, the proper authorities will be notified and a 51A Report will be filed with the Department of Children and Families.

PERSONAL BELONGINGS

The Club is NOT RESPONSIBLE for lost, damaged, missing or stolen items either on the premises or during field trips. Valuables and un-necessary personal belongings should be kept at home. Members will receive an assigned hook or locker where backpacks may be placed for safe keeping. Check lost and found often, as unclaimed items are donated regularly. Club staff are not authorized to hold personal belongings or funds.

LOST & FOUND

Lost and found items are kept for a period of two weeks and any item not claimed are given to charity. The Boys & Girls Club is not responsible for lost or stolen items.

MANDATED REPORTERS

All staff, full and part-time, are Mandated Reports, and must, by law report suspected child abuse or neglect the0 department of Children and Families.

Reasonable cause to suspect child abuse is as follows:

- A child is suffering serious physical or emotional injury resulting from abuse inflicted upon her/him including sexual abuse
- A child is suffering from neglect, including malnutrition
- A child is physically dependent upon an addictive drug at birth

Any suspicion of child abuse and/or neglect will be reported to the Director of Programs. The Director of Programs will file a telephone report to the Robert Van Wart Center, Department of Children and Families. Within 48 hours of the telephone report, a written 51-A report will be submitted to the Robert Van Wart Center, Department of Children and Families.

STAFF BACKGROUND CHECK

The Boys & Girls Club of Chicopee is required to run a Background Record Check (BRC) on every employee and potential employee of the program. The comprehensive BRC process will consist of a check on four components of each candidate's background that includes a CORI (criminal background), DCF (Department of Children

and Families background), SORI (Sex Offender Registry) and a fingerprint check. The fingerprint check will include a check of state and national criminal history databases.

The MA Department of Early Education and Care (EEC) requires that all individuals in licensed programs who have the potential for unsupervised access to children have a current Background Record Check run by the program, in the BRC Navigator Portal, and that any prospective candidates who may have unsupervised access to children, complete a Background Record Check.

LICENSING AGENCY

The Boys & Girls Clubs of Chicopee is licensed by the Massachusetts Department of Early Education and Care (EEC) and is mandated to uphold all of the agency's rules and regulations pertaining to child care licensing. We maintain a current copy of the state regulations for parents to review upon request.

The Western, MA regional office of the Department of Early Education and Care is located at 1411 Main Street, Suite 230, Springfield, MA 01103, phone 413.788.8401. Parents may contact EEC to receive information regarding the program's regulatory compliance history.

The Boys & Girls Clubs of Chicopee is also a member of the Massachusetts Department of Early and Secondary Education Nutrition Programs (CACFP & SFSP). The Organization adheres to this licensing authority's guidelines and mandates according to ESE. Children are served meals which follows ESE's Department of Nutrition and USDA's meal patterns. Children are offered these meals but are not required to eat them.



EMERGENCY OPERATIONS PROCEDURES

DAY-TO-DAY DISTURBANCES

Day-to-day operational disturbances consist of situations that could occur on a frequent basis and have the potential to render the primary facility uninhabitable. Examples include sudden power/heat/water outages, member health challenges, sudden equipment failure and fires. The following policies outline the Boys & Girls Club protocol for facility closings and functions during non-operational hours:

In the event that the Boys & Girls Club experiences an emergency or disaster during hours of operation, the Local Club Leadership Team will issue a notice via local media, social media, and parent message. The Department of Early Education and Care will also be notified. Upon conferring with local authorities to determine the length of time to remedy the disturbance, the Club may close or evacuate to ensure health and welfare of members and staff.

- If the Club loses heat, and the repairs are determined to take less than an hour to address, we will ensure the members remain in the warmest parts of the building, and have them wear coats, hats, etc. as appropriate. If the repairs will take longer than anticipated, or if the building temperature drops to 65°, the call will be made to close the program and contact families.
- If the Club loses air conditioning, the above procedure will apply. However, if the indoor temperature reaches the outdoor temperature, the call will be made to close the program and contact families.
- If the Club loses water, and the repairs are determined to take less than an hour to address, the Club will remain open. If the repairs will take longer, and we lose ability to wash hands and flush toilets, the call will be made to close the program and contact families.
- If the Club loses electricity, and the repairs are determined to take less than 90 minutes, the Club is prepared with emergency lights and activities to remain open. If the repairs will take longer, the call will be made to close the program and contact families.
- If any of the above pose an immediate threat to safety, or if there is another loss to the building due to fire, act of nature, or other accident, the Club will make the call to evacuate.
 - If safe to walk from the building, members and staff will be directed to the Teen Center. If the Teen Center is not available, we will move to Stefanik Elementary School.
 - If not safe to walk, or if a further location is needed, Five Star Transportation will be notified to provide transportation.
 - Local emergency personnel will be contacted to aid in the evacuation.

MISSING CHILD OR KIDNAPPING

If it is discovered that a child is missing, staff will immediately notify their supervisor. All available staff will be directed to conduct a thorough search of the entire facility and

grounds for the missing child including restroom, closets and other potential hiding places.

- Notify local law enforcement immediately after a child is reported missing, or a kidnapping occurs.
- Notify the Department of Early Education and Care as soon as possible, even if the child is found.
- Provide law enforcement officers with a picture, a description, clothing, including shoes, and any information available regarding the child's whereabouts. If a potential kidnapping, note the direction that the abductor may have fled, the description of the vehicle and any notable characteristics.
- Coordinate with local law enforcement regarding the notification of the child's parent/guardian, in the event that the parent/guardian is not on the campus at the time.
- An appropriate lockdown should occur if any threat is indicated that a kidnapping is about to occur or has taken place and any additional threat or danger is perceived.
- Identify siblings of the missing child who are also in the facility and make sure they are monitored at all times.

EVACUATION PROTOCOL

Evacuation reasons could include, but is not limited to: bomb threat, explosion, chemical spill and any other event that requires the evacuation of the building. This section outlines the different evacuation preparedness, response and family reunification.

PREPARATION, BEFORE AN EVACUATION

- Make sure maps showing the evacuation routes for all locations in the building are posted in each room in the building.
- A master copy of the evacuation plan is in the Executive Director's office and is carried with the Local Club Leadership Team during all evacuations.
- Staff and members will be oriented to their specific duties, requirements and responsibilities should an off-campus evacuation become necessary.
- Walkie-talkies will be the primary means of notifying building occupants, when possible. In the event the walkie-talkies are unavailable or fail, the announcement of an evacuation will be made by a bullhorn, or by other effective means of communication.
- Consider not removing any bags from the facility during an evacuation due to a bomb threat.
- Make sure evacuation drills take place on a regular basis.

RESPONSE, DURING AN EVACUATION

- Leaders should make sure all members are out of their rooms and adjoining restrooms and workrooms.
- Groups will proceed to their designated assembly areas. Once there, leaders will make note of members who are not present and furnish those names to local Club staff members as soon as possible.

- The first staff member out will be instructed to hold open the exit door(s) until all persons in the group have evacuated. This procedure is to be continued until the building is clear.
- Leaders will close, but not lock doors, before they follow their members out of the building.
- Leaders will remain with their group until the law enforcement sounds an “all clear” signal.
- Staff members will gather lists of unaccounted persons from staff members to provide to the Local Club Leadership Team and emergency response personnel.

FAMILY REUNIFICATION AFTER AN EVACUATION

- Parents who are not with their children at the time of an evacuation will be notified, when it is safe, where they can be reunited with their children.
- Designated personnel, along with law enforcement, will check the identification of those entering the reunification area and provide them with name tags, if available.
- Designated personnel, assisted by law enforcement will coordinate the signing out of those in the reunification site. Anyone picking up a child, under the age of 18, must be a verified person on the minor’s check out card authorized to pick up the child.
- A mental health professional or counselor should be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.
- Those who have not been picked up from the reunification site by a certain time will be taken to a secure area until a family member comes. Media Liaison and Parent Liaison will relay the message to the local Club community of the new pick up site where family members can pick up their loved ones.

For a copy of the Boys & Girls Club of Chicopee’s full Emergency Operations Plan, please contact the Director of Administration



CLUB CALENDAR 2023-2024

HOLIDAY & CLOSURE SCHEDULE

Program Closure – Building Prep	Mon - Wed, August 28 – 30, 2023
Labor Day	Monday, September 4, 2023
Columbus Day	Monday, October 9, 2023
Professional Development Day	Friday, October 20, 2023
Veterans Day	Friday, November 10, 2023
Thanksgiving	Thurs - Fri, November 23 -24, 2023
Professional Development Day	Friday, December 15, 2023
Christmas Day	Monday, December 25, 2023
New Years Day	Monday, January 1, 2024
Martin Luther King Day	Monday, January 15, 2024
Presidents Day	Monday, February 19, 2024
Professional Development Day	Friday, March 15, 2024
Good Friday	Friday, March 29, 2024
Patriot's Day	Monday, April 15, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth	Wednesday, June 19, 2024
Program Closure – Summer Prep	Monday, June 24, 2024
Program Closure – Summer Prep	Tuesday, June 25, 2024
Professional Development Day	Wednesday, June 26, 2024
Professional Development Day	Thursday, June 27, 2024
Program Closure – Summer Prep	Friday, June 28, 2024
Independence Day	Thursday, July 4, 2024



BOYS & GIRLS CLUB OF CHICOPEE

The Boys & Girls Club of Chicopee enables all young people, especially those who need us most, to reach their fullest potential as productive, caring responsible citizens.”

Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging, and influence.

BGCC does not discriminate on the basis of race, color, religion, age, national origin, sex, genetics, veteran or disability status. Furthermore, BGCC does not discriminate on the basis of familial status.

This institution is an equal opportunity provider.

Boys & Girls Club of Chicopee
580 Meadow Street • Chicopee, MA 01013
p: (413) 592-6707 • w: bgcchicopee.org

**Stay connected with us on
Facebook@BGCChicopee**



Parent Handbook

Program & Policy Guide

2023 - 2024



Education & Career Readiness



Healthy Lifestyles



Good Character & Leadership



The Arts & Sports Recreation



BOYS & GIRLS CLUB
OF CHICOPEE

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Dear Parent/Guardian:

Greetings! On behalf of the entire Boys & Girls Club of Chicopee organization, it is my pleasure to welcome you to our Club family! We are excited that you have chosen our Club for your child's out of school time program!

We have been serving youth and teens in Chicopee since 1912. While we are very proud of our history, we are passionate about our present, and excited for our future. Our team strives every day to ensure that our members have a safe, fun, engaging Clubhouse. Your youth and teens will have the opportunity to engage in a variety of out of school time activities including, art, music, physical education, homework help and so much more!

This handbook contains valuable information, ensuring a successful partnership between our Club and your child and family. I hope you will review it carefully, and please reach out to anyone on our team if you have any questions! Open lines of communication between parents/guardians and staff will ensure your child has a positive Club experience!

We look forward to getting to know you, and seeing your child grow and develop with us. Thank you for choosing us to provide this great opportunity to your child, and for ensuring their "Great Future" starts here.

Sincerely,

Jason Reed,

A handwritten signature in blue ink, appearing to read 'JR' or 'Jason Reed', written in a cursive style.

Executive Director

In keeping with the mission of the Club, our purpose is to provide appropriate Out-of School before/after school and evening programs to provide all youth and teens residing within Chicopee a place to reach their full personal and social potential. All those associated with the Club agree to practice safe and fair play in accordance with the following Club objectives.

OUR MISSION STATEMENT

The Boys & Girls Club of Chicopee is to enable all young people, especially those who need us the most, to reach their full potential as productive, responsible, caring citizens.

STATEMENT OF PURPOSE

The Boys & Girls Club of Chicopee is, and has always been, committed to the physical, educational, emotional, social, recreational and vocational development of youth, with special interest for the disadvantaged, without discrimination. Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

STATEMENT OF NON-DISCRIMINATION

The Boys & Girls Club of Chicopee is an Equal Opportunity Employer and follows a practice of affirmative action promoting equal employment opportunity. The Club does not discriminate on the basis of race, color, age, marital status, gender, creed, sexual orientation, disability, ethnic or national origin, religion or disable veteran status and is operated and managed in accordance with the principles embodied in Title VII of the U.S. Civil Rights Act of 1964.

OUR CORE VALUES

To ensure that our members, colleagues, volunteers, and investors are always our main priority, we commit to these core values:

- **Integrity:** We are authentic, honest, and transparent; we strive to do the right thing every day; we use our moral principles to guide us.
- **Safety:** We make our members' safety our main priority; we take responsibility for our own safety and for those around us; we strive for protection from danger, risk, or injury.
- **Commitment:** We excel in service delivery; we rigorously measure impact; we work to continuously improve ourselves and our organization.
- **Respect:** We treat others with respect and gratitude; we honor diversity and inclusion; we embrace alternative ways of thinking.

PREPARING FOR REGISTRATION

IMPORTANT INFO FOR PARENTS/GUARDIANS

PRIOR TO ATTENDANCE

Before Your Child(ren) can attend any program, you must have:

- Completed an Online Registration Application and have been accepted into the registered program – all registrations will be automatically waitlisted and must be approved by the Admissions Coordinator
- Online Application must be complete to its fullest extent! Any missing information may result in a delayed registration process
- Turned in a report of physical examination conducted during the preceding 12 months signed by a licensed health care provider
- Turned in a certificate of immunization
- Turned in a copy of a Birth Certificate
- Turned in a Seven Hill Child Care Voucher, if applicable
- You have paid a **Non-Refundable** \$30.00 Annual Membership Fee
- You have paid your first weekly parent fee if enrolled in a program with additional weekly fees

If the following apply to your child(ren), you must also have turned in:

- Individual Health Care Plan (IHCP) completed by a licensed health care provider documenting medical history of health conditions or impairments which may affect the child's activities while attending the Club, signed by a licensed health care provider
- IEP or 504 Plan
- Emergency Medication & Medication Consent Form
- Custody Agreement



CLUBHOUSE DIRECTORY

MEET OUR TEAM

The Boys & Girls Club of Chicopee employs and trains youth development and management professionals who are skilled and personable leaders of proven talent. Our team will work to bring out the best qualities in your child(ren) and make them as successful as possible on their journey with us. The staff are selected carefully and given the training and knowledge that is needed to provide quality programming.

MAIN CLUB 580 Meadow Street Chicopee, MA 01013 P: 413.592.6707 W: www.bgcchicopee.org E: admissions@bgcchicopee.org	SENECAL TEEN CENTER 664 Meadow Street Chicopee, MA 01013 P: 413.592.9872 * During Teen After School program hours only E: admissions@bgcchicopee.org
Kiara Gonzalez <i>Admissions Coordinator</i> P: 413.592.6707 ext. 4108 E: kiarag@bgcchicopee.org	Jhaniya Reed <i>Onboarding & Training Coordinator</i> P: 413.592.6707 ext. 4110 E: jhaniyar@bgcchicopee.org
Jaimie Waterman <i>Nutrition Coordinator</i> P: 413.592.6707 ext. 4111 E: jaimiew@bgcchicopee.org	Julius Santos <i>Athletics Coordinator</i> P: 413.592.6707 ext. 4107 E: juliuss@bgcchicopee.org
Anthony (Tony) Bigda <i>Youth Site Manager</i> P: 413.592.6707 ext. 4106 E: anthonyb@bgcchicopee.org	Paige Tetro <i>Teen Site Manager</i> P: 413.592.6707 ext. 4104 E: paiget@bgcchicopee.org
Stephanie Perez <i>Director of Programs</i> P: 413.592.6707 ext. 4105 E: stephaniep@bgcchicopee.org	
Lynn Morrisette <i>Director of Marketing & Development</i> P: 413.592.6707 ext. 4101 E: lynnm@bgcchicopee.org	Tara Korepta <i>Director of Administration</i> P: 413.592.6707 ext. 4102 E: tarap@bgcchicopee.org

Jason Reed, Executive Director
P: 413.592.6707 ext. 4109 | jasonr@bgcchicopee.org

ANNUAL MEMBERSHIP REQUIREMENTS



MEMBERSHIP REGISTRATION

BGCC's annual membership year goes from September 1st – August 31st. All members will be charged an annual non-refundable membership registration fee of \$30, regardless of the date on which the member begins and regardless of the program in which the member is enrolled.

Additional program fees are required for programs such as Athletic Programs and Licensed Out of School Time Programs during before school, after school and summer.

Online registration forms must be filled out completely and all fees paid before a child will be admitted as a member of our Club. It is important all sections of the application are properly filled out and parent/guardian contact information is kept current for emergency purposes. If/when information regarding a member changes it is the parent/guardian's responsibility to inform the Admissions Coordinator. Changes may include: phone numbers, address, school, emergency contact information. Failure to provide updated information is a matter of safety! All information is confidential.

OUT-OF-SCHOOL TIME LICENSED CHILDCARE PROGRAMS



C.A.S.P.E.R. BEFORE & AFTER SCHOOL PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Before & After School programs are designed to provide morning, afternoon and out of school time childcare for children ages 5-12 during the academic year. The Club provides quality programming to its members, focusing on relationship building, community opportunities, life skills, and more.

C.A.S.P.E.R. SUMMER PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Summer Program is designed to provide extended Out-of School time programming in the form of Summer Day Camp during the summer months for children ages 5-12.

C.A.S.P.E.R. HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, school early release/closure days and summer vacation. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Before School Program hours: Monday - Friday 6:30 – 8:30 am Due to Bus Pick Up Times: Grades 6-7 must arrive by 7:00 am Grades K - 5 must arrive by 7:30 am	After School Program hours: Monday - Friday 2:30 – 5:30 pm	½ Day of School Program hours: Monday - Friday 11:15 am – 5:30 pm	Vacation Week/Summer Program hours: Monday - Friday * 6:30 am – 8:30 am (early drop off for Before School Program participants or by registration as space permits) 8:30 am – 5:30 pm
Before School Program Fees: \$50.00/wk. per child	After School Program Fees: \$105.00/wk. per child	½ Day of School Program Fees: \$42.00/day per child	Vacation Week/Summer Program Fee: \$210.00/wk. per child

C.A.S.P.E.R. TRANSPORTATION

Transportation is available to and from the Boys & Girls Club of Chicopee's from Stefanik, Lambert Lavoie, Barry, Belcher, Steiber, Bowe, Litwin, Fairview Elementary, Bowie, Dupont Middle and Bellamy Middle Schools. Transportation is provided by Chicopee Public School transportation Department through Five Star Bus transportation.

PAYMENT OF FEES

The Boys & Girls Club of Chicopee requires that payments be made weekly on Fridays prior to your child(ren)'s next expected week of attendance. The Club accepts payment in the form of **cash, check, money order, Master Card, Visa, AMEX, Discover or through the parent TraxOnline Portal**. A recurring payment option is also available, please see the Admissions Desk for the authorization form. Recurring payment will be processed on Fridays mornings. If your payment is declined you will be contacted by phone and must make a payment in person by the close of business for your child(ren) to continue in the program the following week. If payment is not received by Friday your child(ren) will not be able to participate the following week. If Friday happens to be a holiday/closure day payment must be made in person in advance of Friday or on Friday though the online parent portal. In the event a check is returned as unpaid by your financial institution, the full amount of the returned check plus a \$20 fee must be paid. Furthermore, the Club reserves the right to require future payments be made with cash, card or money order if personal checks are returned for insufficient funds.

LATE PAYMENT FEE

Upon the first non-payment of Parent Fees a Non-Payment of Parent Fees Warning Notice will be issued. If a parent pays the balance no further action is necessary.

- If a parent fails to respond to the Non-Payment of Parent Fees Warning Notice, including paying balance prior to the next Parent Fee due date and maintaining subsequent week's Parent Fee a notice of termination will be issued.
- A \$10.00 weekly late fee will be added to Private Pay accounts that are more than one week in arrears with payments. All members currently enrolled with an EEC child care voucher will face termination of their voucher according to the termination process as detailed in EEC's Financial Assistance Policy Guide Chapter 13.1. Arrangements must be made with the Admissions Coordinator before child can return to the program after termination.

LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

Please notify the Club if you anticipate you are going to be late. Late fees apply with or without notification from the parent/guardian. If a member is left for more than 30 minutes past closing and the Club personnel have exhausted all measures to locate the parent/guardian, local authorities will be notified. If a child continues to be picked up late membership may be terminated.

It is important to keep the Club current with updated phone numbers and contact information. Staff members are NOT permitted to transport members home.

C.A.S.P.E.R. ATTENDANCE POLICY/PARENT FEES

All children enrolled are required to make every effort to ensure that each childcare slot is filled and used. When frequent absence occurs the Admissions Coordinator will contact Parent/Guardian to discuss the child(ren)'s placement and/or verify need for continued care. Excessive unexplained absence may result in termination of childcare.

- **Explained Absences:** Occur when a child(ren) does not attend on a scheduled day and the Parent/Guardian has been in communication with the Admissions Desk.
 - Only current and future days in which contact has been made will be marked explained. All prior days must remain marked as unexplained.
- **Unexplained Absences:** Occur when a child(ren) does not attend on a scheduled day without the Admissions Desk receiving communication from the Parent/Guardian.
- **Excessive Unexplained Absence:** Occurs when a child(ren) does not attend for more than 3 consecutive unexplained absences. Holidays or other closure days will not reset the count. All members currently enrolled with an EEC child care voucher will face termination of their voucher upon the second occurrence of Excessive Unexplained Absence in a 12 month period as detailed in EEC's Financial Assistance Policy Guide Chapter 13.4.

- **Notification of Absences:** Parents/Guardians are required to notify the Admission Desk of **ALL** absences prior to absence. Notification should be made by calling or texting the attendance reporting line by:
 - Email or Text: attendance@bgcchicopee.org
 - Call and leave a message: 413.592.6707 ext. 4140
 - Please report child's name, date, program child is enrolled in and the reason for absence
- **Parent Fees for Absences:** Parents/Guardians are responsible for all fees for every day that childcare is available, for all explained and unexplained absences. This includes any day the Boys & Girls Club of Chicopee is open and available for care, but a child(ren) is absent for any reason, including due to health related reasons.
- **Vacation Policy:** If a child will not be attending due to vacation time, please give the Admissions Coordinator at least ten (10) days written notification. If parents/guardians fail to give a ten (10) days' notice, parents/guardians are still **REQUIRED** to pay for the vacation time. Vacation time is not available on a partial week basis, if a child attends any partial week, parents/guardians are still responsible for the full weekly payment.
- **Parent Fees for Childcare Closures:** Parents/Guardians are not responsible for Parent fees when childcare is un-available for child(ren) on days when the Boys & Girls Club is closed completely. Weekly parent fees will only be adjusted in the following situations:
 - Holidays as outlined in our Parent Handbook
 - Professional Development Days as outlined in our Parent Handbook
 - General Emergency Closures, such as severe weather
 - Health/Safety Emergency Closures as initiated by the Organization
 - Other General Closures as initiated by the Organization

PARENT FEE BILLING ADJUSTMENTS

Weekly fee adjustments will take place when a variation in available or un-availability of childcare occurs, as initiated by the Organization. Fees adjustments are based upon which childcare program your child is enrolled in and what type of care is or isn't available. Adjustments are NOT based on whether your child attends or not.

- Weekly price adjustment will increase with the following scenarios:
 - ½ day of school
 - Vacation Week/Summer Week/No School Day
- Weekly price adjustment will be reduced/credited for the following scenarios:
 - Holiday Closure
 - Organization initiated closure as outlined above
- Private Pay Fee Adjustments are as follows:
 - Before School: \$10.00 per day
 - After School: \$21.00 per day
 - ½ day of school/No School Day: \$42.00 per day
 - Vacation Week/Summer Program: \$42.00 per day
- Voucher Fees will be adjusted according to the placement type and fees as outlined on Child Care vouchers

- All fees are subject to change based on the Boys & Girls Club of Chicopee's current program fees

VOUCHER PARENT FEE DEPOSIT POLICY

As required by EEC, all parents with a Seven Hills Child Care Voucher are required to pay an initial deposit, equal to the amount of the weekly Parent Fee. Deposit is required prior to the Child's first Day of care. For Parents who receive a combination of full-time and part-time subsidy, the initial deposit is based on their full-time Parent Fee.

REFUND POLICY

If a member is unable to start and does not attend any programs, a full refund will be issued. A refund check will be issued and mailed to the parent/guardian listed on the child's registration form. There will be no refunds issued after a member has attended a program.

C.A.S.P.E.R. PROGRESS REPORTS

All children registered for the C.A.S.P.E.R. Program will receive a Child Care Progress Report in January. The report will outline your child(ren)'s progress with his/her cognitive, social, emotional, fine motor, gross motor, and life skills, as well as areas that need improvement, while at the Boys & Girls Club of Chicopee. These reports will be placed in each member's files. Copies are available upon request. Please note that while we are a licensed childcare organization, we are not licensed as Massachusetts educators or physicians and therefore this progress report is solely based on our observations while your child is in our care.

C.A.S.P.E.R. DROP OFF & PICK UP PROCEDURES

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians walk their children into the building and drop them off. Parents/guardians will be required to sign their children into and out of attendance every day. For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Staff are not permitted to take phone calls and send children out of the Club for any reason.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

All children enrolled in the Before School Program must arrive at the Club on time to ensure they are on time for school bus transportation. Middle School students enrolled in grades 6-7 must arrive by 7:00am and Elementary School student enrolled in grades K – 5 must arrive by 7:30am.

YOUTH DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Youth Drop-In Program is open during the afternoon hours to children ages 6 (and in 1st grade) – 12 years old. The program is designed to provide recreational activities to children in the Greater Chicopee community to enhance relationship building, life skills, and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes and/or closures can be made as space permits and at the discretion of the Club.

YOUTH DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events, etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Program Begins: First Tuesday in October

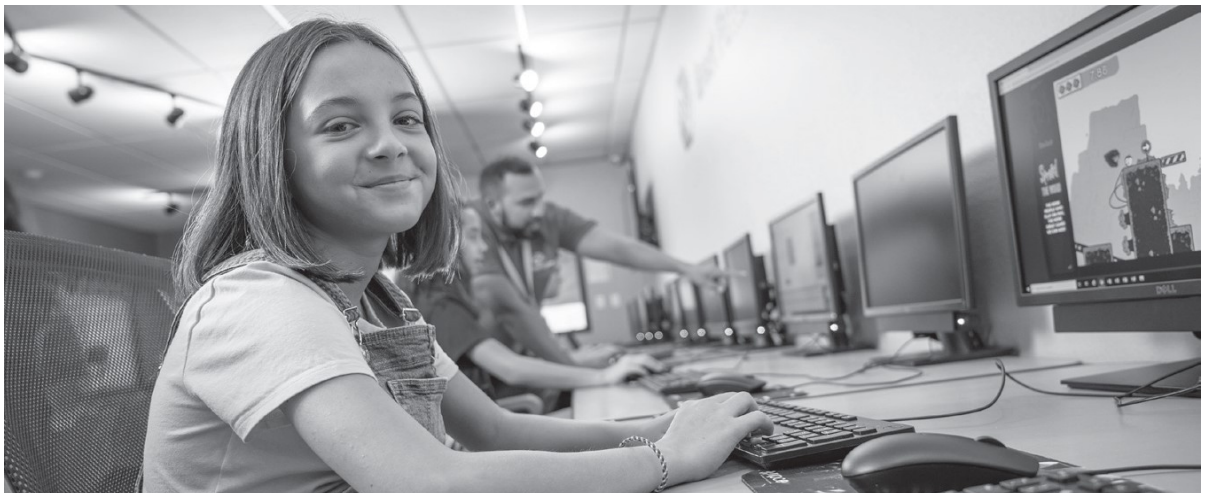
Program Ends: Last Friday in May

Days of Operation: Tuesday, Wednesday, Thursday, Friday (Closed Monday)

Times: 2:30 – 5:00pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Youth Drop-In Program. Parents are responsible for transporting their child(ren)
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required



TEEN DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Teen Drop-In Program is open during the afternoon and evening hours to teens ages 13 – 18 years old. The program is designed to provide recreational activities to teens in the Greater Chicopee community to enhance relationship building, life skills, promote college readiness, career development and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes can be made at the discretion of the Club.

TEEN DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Teen Center After School Program Hours

Location: Senecal Teen Center located @ 664 Meadow Street

Program Begins: First Day of School according to Chicopee Public Schools Calendar

Program Ends: Last Day of School according to Chicopee Public Schools Calendar

Days of Operation: Monday, Tuesday, Wednesday, Thursday, Friday

Times: 2:30 – 5:30pm

Teen Center Evening Program Hours

Location: Main Club located @ 580 Meadow Street

Program Begins: First Monday in October

Program Ends: Last Friday in May

Days of Operation: Monday, Wednesday, Friday

Times: 6:00 – 8:30pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Teen Drop-In Program. Parents are responsible for transporting their teens
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required

DROP IN PROCEDURES

DROP OFF & PICK UP

Parent and Club drop-in members are responsible for their own transportation to and from the Club. Children should be dropped off /arrive at the Boys & Girls Club of Chicopee no earlier than and picked up no later than the program hours listed for the program in which a members is registered.

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians disclose their child's authorized arrival and departure plan on the registration form. Children will be signed into and out of attendance every day and if being picked up, parents/guardians will be required to sign their child out. Please inform program staff of any changes.

For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Verbal or written permission and picture ID is required for anyone not included on the registration form. Should departure methods change, requests must be stated in writing and maintained in the child's file or the original departure plan on file must be implemented.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

DROP IN - OPEN DOOR POLICY

The Boys & Girls Club of Chicopee has an **Open Door Policy** for all Drop-In Members. The policy allows members to come and go at any time during Club's operation hours. Staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. Thus, it is the responsibility of the child AND the parent/guardian to determine, understand and enforce whatever arrival and departure methods they see fit. We recommend that you and your child set some firm rules about leaving the club, visiting friends in the neighborhood, going to the store, etc. The Boys & Girls Club of Chicopee reserves the right to prohibit a member from entering the facility, should coming and going become excessive on any given day. Members should NOT be dropped off prior to the opening of the facility, as the Club cannot be responsible for the supervision of such youth. **Members cannot participate in any Boys & Girls Club activities if they have not attended school on that current day for any reason.**

DROP IN LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

HEALTH CARE POLICIES AND PROCEDURES

MEDICATION ADMINISTRATION

Any child suffering from a chronic medical condition which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment
 - outline of the potential consequences to the child's health if the treatment is not administered

All prescriptions and medication must be kept in original container bearing:

- the original pharmacy label which shows the pharmacy name and address
- the child's name
- physician's name
- prescribed dosage
- name of drug
- frequency of administration
- directions for use

All medications will be administered according to the directions on the original container unless so authorized in writing on the child's I.H.C.P with clear written instructions from the child's physician. A written record of the administration of any medication will be maintained for each child with the following:

- Time and date of each administration
- Dosage given
- Name of staff member administering the medication
- Name of the child

All medication is locked for safety and security during off program hours and when unsupervised by staff. All unused, discontinued or outdated medication will be returned to the parents. When return to parent is not possible or practical medication will be disposed of per applicable regulations.

ALLERGIES

Any child suffering from a chronic medical allergy which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment outline of the potential consequences to the child's health if the treatment is not administered

ALLERGY CARE PROCEDURES

The following care will be taken for children with a documented chronic medical allergy:

- Youth's name and list of allergy is posted on the membership bulletin board, along with instructions, restrictions and symptoms to be aware of.
- Any reactions or unexpected complications will be reported to the parent immediately and if there is a persistent reaction, the parent will be notified to pick the child up
- Allergy information must accompany staff during field trips. All staff are to be informed of any child with an allergy problem
- A child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition may be granted permission to self-administer if deemed appropriate. The Boys & Girls Club of Chicopee will consider the following before authorization:
 - If the member is capable of self-administration
 - If the health care consultant has given written approval
 - If the member's parent/guardian has given written approval
 - If a child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give injections. Administering of medication procedures will be followed.

DIABETES

A diabetic member that requires his or her blood sugar be monitored, or requires insulin injections may be granted permission to self-monitor and/or self-inject. The Boys & Girls Club of Chicopee will consider the following before authorization:

- If the member is capable of self-monitoring and self-administration
- If the health care consultant has given written approval

- If the member's parent/guardian has given written approval self-administration must take place in the presence of the health care supervisor who may support the child's process of self-administration

If a child requires his or her blood sugar be monitored, or requires insulin injections is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give monitor and give injections. Administering of medication procedures will be followed.

The following circumstance will be documented and parents will be notified immediately:

- Medication not available
- Missed dose
- Dose refused

ILLNESS/SICKNESS

We request that parents do not send their child(ren) to any programs if they are sick. If your child becomes sick while in attendance, you will be notified to pick up your child. If your child is going to be absent, we request that you notify the Admissions Coordinator and always leave a message if you reach voicemail. If you have not notified us of your child's absence, we will call you. The Boys & Girls Club of Chicopee will also use the following procedure as a guide for ongoing monitoring with regard to illness or exposure with all persons, including but not limited to all Club employees, members and volunteers.

If a child shows signs of any of the below symptoms they should not attend any Club programs until symptoms have subsided, fever free and without medication for 24hrs. If a child shows signs of any of the below symptoms while in attendance at a Club program, the following exclusion protocols will be followed and the child's parent/guardian will be called to come pick them up, as soon as possible. The infirmary and/or administrative office is utilized as a quiet room where a staff member will supervise ill children until a parent/guardian has arrival.

- Fever (100.0° and higher), feverish, had chills
- Cough
- Sore throat
- Difficulty breathing
- Gastrointestinal distress (nausea, vomiting, or diarrhea)
- New loss of taste or smell
- New muscle ache
- Fatigue *must be in combination with other symptoms to be cause for exclusion*
- Headache *must be in combination with other symptoms to be cause for exclusion*
- Runny nose or congestion *must be in combination with other symptoms to be cause for exclusion*
- Any other signs of illness *must be in combination with other symptoms to be cause for exclusion*

INFECTIOUS/CONTAGIOUS DISEASES

The following steps should be taken by staff in the event of a suspected case of infectious disease at the Club:

- Exclude the individual suspected of carrying the infectious/contagious disease immediately. Within the building, this would typically be the infirmary and/or administrative office so that the individual can be both isolated and monitor at the same time.
- Immediately contact the parents/guardians of the members affected, requiring that child be picked up immediately.
- Contact the Executive Director as soon as possible.
- In the case of infectious disease, the Board of Health along with other appropriate agencies will be notified.
- The Club will institute or proceed to follow the Board of Health's required procedures.

COVID PROTOCOLS

- While masks are not required, any individual who wishes to continue to mask, including those who face higher risk from COVID-19, will be supported in that choice
- Continued use of rapid tests at home is highly encouraged
- Children who are identified as close contacts may continue to attend programming as long as they remain asymptomatic and are highly encouraged to wear a mask
- If a child receives a positive diagnosis of COVID please report this information to the Admission Coordinator
- The Boys & Girls Club of Chicopee will adhere to the lasted joint guidance developed by the Massachusetts Executive Office of Health and Human Services, Department of Public Health, and Department of Early Education & Care (EEC) when providing parents/guardians isolation or quarantine guidance

EMERGENCY MEDICAL TREATMENT

Every effort will be made to contact a parent/guardian in the event of an emergency requiring medical attention. However, if a parent/guardian or emergency contact cannot be reached, the Boys & Girls Club of Chicopee is authorized to transport your child to the nearest emergency health care facility/hospital and to secure necessary medical treatment for your child. Please be aware that program staff are trained in First Aid and CPR for children and adults, and will provide medical care when appropriate. An AED is available on site.

Parents will be informed within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file.

EMERGENCY CARE PROCEDURE

- During an on-site emergency or injury, staff are required to report directly to the Program Manager or current supervisor on duty. During an off-site emergency or injury, or during a field trip, all staff are required to report directly to the lead staff member on site. The following steps will be taken in the event of an emergency or injury.
 - Administering First Aid or CPR
 - If the child is administered **life threatening** first aid or CPR a parent/guardian will be notified **IMMEDIATELY**.
 - If the child remains unstable, an ambulance will be called for assistance and a subsequent call is placed to the parent to inform them of the emergency procedure implemented so far. If the child stabilizes, the incident will be discussed with the parent when the child is picked up from the program.
- The program manager maintains a log regarding incidents (injury, health concerns and safety issues) of pertinent information such as the youth's name, age, nature of injury and treatment utilized.
- Parents will written documentation within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file

ACCIDENT REPORTS

In the event of incident or accident, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Parent/guardian will be contacted immediately in the event of an injury which requires any medical care beyond minor first aid or of any emergency administration of non-prescription medication. Written notification regarding any basic first aid administered will be available at the end of the day.

PROGRAM POLICIES AND PROCEDURES

COMPUTER USE POLICY

The Club is pleased to offer members access to computers and the Internet. Club staff will exercise quality supervision of and guidance in the use of the computers and information on the Internet. The use of this technology is a privilege and members are expected to behave respectfully. Please review the procedures listed below with your child(ren).

EDUCATIONAL PURPOSES

The Boys & Girls Club of Chicopee computer labs have been established for educational and recreational purposes. The Club has the right to place reasonable restrictions on the material members access or post through the system. Members are also expected to follow the Club's rules when accessing the network. Members may not use the Club's network for commercial purposes. This means you may not offer, provide, or purchase products or services through this network. You may not use the Club's network for political lobbying.

PROCEDURES

1. Access to network services is given to members who agree to act in a considerate and responsible manner. Parent permission is granted by signing your child's member information form. Access is a privilege, not a right. Access entails responsibility and individuals will be held accountable for their actions.
2. Members should not store personal information (including music) on the Club's computers. Please bring a flash drive for saving personal work. Personal information stored on the Club's computers will be deleted on a regular basis.
3. Members may not download music, videos, games, software or other information from the Internet.
6. Members are expected to promptly notify the Program Manager or any adult supervisor of any message or display that is inappropriate or makes them feel uncomfortable.
7. Network and Club administrators will review files and communications, to maintain system integrity, and ensure that users are using the system responsibly.
8. Hacking of any kind is prohibited.

OFFENSES OF MISBEHAVIOR

1. Sending or displaying offensive messages or pictures
2. Using inappropriate/obscene language
3. Downloading software, etc. onto the computers
4. Cyberbullying, harassing, insulting, or attacking others
5. Damaging computers, systems or network
6. Violating copyright laws
7. Intentionally wasting time

8. Plagiarism
9. Using the network for commercial purposes
10. The use of Myspace, Facebook, Instagram, Snapchat, or similar websites is prohibited

CONSEQUENCES OF MISBEHAVIOR

1. Violations may result in loss of access to computers and internet services
2. Additional disciplinary action may be determined in line with existing practice regarding inappropriate language and behavior
3. When applicable, law enforcement agencies may be involved, along with fines and punishment (Section 120F of the Annotated Laws of Massachusetts)



DISCIPLINE, TERMINATION & SUSPENSION POLICY

The Boys & Girls Club of Chicopee strives to keep our members as active participants of our program by maintaining open communication with families, and keeping the consequences for unacceptable behavior clear and appropriate. Creating positive learning environments, encouraging partnerships between programs and families to support healthy development and ensures fairness, equity and continuous improvement to support a child's social, emotional and behavior health are of utmost importance. The organization invests in professional development, training and education to ensure staff have the competencies to support members' social and emotional health. The safety of all members and staff is also of extreme importance. As such, members who do not follow rules can expect to lose privileges, be redirected or face disciplinary actions as outlined below.

In an effort to prevent suspension and termination, the Boys & Girls Club of Chicopee will practice the following in policy and practice and in a consistent and non-discriminatory manner:

- Develop healthy and nurturing relations with the member
- Develop strong partnerships and relationships with the member's parent/guardian by meeting to share concerns
- Conduct frequent member observations to understand when and how behaviors are happening
- Adapt learning environments to encourage positive interactions between the member, fellow members, and staff
- Meet with the parent/guardian to implement a behavioral plan, for the Club and at home, that is developmentally appropriate, clear and consistent
- Meet with the parent/guardian to provide referrals, based on the organization's current referral policy

Re-Direction or Disciplinary action may include, but is not limited to, the following:

- Verbal counseling and mentoring
- Body Break
- Engagement in calming room activities
- Suspension from program area
- Loss of Club privileges
- Suspension, specifically for violent or unsafe behavior or other extenuating circumstances
- Termination
- Contacting the proper authorities (police, EMS, crisis) if necessary to keep the member and others safe

INCIDENT REPORTS

In the event of continued misbehavior, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Incident reports must be signed in order for the child to return. If it is determined that a child has received excessive incident reports for any reason, it may result in suspension or removal from the program. Such determinations will be made on a case by case basis and discussed during a meeting with the parent/guardian.

It is important that parents/guardians are aware that we may not send an incident report for every issue. We do handle each situation as Youth Development Professionals, and work our best to mentor each child through redirection tools and coaching tactics before recording an incident report. With that, you may receive an incident report informing you that our efforts have not been successful and your intervention is needed.

Members are expected to respond to discipline without incident. Failure to do so will almost always increase any action taken and time of severity. Please contact the Club if you have any questions at all concerning disciplinary measures or any other Club activity. Your support and involvement as the parent/guardian is vital to our success as youth development professionals.

Theft, vandalism, possession of weapons or drugs (including paraphernalia), violent

behavior, or threats of violence, will result in immediate suspension or terminate of membership. Staff may require a parent/guardians immediate response to any behavioral incident. Law enforcement will be contacted in severe cases.

ANTI-BULLYING POLICY

We are committed to providing a caring, friendly, safe and positive environment for all of our members. Bullying of any kind is unacceptable at the Boys & Girls Club of Chicopee. If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. We are a TELLING Club. This means that anyone who knows that bullying is happening is expected to tell staff.

What is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying occurs in school playgrounds every 7 minutes and once every 25 minutes in class. Research shows that 85% of bullying episodes occur in the context of a peer group (Pepler et al., 1997).

Bullying can be:

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact or sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Verbal: name-calling, sarcasm, spreading rumors, teasing
- Cyber: All areas of internet, such as email & internet chat room misuse
- Mobile: threats by text messaging & calls, misuse of associated technology , i.e. camera & video

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. The Club has a responsibility to respond promptly and effectively to issues of bullying.

PROCEDURES

- Member(s) will report bullying incidents to staff
- In cases of serious bullying, the incidents will be recorded by staff
- In serious cases, parents will be informed and asked to come meet to discuss the problem
- If necessary and appropriate, police will be consulted
- The bullying behavior or threats of bullying must be investigated and the bullying stopped quickly
- An attempt will be made to help the bully or bullies change their behavior

OUTCOMES, with reconciliation of members being the goal:

- Call Parents/Guardians

- The bully or bullies may be asked to genuinely apologize
- Repeated offenders may have consequences, such as meeting with the Associate Director, participating in peer mediation, or participating in small group or individual counseling
- In serious cases, suspension will be considered
- After the incident/incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place

TERMINATION

If behavior problems persist after all steps have been taken to alleviate an unsafe situation, steps will be taken to remove the member from the program through termination. The Director of Programs and/or Associate Director will meet with the Parent/Guardian to discuss the issuance of a two week notice of termination.

Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

Please be aware that the Boys & Girls Club of Chicopee has a zero tolerance policy for any physical altercations or bullying.

REFERRAL SERVICES PLAN

Youth Development Professionals are responsible for informing the Youth Program Site Manager or the Director of Programs of any health concerns to include; social, mental, educational, and medical/dental health. Observations of these concerns must be documented by the Youth Development Professional for the child in their care. Reviewing the child's record prior to making a referral will be completed by the Director of Programs along with a follow-up observation of the child. The Director of Programs and Associate Director will schedule a meeting with the parent/guardian to notify them of the program's concern(s) and observation(s) of their child. A current list of referral resources from the community for children in need of social and mental health, along with educational, medical & dental services will be provided to the parent/guardian.

The Boys & Girls Club of Chicopee, upon obtaining written consent from the parent/guardian, shall refer parents & guardians to the appropriate school, social, mental, and medical services, including but not limited to dental check-ups, vision and/or hearing screenings for their child, should the organization feel that an assessment for such additional services would benefit the child in program.

REQUEST FOR & CONSENT TO RELEASE INFORMATION

In order for us to serve our members appropriately, understand their needs and ensure their overall success in program, we may at times need to have access to education, medical and behavioral information. If this information should be needed, we ask you to sign a list of permissions. With your consent, these permissions allow us to communicate with your child's school, teacher, therapist, social worker, Boys & Girls Club of America or

anyone else that provides support to your child. If you request that the Club communicates with an outside agency that supports his/her child, an information release form must be signed before the Club can do so.

PARENT VISITS & COMMUNICATION

- Each parent is encouraged to call or schedule an appointment to visit the program and meet the staff before their child(ren)'s enrollment
- Each parent is encouraged to call or schedule an appointment with the Director of Programs to discuss their child's progress, as well as give parental input to ensure the success of their child while attending Club programs
- Staff will notify parents when behavioral concerns or medical injuries occur. Written reports are kept in child's file for all behavior problems and medical emergencies
- When a child is in a special program through school or any other outside organization, a progress report will be required when working with community agencies for both services to keep abreast of any problem areas and positive development
- Upon written request, parents and children will be provided the opportunity to:
 - Schedule individual conferences/meetings with both administrative and program staff
 - Visit programs while their child is present
 - Obtain copies of child's records
 - Obtain and review copies of program policies
 - Any parent who would like to file a complaint/grievance should directly notify the Associate Director. The Boys & Girls Club of Chicopee will investigate all complaints/grievances and take all necessary steps to remedy the situation. Complaints/grievances will be discussed with the necessary program staff.

TRANSPORTATION POLICIES

TRAFFIC FLOW PLAN

For the safety of the children and to help keep the flow of traffic smooth, the Boys & Girls Club of Chicopee has instituted a traffic flow plan. The Club parking lot is lined with traffic arrows as a reminder that you must enter the parking lot on Meadow Street and exit on McKinstry Avenue. Please stop at the stop sign before exiting the parking lot and make sure that no children are in the cross walk.

TRANSPORTATION POLICY

Any member riding Chicopee Public School transportation are expected to ride without incident. Members must sit in their seat and fasten their seatbelt, if available, as soon as they enter the bus/van and must remain seated and/or fastened for the duration of the ride. The driver or monitor will tell members when they may unfasten their seatbelts and stand up to begin departure.

Expectations are:

- Keep voices at a reasonable "indoor" level
- Keep hands/feet to themselves
- Remain courteous/respectful to all children and staff at all times

- No destruction of transportation in any way
- No opening windows without permission

Please also keep in mind that our cell phone/electronics and personal property rules apply on transportation and while awaiting the arrival of said transportation.

Member safety is our first priority. Members who violate any safety and/or behavior expectations will receive a written warning. Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

DRESS CODE

Members should dress comfortably and wear clothes that allow them to participate in typical Boys & Girls Club programs. Socks and sneakers are always recommended. Club members may not be given the opportunity to participate in certain activities if open-toed shoes are worn. Tennis, walking shoes or sneakers are **required** when participating in both indoor and outdoor gymnasium/athletic activities. At the beginning and end of the program year, if weather is hot, we may have our spray park open, so please send your child with a change of clothing, towel & water shoes, in order to play in the water if they wish. Appropriate swimwear is required at all times. For safety reasons, only one piece bathing suits, swim shirts and trunks are allowed.

During the winter and colder weather, we may play outside, please be sure members have clothing appropriate for snow (including boots & a change of shoes).

Inappropriate clothing of any kind is NOT allowed in the Club. Members wearing clothes that are too short, too tight or too revealing in any way, or clothes that are questionable or have distasteful advertising will be asked to change. In addition, children wearing excessive jewelry and clothing with strings may be asked to remove such items before participating in activities. This judgment will be solely to the discretion of the Club staff.

CELL PHONE & ELECTRONIC DEVICE USE POLICY

The use of cell phones and electronic devices in the Club is NOT allowed. There have been incidences of inappropriate use of mobile devices; including but not limited to, pictures/videos being taken of other members and watching inappropriate videos. There will be consequences for children who refuse to put away such items or refusal to give them to program staff. To protect the privacy of all members, we reserve the right to confiscate any cell phone or other electronic device that could be used inappropriately. Cell phones and electronics will be confiscated until dismissal and returned to parent/guardians at dismissal time. Parent/Guardians who need contact their child(ren) during program hours may call the Admissions Desk.



AFTER SCHOOL SNACK PROGRAM

All after school snack programs are funded by the U.S. Department of Agriculture and the Massachusetts Department of Elementary & Secondary Education. Monthly snack and dinner menus are posted on the bulletin board in the lobby and are subject to change.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
 - (2) fax: (202) 690-7442; or
 - (3) email: program.intake@usda.gov.
- This institution is an equal opportunity provider



Massachusetts Department of
**ELEMENTARY & SECONDARY
EDUCATION**

This institution is an equal opportunity provider.

ORGANIZATIONAL POLICIES AND PROCEDURES

UNREGISTERED MEMBERS

In the event that an unregistered child arrives at the Boys & Girls Club of Chicopee, all attempts will be made to contact the child's parent/guardian. Unregistered children will not be allowed to participate in any Club activities. In the event that a parent/guardian cannot be reached and a child is known by the Boys & Girls Club of Chicopee, additional emergency contacts will be called until someone is reached. If all contacts are unreachable or the child is unknown to the Boys & Girls Club of Chicopee, the proper authorities will be notified and a 51A Report will be filed with the Department of Children and Families.

PERSONAL BELONGINGS

The Club is NOT RESPONSIBLE for lost, damaged, missing or stolen items either on the premises or during field trips. Valuables and un-necessary personal belongings should be kept at home. Members will receive an assigned hook or locker where backpacks may be placed for safe keeping. Check lost and found often, as unclaimed items are donated regularly. Club staff are not authorized to hold personal belongings or funds.

LOST & FOUND

Lost and found items are kept for a period of two weeks and any item not claimed are given to charity. The Boys & Girls Club is not responsible for lost or stolen items.

MANDATED REPORTERS

All staff, full and part-time, are Mandated Reports, and must, by law report suspected child abuse or neglect the0 department of Children and Families.

Reasonable cause to suspect child abuse is as follows:

- A child is suffering serious physical or emotional injury resulting from abuse inflicted upon her/him including sexual abuse
- A child is suffering from neglect, including malnutrition
- A child is physically dependent upon an addictive drug at birth

Any suspicion of child abuse and/or neglect will be reported to the Director of Programs. The Director of Programs will file a telephone report to the Robert Van Wart Center, Department of Children and Families. Within 48 hours of the telephone report, a written 51-A report will be submitted to the Robert Van Wart Center, Department of Children and Families.

STAFF BACKGROUND CHECK

The Boys & Girls Club of Chicopee is required to run a Background Record Check (BRC) on every employee and potential employee of the program. The comprehensive BRC process will consist of a check on four components of each candidate's background that includes a CORI (criminal background), DCF (Department of Children

and Families background), SORI (Sex Offender Registry) and a fingerprint check. The fingerprint check will include a check of state and national criminal history databases.

The MA Department of Early Education and Care (EEC) requires that all individuals in licensed programs who have the potential for unsupervised access to children have a current Background Record Check run by the program, in the BRC Navigator Portal, and that any prospective candidates who may have unsupervised access to children, complete a Background Record Check.

LICENSING AGENCY

The Boys & Girls Clubs of Chicopee is licensed by the Massachusetts Department of Early Education and Care (EEC) and is mandated to uphold all of the agency's rules and regulations pertaining to child care licensing. We maintain a current copy of the state regulations for parents to review upon request.

The Western, MA regional office of the Department of Early Education and Care is located at 1411 Main Street, Suite 230, Springfield, MA 01103, phone 413.788.8401. Parents may contact EEC to receive information regarding the program's regulatory compliance history.

The Boys & Girls Clubs of Chicopee is also a member of the Massachusetts Department of Early and Secondary Education Nutrition Programs (CACFP & SFSP). The Organization adheres to this licensing authority's guidelines and mandates according to ESE. Children are served meals which follows ESE's Department of Nutrition and USDA's meal patterns. Children are offered these meals but are not required to eat them.



EMERGENCY OPERATIONS PROCEDURES

DAY-TO-DAY DISTURBANCES

Day-to-day operational disturbances consist of situations that could occur on a frequent basis and have the potential to render the primary facility uninhabitable. Examples include sudden power/heat/water outages, member health challenges, sudden equipment failure and fires. The following policies outline the Boys & Girls Club protocol for facility closings and functions during non-operational hours:

In the event that the Boys & Girls Club experiences an emergency or disaster during hours of operation, the Local Club Leadership Team will issue a notice via local media, social media, and parent message. The Department of Early Education and Care will also be notified. Upon conferring with local authorities to determine the length of time to remedy the disturbance, the Club may close or evacuate to ensure health and welfare of members and staff.

- If the Club loses heat, and the repairs are determined to take less than an hour to address, we will ensure the members remain in the warmest parts of the building, and have them wear coats, hats, etc. as appropriate. If the repairs will take longer than anticipated, or if the building temperature drops to 65°, the call will be made to close the program and contact families.
- If the Club loses air conditioning, the above procedure will apply. However, if the indoor temperature reaches the outdoor temperature, the call will be made to close the program and contact families.
- If the Club loses water, and the repairs are determined to take less than an hour to address, the Club will remain open. If the repairs will take longer, and we lose ability to wash hands and flush toilets, the call will be made to close the program and contact families.
- If the Club loses electricity, and the repairs are determined to take less than 90 minutes, the Club is prepared with emergency lights and activities to remain open. If the repairs will take longer, the call will be made to close the program and contact families.
- If any of the above pose an immediate threat to safety, or if there is another loss to the building due to fire, act of nature, or other accident, the Club will make the call to evacuate.
 - If safe to walk from the building, members and staff will be directed to the Teen Center. If the Teen Center is not available, we will move to Stefanik Elementary School.
 - If not safe to walk, or if a further location is needed, Five Star Transportation will be notified to provide transportation.
 - Local emergency personnel will be contacted to aid in the evacuation.

MISSING CHILD OR KIDNAPPING

If it is discovered that a child is missing, staff will immediately notify their supervisor. All available staff will be directed to conduct a thorough search of the entire facility and

grounds for the missing child including restroom, closets and other potential hiding places.

- Notify local law enforcement immediately after a child is reported missing, or a kidnapping occurs.
- Notify the Department of Early Education and Care as soon as possible, even if the child is found.
- Provide law enforcement officers with a picture, a description, clothing, including shoes, and any information available regarding the child's whereabouts. If a potential kidnapping, note the direction that the abductor may have fled, the description of the vehicle and any notable characteristics.
- Coordinate with local law enforcement regarding the notification of the child's parent/guardian, in the event that the parent/guardian is not on the campus at the time.
- An appropriate lockdown should occur if any threat is indicated that a kidnapping is about to occur or has taken place and any additional threat or danger is perceived.
- Identify siblings of the missing child who are also in the facility and make sure they are monitored at all times.

EVACUATION PROTOCOL

Evacuation reasons could include, but is not limited to: bomb threat, explosion, chemical spill and any other event that requires the evacuation of the building. This section outlines the different evacuation preparedness, response and family reunification.

PREPARATION, BEFORE AN EVACUATION

- Make sure maps showing the evacuation routes for all locations in the building are posted in each room in the building.
- A master copy of the evacuation plan is in the Executive Director's office and is carried with the Local Club Leadership Team during all evacuations.
- Staff and members will be oriented to their specific duties, requirements and responsibilities should an off-campus evacuation become necessary.
- Walkie-talkies will be the primary means of notifying building occupants, when possible. In the event the walkie-talkies are unavailable or fail, the announcement of an evacuation will be made by a bullhorn, or by other effective means of communication.
- Consider not removing any bags from the facility during an evacuation due to a bomb threat.
- Make sure evacuation drills take place on a regular basis.

RESPONSE, DURING AN EVACUATION

- Leaders should make sure all members are out of their rooms and adjoining restrooms and workrooms.
- Groups will proceed to their designated assembly areas. Once there, leaders will make note of members who are not present and furnish those names to local Club staff members as soon as possible.

- The first staff member out will be instructed to hold open the exit door(s) until all persons in the group have evacuated. This procedure is to be continued until the building is clear.
- Leaders will close, but not lock doors, before they follow their members out of the building.
- Leaders will remain with their group until the law enforcement sounds an “all clear” signal.
- Staff members will gather lists of unaccounted persons from staff members to provide to the Local Club Leadership Team and emergency response personnel.

FAMILY REUNIFICATION AFTER AN EVACUATION

- Parents who are not with their children at the time of an evacuation will be notified, when it is safe, where they can be reunited with their children.
- Designated personnel, along with law enforcement, will check the identification of those entering the reunification area and provide them with name tags, if available.
- Designated personnel, assisted by law enforcement will coordinate the signing out of those in the reunification site. Anyone picking up a child, under the age of 18, must be a verified person on the minor’s check out card authorized to pick up the child.
- A mental health professional or counselor should be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.
- Those who have not been picked up from the reunification site by a certain time will be taken to a secure area until a family member comes. Media Liaison and Parent Liaison will relay the message to the local Club community of the new pick up site where family members can pick up their loved ones.

For a copy of the Boys & Girls Club of Chicopee’s full Emergency Operations Plan, please contact the Director of Administration



CLUB CALENDAR 2023-2024

HOLIDAY & CLOSURE SCHEDULE

Program Closure – Building Prep	Mon - Wed, August 28 – 30, 2023
Labor Day	Monday, September 4, 2023
Columbus Day	Monday, October 9, 2023
Professional Development Day	Friday, October 20, 2023
Veterans Day	Friday, November 10, 2023
Thanksgiving	Thurs - Fri, November 23 -24, 2023
Professional Development Day	Friday, December 15, 2023
Christmas Day	Monday, December 25, 2023
New Years Day	Monday, January 1, 2024
Martin Luther King Day	Monday, January 15, 2024
Presidents Day	Monday, February 19, 2024
Professional Development Day	Friday, March 15, 2024
Good Friday	Friday, March 29, 2024
Patriot's Day	Monday, April 15, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth	Wednesday, June 19, 2024
Program Closure – Summer Prep	Monday, June 24, 2024
Program Closure – Summer Prep	Tuesday, June 25, 2024
Professional Development Day	Wednesday, June 26, 2024
Professional Development Day	Thursday, June 27, 2024
Program Closure – Summer Prep	Friday, June 28, 2024
Independence Day	Thursday, July 4, 2024



BOYS & GIRLS CLUB OF CHICOPEE

The Boys & Girls Club of Chicopee enables all young people, especially those who need us most, to reach their fullest potential as productive, caring responsible citizens.”

Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging, and influence.

BGCC does not discriminate on the basis of race, color, religion, age, national origin, sex, genetics, veteran or disability status. Furthermore, BGCC does not discriminate on the basis of familial status.

This institution is an equal opportunity provider.

Boys & Girls Club of Chicopee
580 Meadow Street • Chicopee, MA 01013
p: (413) 592-6707 • w: bgcchicopee.org

**Stay connected with us on
Facebook@BGCChicopee**



Parent Handbook

Program & Policy Guide

2023 - 2024



Education & Career Readiness



Healthy Lifestyles



Good Character & Leadership



The Arts & Sports Recreation



BOYS & GIRLS CLUB
OF CHICOPEE

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Dear Parent/Guardian:

Greetings! On behalf of the entire Boys & Girls Club of Chicopee organization, it is my pleasure to welcome you to our Club family! We are excited that you have chosen our Club for your child's out of school time program!

We have been serving youth and teens in Chicopee since 1912. While we are very proud of our history, we are passionate about our present, and excited for our future. Our team strives every day to ensure that our members have a safe, fun, engaging Clubhouse. Your youth and teens will have the opportunity to engage in a variety of out of school time activities including, art, music, physical education, homework help and so much more!

This handbook contains valuable information, ensuring a successful partnership between our Club and your child and family. I hope you will review it carefully, and please reach out to anyone on our team if you have any questions! Open lines of communication between parents/guardians and staff will ensure your child has a positive Club experience!

We look forward to getting to know you, and seeing your child grow and develop with us. Thank you for choosing us to provide this great opportunity to your child, and for ensuring their "Great Future" starts here.

Sincerely,

Jason Reed,

A handwritten signature in blue ink, appearing to read 'JR' or 'Jason Reed', written in a cursive style.

Executive Director

In keeping with the mission of the Club, our purpose is to provide appropriate Out-of School before/after school and evening programs to provide all youth and teens residing within Chicopee a place to reach their full personal and social potential. All those associated with the Club agree to practice safe and fair play in accordance with the following Club objectives.

OUR MISSION STATEMENT

The Boys & Girls Club of Chicopee is to enable all young people, especially those who need us the most, to reach their full potential as productive, responsible, caring citizens.

STATEMENT OF PURPOSE

The Boys & Girls Club of Chicopee is, and has always been, committed to the physical, educational, emotional, social, recreational and vocational development of youth, with special interest for the disadvantaged, without discrimination. Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

STATEMENT OF NON-DISCRIMINATION

The Boys & Girls Club of Chicopee is an Equal Opportunity Employer and follows a practice of affirmative action promoting equal employment opportunity. The Club does not discriminate on the basis of race, color, age, marital status, gender, creed, sexual orientation, disability, ethnic or national origin, religion or disable veteran status and is operated and managed in accordance with the principles embodied in Title VII of the U.S. Civil Rights Act of 1964.

OUR CORE VALUES

To ensure that our members, colleagues, volunteers, and investors are always our main priority, we commit to these core values:

- **Integrity:** We are authentic, honest, and transparent; we strive to do the right thing every day; we use our moral principles to guide us.
- **Safety:** We make our members' safety our main priority; we take responsibility for our own safety and for those around us; we strive for protection from danger, risk, or injury.
- **Commitment:** We excel in service delivery; we rigorously measure impact; we work to continuously improve ourselves and our organization.
- **Respect:** We treat others with respect and gratitude; we honor diversity and inclusion; we embrace alternative ways of thinking.

PREPARING FOR REGISTRATION

IMPORTANT INFO FOR PARENTS/GUARDIANS

PRIOR TO ATTENDANCE

Before Your Child(ren) can attend any program, you must have:

- Completed an Online Registration Application and have been accepted into the registered program – all registrations will be automatically waitlisted and must be approved by the Admissions Coordinator
- Online Application must be complete to its fullest extent! Any missing information may result in a delayed registration process
- Turned in a report of physical examination conducted during the preceding 12 months signed by a licensed health care provider
- Turned in a certificate of immunization
- Turned in a copy of a Birth Certificate
- Turned in a Seven Hill Child Care Voucher, if applicable
- You have paid a **Non-Refundable** \$30.00 Annual Membership Fee
- You have paid your first weekly parent fee if enrolled in a program with additional weekly fees

If the following apply to your child(ren), you must also have turned in:

- Individual Health Care Plan (IHCP) completed by a licensed health care provider documenting medical history of health conditions or impairments which may affect the child's activities while attending the Club, signed by a licensed health care provider
- IEP or 504 Plan
- Emergency Medication & Medication Consent Form
- Custody Agreement



CLUBHOUSE DIRECTORY

MEET OUR TEAM

The Boys & Girls Club of Chicopee employs and trains youth development and management professionals who are skilled and personable leaders of proven talent. Our team will work to bring out the best qualities in your child(ren) and make them as successful as possible on their journey with us. The staff are selected carefully and given the training and knowledge that is needed to provide quality programming.

MAIN CLUB 580 Meadow Street Chicopee, MA 01013 P: 413.592.6707 W: www.bgcchicopee.org E: admissions@bgcchicopee.org	SENECAL TEEN CENTER 664 Meadow Street Chicopee, MA 01013 P: 413.592.9872 * During Teen After School program hours only E: admissions@bgcchicopee.org
Kiara Gonzalez <i>Admissions Coordinator</i> P: 413.592.6707 ext. 4108 E: kiarag@bgcchicopee.org	Jhaniya Reed <i>Onboarding & Training Coordinator</i> P: 413.592.6707 ext. 4110 E: jhaniyar@bgcchicopee.org
Jaimie Waterman <i>Nutrition Coordinator</i> P: 413.592.6707 ext. 4111 E: jaimiew@bgcchicopee.org	Julius Santos <i>Athletics Coordinator</i> P: 413.592.6707 ext. 4107 E: juliuss@bgcchicopee.org
Anthony (Tony) Bigda <i>Youth Site Manager</i> P: 413.592.6707 ext. 4106 E: anthonyb@bgcchicopee.org	Paige Tetro <i>Teen Site Manager</i> P: 413.592.6707 ext. 4104 E: paiget@bgcchicopee.org
Stephanie Perez <i>Director of Programs</i> P: 413.592.6707 ext. 4105 E: stephaniep@bgcchicopee.org	
Lynn Morrisette <i>Director of Marketing & Development</i> P: 413.592.6707 ext. 4101 E: lynnm@bgcchicopee.org	Tara Korepta <i>Director of Administration</i> P: 413.592.6707 ext. 4102 E: tarap@bgcchicopee.org

Jason Reed, Executive Director
P: 413.592.6707 ext. 4109 | jasonr@bgcchicopee.org

ANNUAL MEMBERSHIP REQUIREMENTS



MEMBERSHIP REGISTRATION

BGCC's annual membership year goes from September 1st – August 31st. All members will be charged an annual non-refundable membership registration fee of \$30, regardless of the date on which the member begins and regardless of the program in which the member is enrolled.

Additional program fees are required for programs such as Athletic Programs and Licensed Out of School Time Programs during before school, after school and summer.

Online registration forms must be filled out completely and all fees paid before a child will be admitted as a member of our Club. It is important all sections of the application are properly filled out and parent/guardian contact information is kept current for emergency purposes. If/when information regarding a member changes it is the parent/guardian's responsibility to inform the Admissions Coordinator. Changes may include: phone numbers, address, school, emergency contact information. Failure to provide updated information is a matter of safety! All information is confidential.

OUT-OF-SCHOOL TIME LICENSED CHILDCARE PROGRAMS



C.A.S.P.E.R. BEFORE & AFTER SCHOOL PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Before & After School programs are designed to provide morning, afternoon and out of school time childcare for children ages 5-12 during the academic year. The Club provides quality programming to its members, focusing on relationship building, community opportunities, life skills, and more.

C.A.S.P.E.R. SUMMER PROGRAMS

Children's After School Program for Education and Recreation (C.A.S.P.E.R.) is the Club's year round Out-of-School time licensed childcare program. Licensed by the Department of Early Education and Care, the C.A.S.P.E.R. Summer Program is designed to provide extended Out-of School time programming in the form of Summer Day Camp during the summer months for children ages 5-12.

C.A.S.P.E.R. HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, school early release/closure days and summer vacation. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Before School Program hours: Monday - Friday 6:30 – 8:30 am Due to Bus Pick Up Times: Grades 6-7 must arrive by 7:00 am Grades K - 5 must arrive by 7:30 am	After School Program hours: Monday - Friday 2:30 – 5:30 pm	½ Day of School Program hours: Monday - Friday 11:15 am – 5:30 pm	Vacation Week/Summer Program hours: Monday - Friday * 6:30 am – 8:30 am (early drop off for Before School Program participants or by registration as space permits) 8:30 am – 5:30 pm
Before School Program Fees: \$50.00/wk. per child	After School Program Fees: \$105.00/wk. per child	½ Day of School Program Fees: \$42.00/day per child	Vacation Week/Summer Program Fee: \$210.00/wk. per child

C.A.S.P.E.R. TRANSPORTATION

Transportation is available to and from the Boys & Girls Club of Chicopee's from Stefanik, Lambert Lavoie, Barry, Belcher, Steiber, Bowe, Litwin, Fairview Elementary, Bowie, Dupont Middle and Bellamy Middle Schools. Transportation is provided by Chicopee Public School transportation Department through Five Star Bus transportation.

PAYMENT OF FEES

The Boys & Girls Club of Chicopee requires that payments be made weekly on Fridays prior to your child(ren)'s next expected week of attendance. The Club accepts payment in the form of **cash, check, money order, Master Card, Visa, AMEX, Discover or through the parent TraxOnline Portal**. A recurring payment option is also available, please see the Admissions Desk for the authorization form. Recurring payment will be processed on Fridays mornings. If your payment is declined you will be contacted by phone and must make a payment in person by the close of business for your child(ren) to continue in the program the following week. If payment is not received by Friday your child(ren) will not be able to participate the following week. If Friday happens to be a holiday/closure day payment must be made in person in advance of Friday or on Friday though the online parent portal. In the event a check is returned as unpaid by your financial institution, the full amount of the returned check plus a \$20 fee must be paid. Furthermore, the Club reserves the right to require future payments be made with cash, card or money order if personal checks are returned for insufficient funds.

LATE PAYMENT FEE

Upon the first non-payment of Parent Fees a Non-Payment of Parent Fees Warning Notice will be issued. If a parent pays the balance no further action is necessary.

- If a parent fails to respond to the Non-Payment of Parent Fees Warning Notice, including paying balance prior to the next Parent Fee due date and maintaining subsequent week's Parent Fee a notice of termination will be issued.
- A \$10.00 weekly late fee will be added to Private Pay accounts that are more than one week in arrears with payments. All members currently enrolled with an EEC child care voucher will face termination of their voucher according to the termination process as detailed in EEC's Financial Assistance Policy Guide Chapter 13.1. Arrangements must be made with the Admissions Coordinator before child can return to the program after termination.

LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

Please notify the Club if you anticipate you are going to be late. Late fees apply with or without notification from the parent/guardian. If a member is left for more than 30 minutes past closing and the Club personnel have exhausted all measures to locate the parent/guardian, local authorities will be notified. If a child continues to be picked up late membership may be terminated.

It is important to keep the Club current with updated phone numbers and contact information. Staff members are NOT permitted to transport members home.

C.A.S.P.E.R. ATTENDANCE POLICY/PARENT FEES

All children enrolled are required to make every effort to ensure that each childcare slot is filled and used. When frequent absence occurs the Admissions Coordinator will contact Parent/Guardian to discuss the child(ren)'s placement and/or verify need for continued care. Excessive unexplained absence may result in termination of childcare.

- **Explained Absences:** Occur when a child(ren) does not attend on a scheduled day and the Parent/Guardian has been in communication with the Admissions Desk.
 - Only current and future days in which contact has been made will be marked explained. All prior days must remain marked as unexplained.
- **Unexplained Absences:** Occur when a child(ren) does not attend on a scheduled day without the Admissions Desk receiving communication from the Parent/Guardian.
- **Excessive Unexplained Absence:** Occurs when a child(ren) does not attend for more than 3 consecutive unexplained absences. Holidays or other closure days will not reset the count. All members currently enrolled with an EEC child care voucher will face termination of their voucher upon the second occurrence of Excessive Unexplained Absence in a 12 month period as detailed in EEC's Financial Assistance Policy Guide Chapter 13.4.

- **Notification of Absences:** Parents/Guardians are required to notify the Admission Desk of **ALL** absences prior to absence. Notification should be made by calling or texting the attendance reporting line by:
 - Email or Text: attendance@bgcchicopee.org
 - Call and leave a message: 413.592.6707 ext. 4140
 - Please report child's name, date, program child is enrolled in and the reason for absence
- **Parent Fees for Absences:** Parents/Guardians are responsible for all fees for every day that childcare is available, for all explained and unexplained absences. This includes any day the Boys & Girls Club of Chicopee is open and available for care, but a child(ren) is absent for any reason, including due to health related reasons.
- **Vacation Policy:** If a child will not be attending due to vacation time, please give the Admissions Coordinator at least ten (10) days written notification. If parents/guardians fail to give a ten (10) days' notice, parents/guardians are still **REQUIRED** to pay for the vacation time. Vacation time is not available on a partial week basis, if a child attends any partial week, parents/guardians are still responsible for the full weekly payment.
- **Parent Fees for Childcare Closures:** Parents/Guardians are not responsible for Parent fees when childcare is un-available for child(ren) on days when the Boys & Girls Club is closed completely. Weekly parent fees will only be adjusted in the following situations:
 - Holidays as outlined in our Parent Handbook
 - Professional Development Days as outlined in our Parent Handbook
 - General Emergency Closures, such as severe weather
 - Health/Safety Emergency Closures as initiated by the Organization
 - Other General Closures as initiated by the Organization

PARENT FEE BILLING ADJUSTMENTS

Weekly fee adjustments will take place when a variation in available or un-availability of childcare occurs, as initiated by the Organization. Fees adjustments are based upon which childcare program your child is enrolled in and what type of care is or isn't available. Adjustments are NOT based on whether your child attends or not.

- Weekly price adjustment will increase with the following scenarios:
 - ½ day of school
 - Vacation Week/Summer Week/No School Day
- Weekly price adjustment will be reduced/credited for the following scenarios:
 - Holiday Closure
 - Organization initiated closure as outlined above
- Private Pay Fee Adjustments are as follows:
 - Before School: \$10.00 per day
 - After School: \$21.00 per day
 - ½ day of school/No School Day: \$42.00 per day
 - Vacation Week/Summer Program: \$42.00 per day
- Voucher Fees will be adjusted according to the placement type and fees as outlined on Child Care vouchers

- All fees are subject to change based on the Boys & Girls Club of Chicopee's current program fees

VOUCHER PARENT FEE DEPOSIT POLICY

As required by EEC, all parents with a Seven Hills Child Care Voucher are required to pay an initial deposit, equal to the amount of the weekly Parent Fee. Deposit is required prior to the Child's first Day of care. For Parents who receive a combination of full-time and part-time subsidy, the initial deposit is based on their full-time Parent Fee.

REFUND POLICY

If a member is unable to start and does not attend any programs, a full refund will be issued. A refund check will be issued and mailed to the parent/guardian listed on the child's registration form. There will be no refunds issued after a member has attended a program.

C.A.S.P.E.R. PROGRESS REPORTS

All children registered for the C.A.S.P.E.R. Program will receive a Child Care Progress Report in January. The report will outline your child(ren)'s progress with his/her cognitive, social, emotional, fine motor, gross motor, and life skills, as well as areas that need improvement, while at the Boys & Girls Club of Chicopee. These reports will be placed in each member's files. Copies are available upon request. Please note that while we are a licensed childcare organization, we are not licensed as Massachusetts educators or physicians and therefore this progress report is solely based on our observations while your child is in our care.

C.A.S.P.E.R. DROP OFF & PICK UP PROCEDURES

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians walk their children into the building and drop them off. Parents/guardians will be required to sign their children into and out of attendance every day. For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Staff are not permitted to take phone calls and send children out of the Club for any reason.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

All children enrolled in the Before School Program must arrive at the Club on time to ensure they are on time for school bus transportation. Middle School students enrolled in grades 6-7 must arrive by 7:00am and Elementary School student enrolled in grades K – 5 must arrive by 7:30am.

YOUTH DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Youth Drop-In Program is open during the afternoon hours to children ages 6 (and in 1st grade) – 12 years old. The program is designed to provide recreational activities to children in the Greater Chicopee community to enhance relationship building, life skills, and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes and/or closures can be made as space permits and at the discretion of the Club.

YOUTH DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events, etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Program Begins: First Tuesday in October

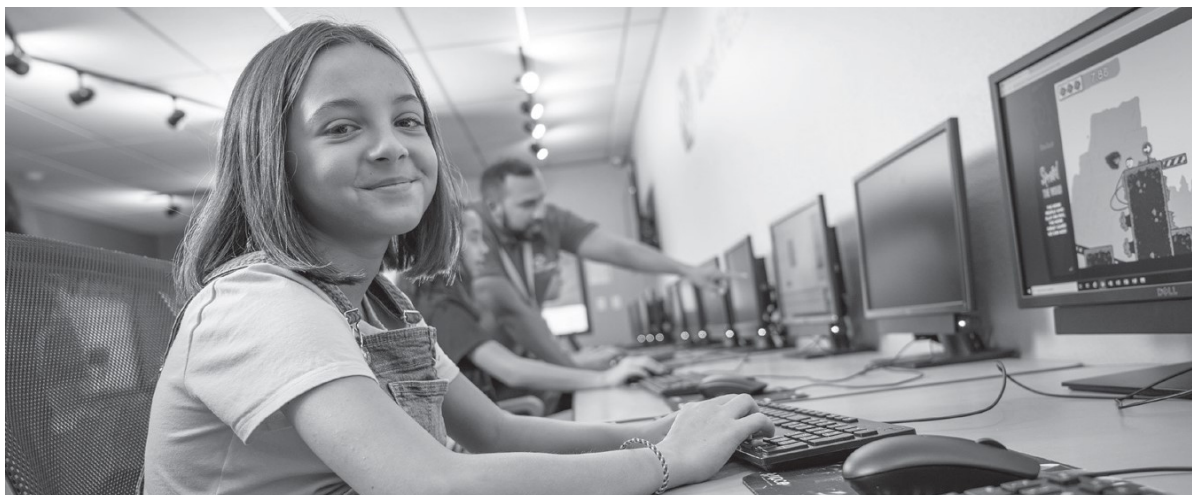
Program Ends: Last Friday in May

Days of Operation: Tuesday, Wednesday, Thursday, Friday (Closed Monday)

Times: 2:30 – 5:00pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Youth Drop-In Program. Parents are responsible for transporting their child(ren)
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required



TEEN DROP-IN RECREATIONAL PROGRAMS

The Boys & Girls Club of Chicopee's Teen Drop-In Program is open during the afternoon and evening hours to teens ages 13 – 18 years old. The program is designed to provide recreational activities to teens in the Greater Chicopee community to enhance relationship building, life skills, promote college readiness, career development and fun on a drop in only basis! Although the program takes place within a licensed childcare facility, the drop in program is not licensed should not be used as substitute for childcare. Hours of operation vary greatly and schedule changes can be made at the discretion of the Club.

TEEN DROP IN HOURS OF OPERATION & FEES

Club hours of operation vary and include schedule changes for holidays, staff training/professional development, Club events etc. It is the parent/guardian's responsibility to know the Club's schedule and understand drop off and pick policies and be prepared for program closures. Please carefully read all these policies below and see the Admissions Coordinator with any questions.

Teen Center After School Program Hours

Location: Senecal Teen Center located @ 664 Meadow Street

Program Begins: First Day of School according to Chicopee Public Schools Calendar

Program Ends: Last Day of School according to Chicopee Public Schools Calendar

Days of Operation: Monday, Tuesday, Wednesday, Thursday, Friday

Times: 2:30 – 5:30pm

Teen Center Evening Program Hours

Location: Main Club located @ 580 Meadow Street

Program Begins: First Monday in October

Program Ends: Last Friday in May

Days of Operation: Monday, Wednesday, Friday

Times: 6:00 – 8:30pm

FEES & ADDITIONAL INFORMATION

- Annual non-refundable membership registration fee of \$30
- Transportation to the Club after school is not provided for the Teen Drop-In Program. Parents are responsible for transporting their teens
- FREE Membership for Chicopee Housing Authority residents is available - residency verification required

DROP IN PROCEDURES

DROP OFF & PICK UP

Parent and Club drop-in members are responsible for their own transportation to and from the Club. Children should be dropped off /arrive at the Boys & Girls Club of Chicopee no earlier than and picked up no later than the program hours listed for the program in which a members is registered.

For safety reasons and to ensure effective communication between parents and program staff, it is essential that parents/guardians disclose their child's authorized arrival and departure plan on the registration form. Children will be signed into and out of attendance every day and if being picked up, parents/guardians will be required to sign their child out. Please inform program staff of any changes.

For safety reasons, we will not release your child to anyone who is not on the authorized contact list or who does not present a photo ID. Verbal or written permission and picture ID is required for anyone not included on the registration form. Should departure methods change, requests must be stated in writing and maintained in the child's file or the original departure plan on file must be implemented.

Please use Door D to be granted access inside the building and see the staff member located at the Admission Coordinator's Desk. Please note that parents/guardians and any unknown visitors are not allowed past the Admission Coordinator's Desk unless supervised by a Club staff member.

DROP IN - OPEN DOOR POLICY

The Boys & Girls Club of Chicopee has an **Open Door Policy** for all Drop-In Members. The policy allows members to come and go at any time during Club's operation hours. Staff members, under normal circumstances, are not allowed to prohibit a member from leaving the facility. Thus, it is the responsibility of the child AND the parent/guardian to determine, understand and enforce whatever arrival and departure methods they see fit. We recommend that you and your child set some firm rules about leaving the club, visiting friends in the neighborhood, going to the store, etc. The Boys & Girls Club of Chicopee reserves the right to prohibit a member from entering the facility, should coming and going become excessive on any given day. Members should NOT be dropped off prior to the opening of the facility, as the Club cannot be responsible for the supervision of such youth. **Members cannot participate in any Boys & Girls Club activities if they have not attended school on that current day for any reason.**

DROP IN LATE PICK-UP FEE

Parents/Guardians must arrange for their child to be picked up by the close of program hours. It is the parent/guardian's responsibility to know the Club's schedule and arrange authorized pickup. A late fee of \$1.00 for every minute, per child past the scheduled closing time, will be charged for members left after closing hours.

HEALTH CARE POLICIES AND PROCEDURES

MEDICATION ADMINISTRATION

Any child suffering from a chronic medical condition which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment
 - outline of the potential consequences to the child's health if the treatment is not administered

All prescriptions and medication must be kept in original container bearing:

- the original pharmacy label which shows the pharmacy name and address
- the child's name
- physician's name
- prescribed dosage
- name of drug
- frequency of administration
- directions for use

All medications will be administered according to the directions on the original container unless so authorized in writing on the child's I.H.C.P with clear written instructions from the child's physician. A written record of the administration of any medication will be maintained for each child with the following:

- Time and date of each administration
- Dosage given
- Name of staff member administering the medication
- Name of the child

All medication is locked for safety and security during off program hours and when unsupervised by staff. All unused, discontinued or outdated medication will be returned to the parents. When return to parent is not possible or practical medication will be disposed of per applicable regulations.

ALLERGIES

Any child suffering from a chronic medical allergy which has been diagnosed by a licensed health care provider and/or who require medication administration during program hours, must have on file an Individual Health Care Plan (IHCP). An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. I.H.C.P forms must be completed by a licensed health care practitioner. No medication, whether prescribed or not, shall be administered to any child without written permission from both the parent/guardian and licensed physician.

- An IHCP must include the following:
 - description of the chronic condition which has been diagnosed by a licensed health care practitioner
 - description of the symptoms of the condition
 - outline of any medical treatment that may be necessary while the child is in care
 - description of the potential side effects of the treatment outline of the potential consequences to the child's health if the treatment is not administered

ALLERGY CARE PROCEDURES

The following care will be taken for children with a documented chronic medical allergy:

- Youth's name and list of allergy is posted on the membership bulletin board, along with instructions, restrictions and symptoms to be aware of.
- Any reactions or unexpected complications will be reported to the parent immediately and if there is a persistent reaction, the parent will be notified to pick the child up
- Allergy information must accompany staff during field trips. All staff are to be informed of any child with an allergy problem
- A child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition may be granted permission to self-administer if deemed appropriate. The Boys & Girls Club of Chicopee will consider the following before authorization:
 - If the member is capable of self-administration
 - If the health care consultant has given written approval
 - If the member's parent/guardian has given written approval
 - If a child prescribed an epinephrine auto-injector for a known allergy or pre-existing medical condition is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give injections. Administering of medication procedures will be followed.

DIABETES

A diabetic member that requires his or her blood sugar be monitored, or requires insulin injections may be granted permission to self-monitor and/or self-inject. The Boys & Girls Club of Chicopee will consider the following before authorization:

- If the member is capable of self-monitoring and self-administration
- If the health care consultant has given written approval

- If the member's parent/guardian has given written approval self-administration must take place in the presence of the health care supervisor who may support the child's process of self-administration

If a child requires his or her blood sugar be monitored, or requires insulin injections is NOT granted permission to self-administer. The Boys & Girls Club of Chicopee will obtain written permission from both the health care consultant and the parent/guardian for a staff member to give monitor and give injections. Administering of medication procedures will be followed.

The following circumstance will be documented and parents will be notified immediately:

- Medication not available
- Missed dose
- Dose refused

ILLNESS/SICKNESS

We request that parents do not send their child(ren) to any programs if they are sick. If your child becomes sick while in attendance, you will be notified to pick up your child. If your child is going to be absent, we request that you notify the Admissions Coordinator and always leave a message if you reach voicemail. If you have not notified us of your child's absence, we will call you. The Boys & Girls Club of Chicopee will also use the following procedure as a guide for ongoing monitoring with regard to illness or exposure with all persons, including but not limited to all Club employees, members and volunteers.

If a child shows signs of any of the below symptoms they should not attend any Club programs until symptoms have subsided, fever free and without medication for 24hrs. If a child shows signs of any of the below symptoms while in attendance at a Club program, the following exclusion protocols will be followed and the child's parent/guardian will be called to come pick them up, as soon as possible. The infirmary and/or administrative office is utilized as a quiet room where a staff member will supervise ill children until a parent/guardian has arrival.

- Fever (100.0° and higher), feverish, had chills
- Cough
- Sore throat
- Difficulty breathing
- Gastrointestinal distress (nausea, vomiting, or diarrhea)
- New loss of taste or smell
- New muscle ache
- Fatigue *must be in combination with other symptoms to be cause for exclusion*
- Headache *must be in combination with other symptoms to be cause for exclusion*
- Runny nose or congestion *must be in combination with other symptoms to be cause for exclusion*
- Any other signs of illness *must be in combination with other symptoms to be cause for exclusion*

INFECTIOUS/CONTAGIOUS DISEASES

The following steps should be taken by staff in the event of a suspected case of infectious disease at the Club:

- Exclude the individual suspected of carrying the infectious/contagious disease immediately. Within the building, this would typically be the infirmary and/or administrative office so that the individual can be both isolated and monitor at the same time.
- Immediately contact the parents/guardians of the members affected, requiring that child be picked up immediately.
- Contact the Executive Director as soon as possible.
- In the case of infectious disease, the Board of Health along with other appropriate agencies will be notified.
- The Club will institute or proceed to follow the Board of Health's required procedures.

COVID PROTOCOLS

- While masks are not required, any individual who wishes to continue to mask, including those who face higher risk from COVID-19, will be supported in that choice
- Continued use of rapid tests at home is highly encouraged
- Children who are identified as close contacts may continue to attend programming as long as they remain asymptomatic and are highly encouraged to wear a mask
- If a child receives a positive diagnosis of COVID please report this information to the Admission Coordinator
- The Boys & Girls Club of Chicopee will adhere to the lasted joint guidance developed by the Massachusetts Executive Office of Health and Human Services, Department of Public Health, and Department of Early Education & Care (EEC) when providing parents/guardians isolation or quarantine guidance

EMERGENCY MEDICAL TREATMENT

Every effort will be made to contact a parent/guardian in the event of an emergency requiring medical attention. However, if a parent/guardian or emergency contact cannot be reached, the Boys & Girls Club of Chicopee is authorized to transport your child to the nearest emergency health care facility/hospital and to secure necessary medical treatment for your child. Please be aware that program staff are trained in First Aid and CPR for children and adults, and will provide medical care when appropriate. An AED is available on site.

Parents will be informed within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file.

EMERGENCY CARE PROCEDURE

- During an on-site emergency or injury, staff are required to report directly to the Program Manager or current supervisor on duty. During an off-site emergency or injury, or during a field trip, all staff are required to report directly to the lead staff member on site. The following steps will be taken in the event of an emergency or injury.
 - Administering First Aid or CPR
 - If the child is administered **life threatening** first aid or CPR a parent/guardian will be notified **IMMEDIATELY**.
 - If the child remains unstable, an ambulance will be called for assistance and a subsequent call is placed to the parent to inform them of the emergency procedure implemented so far. If the child stabilizes, the incident will be discussed with the parent when the child is picked up from the program.
- The program manager maintains a log regarding incidents (injury, health concerns and safety issues) of pertinent information such as the youth's name, age, nature of injury and treatment utilized.
- Parents will written documentation within twenty-four (24) hours of incident in writing of first aid administered and a copy of the report will be kept in the child's file

ACCIDENT REPORTS

In the event of incident or accident, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Parent/guardian will be contacted immediately in the event of an injury which requires any medical care beyond minor first aid or of any emergency administration of non-prescription medication. Written notification regarding any basic first aid administered will be available at the end of the day.

PROGRAM POLICIES AND PROCEDURES

COMPUTER USE POLICY

The Club is pleased to offer members access to computers and the Internet. Club staff will exercise quality supervision of and guidance in the use of the computers and information on the Internet. The use of this technology is a privilege and members are expected to behave respectfully. Please review the procedures listed below with your child(ren).

EDUCATIONAL PURPOSES

The Boys & Girls Club of Chicopee computer labs have been established for educational and recreational purposes. The Club has the right to place reasonable restrictions on the material members access or post through the system. Members are also expected to follow the Club's rules when accessing the network. Members may not use the Club's network for commercial purposes. This means you may not offer, provide, or purchase products or services through this network. You may not use the Club's network for political lobbying.

PROCEDURES

1. Access to network services is given to members who agree to act in a considerate and responsible manner. Parent permission is granted by signing your child's member information form. Access is a privilege, not a right. Access entails responsibility and individuals will be held accountable for their actions.
2. Members should not store personal information (including music) on the Club's computers. Please bring a flash drive for saving personal work. Personal information stored on the Club's computers will be deleted on a regular basis.
3. Members may not download music, videos, games, software or other information from the Internet.
6. Members are expected to promptly notify the Program Manager or any adult supervisor of any message or display that is inappropriate or makes them feel uncomfortable.
7. Network and Club administrators will review files and communications, to maintain system integrity, and ensure that users are using the system responsibly.
8. Hacking of any kind is prohibited.

OFFENSES OF MISBEHAVIOR

1. Sending or displaying offensive messages or pictures
2. Using inappropriate/obscene language
3. Downloading software, etc. onto the computers
4. Cyberbullying, harassing, insulting, or attacking others
5. Damaging computers, systems or network
6. Violating copyright laws
7. Intentionally wasting time

8. Plagiarism
9. Using the network for commercial purposes
10. The use of Myspace, Facebook, Instagram, Snapchat, or similar websites is prohibited

CONSEQUENCES OF MISBEHAVIOR

1. Violations may result in loss of access to computers and internet services
2. Additional disciplinary action may be determined in line with existing practice regarding inappropriate language and behavior
3. When applicable, law enforcement agencies may be involved, along with fines and punishment (Section 120F of the Annotated Laws of Massachusetts)



DISCIPLINE, TERMINATION & SUSPENSION POLICY

The Boys & Girls Club of Chicopee strives to keep our members as active participants of our program by maintaining open communication with families, and keeping the consequences for unacceptable behavior clear and appropriate. Creating positive learning environments, encouraging partnerships between programs and families to support healthy development and ensures fairness, equity and continuous improvement to support a child's social, emotional and behavior health are of utmost importance. The organization invests in professional development, training and education to ensure staff have the competencies to support members' social and emotional health. The safety of all members and staff is also of extreme importance. As such, members who do not follow rules can expect to lose privileges, be redirected or face disciplinary actions as outlined below.

In an effort to prevent suspension and termination, the Boys & Girls Club of Chicopee will practice the following in policy and practice and in a consistent and non-discriminatory manner:

- Develop healthy and nurturing relations with the member
- Develop strong partnerships and relationships with the member's parent/guardian by meeting to share concerns
- Conduct frequent member observations to understand when and how behaviors are happening
- Adapt learning environments to encourage positive interactions between the member, fellow members, and staff
- Meet with the parent/guardian to implement a behavioral plan, for the Club and at home, that is developmentally appropriate, clear and consistent
- Meet with the parent/guardian to provide referrals, based on the organization's current referral policy

Re-Direction or Disciplinary action may include, but is not limited to, the following:

- Verbal counseling and mentoring
- Body Break
- Engagement in calming room activities
- Suspension from program area
- Loss of Club privileges
- Suspension, specifically for violent or unsafe behavior or other extenuating circumstances
- Termination
- Contacting the proper authorities (police, EMS, crisis) if necessary to keep the member and others safe

INCIDENT REPORTS

In the event of continued misbehavior, a child's parent/guardian will receive a written notice describing the situation and how it was handled. We require parent/guardian signature on a copy for the child's file; parents/guardians are provided an additional copy for themselves. Incident reports must be signed in order for the child to return. If it is determined that a child has received excessive incident reports for any reason, it may result in suspension or removal from the program. Such determinations will be made on a case by case basis and discussed during a meeting with the parent/guardian.

It is important that parents/guardians are aware that we may not send an incident report for every issue. We do handle each situation as Youth Development Professionals, and work our best to mentor each child through redirection tools and coaching tactics before recording an incident report. With that, you may receive an incident report informing you that our efforts have not been successful and your intervention is needed.

Members are expected to respond to discipline without incident. Failure to do so will almost always increase any action taken and time of severity. Please contact the Club if you have any questions at all concerning disciplinary measures or any other Club activity. Your support and involvement as the parent/guardian is vital to our success as youth development professionals.

Theft, vandalism, possession of weapons or drugs (including paraphernalia), violent

behavior, or threats of violence, will result in immediate suspension or terminate of membership. Staff may require a parent/guardians immediate response to any behavioral incident. Law enforcement will be contacted in severe cases.

ANTI-BULLYING POLICY

We are committed to providing a caring, friendly, safe and positive environment for all of our members. Bullying of any kind is unacceptable at the Boys & Girls Club of Chicopee. If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. We are a TELLING Club. This means that anyone who knows that bullying is happening is expected to tell staff.

What is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying occurs in school playgrounds every 7 minutes and once every 25 minutes in class. Research shows that 85% of bullying episodes occur in the context of a peer group (Pepler et al., 1997).

Bullying can be:

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact or sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Verbal: name-calling, sarcasm, spreading rumors, teasing
- Cyber: All areas of internet, such as email & internet chat room misuse
- Mobile: threats by text messaging & calls, misuse of associated technology , i.e. camera & video

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. The Club has a responsibility to respond promptly and effectively to issues of bullying.

PROCEDURES

- Member(s) will report bullying incidents to staff
- In cases of serious bullying, the incidents will be recorded by staff
- In serious cases, parents will be informed and asked to come meet to discuss the problem
- If necessary and appropriate, police will be consulted
- The bullying behavior or threats of bullying must be investigated and the bullying stopped quickly
- An attempt will be made to help the bully or bullies change their behavior

OUTCOMES, with reconciliation of members being the goal:

- Call Parents/Guardians

- The bully or bullies may be asked to genuinely apologize
- Repeated offenders may have consequences, such as meeting with the Associate Director, participating in peer mediation, or participating in small group or individual counseling
- In serious cases, suspension will be considered
- After the incident/incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place

TERMINATION

If behavior problems persist after all steps have been taken to alleviate an unsafe situation, steps will be taken to remove the member from the program through termination. The Director of Programs and/or Associate Director will meet with the Parent/Guardian to discuss the issuance of a two week notice of termination.

Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

Please be aware that the Boys & Girls Club of Chicopee has a zero tolerance policy for any physical altercations or bullying.

REFERRAL SERVICES PLAN

Youth Development Professionals are responsible for informing the Youth Program Site Manager or the Director of Programs of any health concerns to include; social, mental, educational, and medical/dental health. Observations of these concerns must be documented by the Youth Development Professional for the child in their care.

Reviewing the child's record prior to making a referral will be completed by the Director of Programs along with a follow-up observation of the child. The Director of Programs and Associate Director will schedule a meeting with the parent/guardian to notify them of the program's concern(s) and observation(s) of their child. A current list of referral resources from the community for children in need of social and mental health, along with educational, medical & dental services will be provided to the parent/guardian.

The Boys & Girls Club of Chicopee, upon obtaining written consent from the parent/guardian, shall refer parents & guardians to the appropriate school, social, mental, and medical services, including but not limited to dental check-ups, vision and/or hearing screenings for their child, should the organization feel that an assessment for such additional services would benefit the child in program.

REQUEST FOR & CONSENT TO RELEASE INFORMATION

In order for us to serve our members appropriately, understand their needs and ensure their overall success in program, we may at times need to have access to education, medical and behavioral information. If this information should be needed, we ask you to sign a list of permissions. With your consent, these permissions allow us to communicate with your child's school, teacher, therapist, social worker, Boys & Girls Club of America or

anyone else that provides support to your child. If you request that the Club communicates with an outside agency that supports his/her child, an information release form must be signed before the Club can do so.

PARENT VISITS & COMMUNICATION

- Each parent is encouraged to call or schedule an appointment to visit the program and meet the staff before their child(ren)'s enrollment
- Each parent is encouraged to call or schedule an appointment with the Director of Programs to discuss their child's progress, as well as give parental input to ensure the success of their child while attending Club programs
- Staff will notify parents when behavioral concerns or medical injuries occur. Written reports are kept in child's file for all behavior problems and medical emergencies
- When a child is in a special program through school or any other outside organization, a progress report will be required when working with community agencies for both services to keep abreast of any problem areas and positive development
- Upon written request, parents and children will be provided the opportunity to:
 - Schedule individual conferences/meetings with both administrative and program staff
 - Visit programs while their child is present
 - Obtain copies of child's records
 - Obtain and review copies of program policies
 - Any parent who would like to file a complaint/grievance should directly notify the Associate Director. The Boys & Girls Club of Chicopee will investigate all complaints/grievances and take all necessary steps to remedy the situation. Complaints/grievances will be discussed with the necessary program staff.

TRANSPORTATION POLICIES

TRAFFIC FLOW PLAN

For the safety of the children and to help keep the flow of traffic smooth, the Boys & Girls Club of Chicopee has instituted a traffic flow plan. The Club parking lot is lined with traffic arrows as a reminder that you must enter the parking lot on Meadow Street and exit on McKinstry Avenue. Please stop at the stop sign before exiting the parking lot and make sure that no children are in the cross walk.

TRANSPORTATION POLICY

Any member riding Chicopee Public School transportation are expected to ride without incident. Members must sit in their seat and fasten their seatbelt, if available, as soon as they enter the bus/van and must remain seated and/or fastened for the duration of the ride. The driver or monitor will tell members when they may unfasten their seatbelts and stand up to begin departure.

Expectations are:

- Keep voices at a reasonable "indoor" level
- Keep hands/feet to themselves
- Remain courteous/respectful to all children and staff at all times

- No destruction of transportation in any way
- No opening windows without permission

Please also keep in mind that our cell phone/electronics and personal property rules apply on transportation and while awaiting the arrival of said transportation.

Member safety is our first priority. Members who violate any safety and/or behavior expectations will receive a written warning. Transportation is provided by the Chicopee Public Schools. Should the school department suspend a member from transportation, they may still attend the Club. However, it will be the responsibility of the parent to provide transportation to/from the Club.

DRESS CODE

Members should dress comfortably and wear clothes that allow them to participate in typical Boys & Girls Club programs. Socks and sneakers are always recommended. Club members may not be given the opportunity to participate in certain activities if open-toed shoes are worn. Tennis, walking shoes or sneakers are **required** when participating in both indoor and outdoor gymnasium/athletic activities. At the beginning and end of the program year, if weather is hot, we may have our spray park open, so please send your child with a change of clothing, towel & water shoes, in order to play in the water if they wish. Appropriate swimwear is required at all times. For safety reasons, only one piece bathing suits, swim shirts and trunks are allowed.

During the winter and colder weather, we may play outside, please be sure members have clothing appropriate for snow (including boots & a change of shoes).

Inappropriate clothing of any kind is NOT allowed in the Club. Members wearing clothes that are too short, too tight or too revealing in any way, or clothes that are questionable or have distasteful advertising will be asked to change. In addition, children wearing excessive jewelry and clothing with strings may be asked to remove such items before participating in activities. This judgment will be solely to the discretion of the Club staff.

CELL PHONE & ELECTRONIC DEVICE USE POLICY

The use of cell phones and electronic devices in the Club is NOT allowed. There have been incidences of inappropriate use of mobile devices; including but not limited to, pictures/videos being taken of other members and watching inappropriate videos. There will be consequences for children who refuse to put away such items or refusal to give them to program staff. To protect the privacy of all members, we reserve the right to confiscate any cell phone or other electronic device that could be used inappropriately. Cell phones and electronics will be confiscated until dismissal and returned to parent/guardians at dismissal time. Parent/Guardians who need contact their child(ren) during program hours may call the Admissions Desk.



AFTER SCHOOL SNACK PROGRAM

All after school snack programs are funded by the U.S. Department of Agriculture and the Massachusetts Department of Elementary & Secondary Education. Monthly snack and dinner menus are posted on the bulletin board in the lobby and are subject to change.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
 - (2) fax: (202) 690-7442; or
 - (3) email: program.intake@usda.gov.
- This institution is an equal opportunity provider



Massachusetts Department of
**ELEMENTARY & SECONDARY
EDUCATION**

This institution is an equal opportunity provider.

ORGANIZATIONAL POLICIES AND PROCEDURES

UNREGISTERED MEMBERS

In the event that an unregistered child arrives at the Boys & Girls Club of Chicopee, all attempts will be made to contact the child's parent/guardian. Unregistered children will not be allowed to participate in any Club activities. In the event that a parent/guardian cannot be reached and a child is known by the Boys & Girls Club of Chicopee, additional emergency contacts will be called until someone is reached. If all contacts are unreachable or the child is unknown to the Boys & Girls Club of Chicopee, the proper authorities will be notified and a 51A Report will be filed with the Department of Children and Families.

PERSONAL BELONGINGS

The Club is NOT RESPONSIBLE for lost, damaged, missing or stolen items either on the premises or during field trips. Valuables and un-necessary personal belongings should be kept at home. Members will receive an assigned hook or locker where backpacks may be placed for safe keeping. Check lost and found often, as unclaimed items are donated regularly. Club staff are not authorized to hold personal belongings or funds.

LOST & FOUND

Lost and found items are kept for a period of two weeks and any item not claimed are given to charity. The Boys & Girls Club is not responsible for lost or stolen items.

MANDATED REPORTERS

All staff, full and part-time, are Mandated Reports, and must, by law report suspected child abuse or neglect the0 department of Children and Families.

Reasonable cause to suspect child abuse is as follows:

- A child is suffering serious physical or emotional injury resulting from abuse inflicted upon her/him including sexual abuse
- A child is suffering from neglect, including malnutrition
- A child is physically dependent upon an addictive drug at birth

Any suspicion of child abuse and/or neglect will be reported to the Director of Programs. The Director of Programs will file a telephone report to the Robert Van Wart Center, Department of Children and Families. Within 48 hours of the telephone report, a written 51-A report will be submitted to the Robert Van Wart Center, Department of Children and Families.

STAFF BACKGROUND CHECK

The Boys & Girls Club of Chicopee is required to run a Background Record Check (BRC) on every employee and potential employee of the program. The comprehensive BRC process will consist of a check on four components of each candidate's background that includes a CORI (criminal background), DCF (Department of Children

and Families background), SORI (Sex Offender Registry) and a fingerprint check. The fingerprint check will include a check of state and national criminal history databases.

The MA Department of Early Education and Care (EEC) requires that all individuals in licensed programs who have the potential for unsupervised access to children have a current Background Record Check run by the program, in the BRC Navigator Portal, and that any prospective candidates who may have unsupervised access to children, complete a Background Record Check.

LICENSING AGENCY

The Boys & Girls Clubs of Chicopee is licensed by the Massachusetts Department of Early Education and Care (EEC) and is mandated to uphold all of the agency's rules and regulations pertaining to child care licensing. We maintain a current copy of the state regulations for parents to review upon request.

The Western, MA regional office of the Department of Early Education and Care is located at 1411 Main Street, Suite 230, Springfield, MA 01103, phone 413.788.8401. Parents may contact EEC to receive information regarding the program's regulatory compliance history.

The Boys & Girls Clubs of Chicopee is also a member of the Massachusetts Department of Early and Secondary Education Nutrition Programs (CACFP & SFSP). The Organization adheres to this licensing authority's guidelines and mandates according to ESE. Children are served meals which follows ESE's Department of Nutrition and USDA's meal patterns. Children are offered these meals but are not required to eat them.



EMERGENCY OPERATIONS PROCEDURES

DAY-TO-DAY DISTURBANCES

Day-to-day operational disturbances consist of situations that could occur on a frequent basis and have the potential to render the primary facility uninhabitable. Examples include sudden power/heat/water outages, member health challenges, sudden equipment failure and fires. The following policies outline the Boys & Girls Club protocol for facility closings and functions during non-operational hours:

In the event that the Boys & Girls Club experiences an emergency or disaster during hours of operation, the Local Club Leadership Team will issue a notice via local media, social media, and parent message. The Department of Early Education and Care will also be notified. Upon conferring with local authorities to determine the length of time to remedy the disturbance, the Club may close or evacuate to ensure health and welfare of members and staff.

- If the Club loses heat, and the repairs are determined to take less than an hour to address, we will ensure the members remain in the warmest parts of the building, and have them wear coats, hats, etc. as appropriate. If the repairs will take longer than anticipated, or if the building temperature drops to 65°, the call will be made to close the program and contact families.
- If the Club loses air conditioning, the above procedure will apply. However, if the indoor temperature reaches the outdoor temperature, the call will be made to close the program and contact families.
- If the Club loses water, and the repairs are determined to take less than an hour to address, the Club will remain open. If the repairs will take longer, and we lose ability to wash hands and flush toilets, the call will be made to close the program and contact families.
- If the Club loses electricity, and the repairs are determined to take less than 90 minutes, the Club is prepared with emergency lights and activities to remain open. If the repairs will take longer, the call will be made to close the program and contact families.
- If any of the above pose an immediate threat to safety, or if there is another loss to the building due to fire, act of nature, or other accident, the Club will make the call to evacuate.
 - If safe to walk from the building, members and staff will be directed to the Teen Center. If the Teen Center is not available, we will move to Stefanik Elementary School.
 - If not safe to walk, or if a further location is needed, Five Star Transportation will be notified to provide transportation.
 - Local emergency personnel will be contacted to aid in the evacuation.

MISSING CHILD OR KIDNAPPING

If it is discovered that a child is missing, staff will immediately notify their supervisor. All available staff will be directed to conduct a thorough search of the entire facility and

grounds for the missing child including restroom, closets and other potential hiding places.

- Notify local law enforcement immediately after a child is reported missing, or a kidnapping occurs.
- Notify the Department of Early Education and Care as soon as possible, even if the child is found.
- Provide law enforcement officers with a picture, a description, clothing, including shoes, and any information available regarding the child's whereabouts. If a potential kidnapping, note the direction that the abductor may have fled, the description of the vehicle and any notable characteristics.
- Coordinate with local law enforcement regarding the notification of the child's parent/guardian, in the event that the parent/guardian is not on the campus at the time.
- An appropriate lockdown should occur if any threat is indicated that a kidnapping is about to occur or has taken place and any additional threat or danger is perceived.
- Identify siblings of the missing child who are also in the facility and make sure they are monitored at all times.

EVACUATION PROTOCOL

Evacuation reasons could include, but is not limited to: bomb threat, explosion, chemical spill and any other event that requires the evacuation of the building. This section outlines the different evacuation preparedness, response and family reunification.

PREPARATION, BEFORE AN EVACUATION

- Make sure maps showing the evacuation routes for all locations in the building are posted in each room in the building.
- A master copy of the evacuation plan is in the Executive Director's office and is carried with the Local Club Leadership Team during all evacuations.
- Staff and members will be oriented to their specific duties, requirements and responsibilities should an off-campus evacuation become necessary.
- Walkie-talkies will be the primary means of notifying building occupants, when possible. In the event the walkie-talkies are unavailable or fail, the announcement of an evacuation will be made by a bullhorn, or by other effective means of communication.
- Consider not removing any bags from the facility during an evacuation due to a bomb threat.
- Make sure evacuation drills take place on a regular basis.

RESPONSE, DURING AN EVACUATION

- Leaders should make sure all members are out of their rooms and adjoining restrooms and workrooms.
- Groups will proceed to their designated assembly areas. Once there, leaders will make note of members who are not present and furnish those names to local Club staff members as soon as possible.

- The first staff member out will be instructed to hold open the exit door(s) until all persons in the group have evacuated. This procedure is to be continued until the building is clear.
- Leaders will close, but not lock doors, before they follow their members out of the building.
- Leaders will remain with their group until the law enforcement sounds an “all clear” signal.
- Staff members will gather lists of unaccounted persons from staff members to provide to the Local Club Leadership Team and emergency response personnel.

FAMILY REUNIFICATION AFTER AN EVACUATION

- Parents who are not with their children at the time of an evacuation will be notified, when it is safe, where they can be reunited with their children.
- Designated personnel, along with law enforcement, will check the identification of those entering the reunification area and provide them with name tags, if available.
- Designated personnel, assisted by law enforcement will coordinate the signing out of those in the reunification site. Anyone picking up a child, under the age of 18, must be a verified person on the minor’s check out card authorized to pick up the child.
- A mental health professional or counselor should be assigned or secured to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.
- Those who have not been picked up from the reunification site by a certain time will be taken to a secure area until a family member comes. Media Liaison and Parent Liaison will relay the message to the local Club community of the new pick up site where family members can pick up their loved ones.

For a copy of the Boys & Girls Club of Chicopee’s full Emergency Operations Plan, please contact the Director of Administration



CLUB CALENDAR 2023-2024

HOLIDAY & CLOSURE SCHEDULE

Program Closure – Building Prep	Mon - Wed, August 28 – 30, 2023
Labor Day	Monday, September 4, 2023
Columbus Day	Monday, October 9, 2023
Professional Development Day	Friday, October 20, 2023
Veterans Day	Friday, November 10, 2023
Thanksgiving	Thurs - Fri, November 23 -24, 2023
Professional Development Day	Friday, December 15, 2023
Christmas Day	Monday, December 25, 2023
New Years Day	Monday, January 1, 2024
Martin Luther King Day	Monday, January 15, 2024
Presidents Day	Monday, February 19, 2024
Professional Development Day	Friday, March 15, 2024
Good Friday	Friday, March 29, 2024
Patriot's Day	Monday, April 15, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth	Wednesday, June 19, 2024
Program Closure – Summer Prep	Monday, June 24, 2024
Program Closure – Summer Prep	Tuesday, June 25, 2024
Professional Development Day	Wednesday, June 26, 2024
Professional Development Day	Thursday, June 27, 2024
Program Closure – Summer Prep	Friday, June 28, 2024
Independence Day	Thursday, July 4, 2024



BOYS & GIRLS CLUB
OF CHICOPEE

The Boys & Girls Club of Chicopee enables all young people, especially those who need us most, to reach their fullest potential as productive, caring responsible citizens.”

Boys & Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging, and influence.

BGCC does not discriminate on the basis of race, color, religion, age, national origin, sex, genetics, veteran or disability status. Furthermore, BGCC does not discriminate on the basis of familial status.

This institution is an equal opportunity provider.

Boys & Girls Club of Chicopee
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**Stay connected with us on
Facebook@BGCChicopee**

