



**LUDLOW COMMUNITY CENTER  
RANDALL BOYS & GIRLS CLUB**

# **School-Age Childcare Parent Handbook 2016-2017**

## **About The Club:**

The Ludlow Community Center/Randall Boys & Girls Club (formerly known as The Ludlow Boys & Girls Club) has been in existence for over 50 years and is a member of the United Way of Pioneer Valley and Boys and Girls Clubs of America. A 30 member Board of Directors who has hired an Executive Director to oversee the daily operation of the center governs The Ludlow Community Center/Randall Boys and Girls Club.

The Ludlow Community Center/Randall Boys and Girls Club is a human service agency, providing a wide range of services to meet the needs of our members and the communities we serve. It is our goal to provide quality programs in a positive environment, providing for the enjoyment of our members with the proper supervision, guidance, and instruction in order to build citizens with good character and high self-esteem. One of our vehicles for doing so is the personnel we employ, kind, caring individuals contributing their expertise to the program we provide. Our staff, working together in cohesive fashion, focused on our common goal, is what makes The Club a unique entity.

## **Statement of Purpose:**

The Ludlow Community Center/ Randall Boys & Girls Club School-Age Childcare Program provides reliable childcare for working parents. The program is designed to provide care for children in grades K-8 before school, after-school, and during school vacations. The Randall Boys and Girls Club does not discriminate in providing services to children or their families on the basis of race, religion, cultural heritage, political beliefs, handicap or marital status, as well as toilet training status not being an eligibility requirement for enrollment.

## **Program Philosophy and Overview:**

The School Age Childcare Programs are designed to provide quality childcare before-school, after-school, and during school vacations. The programs are licensed by the Department of Early Education and Care (EEC) and follows EEC regulations (EEC license #90013643). The Western Mass Regional EEC office can be contacted for the Club's compliance history at (413)788-8401 or at 95 Liberty St., Suite 1124 Springfield, MA 01103. The hours of the programs have been designed to meet the needs of working parents seeking reliable childcare. The program is run by professional youth workers trained in youth development and education. A wide range of activities are implemented to foster a child's physical, emotional, cognitive, and social development. Children participating in the programs are exposed to a variety of activities that are age appropriate. A child's maturity level and physical capabilities are used to determine certain program activities. Activities include: gameroom, gym, swimming, arts & crafts, homework help, group games, and outdoor play.

The School-Age Childcare Program consists of three portions: Before-School, After-School, and Vacation Days. Below is a brief description of each program:

**Before-School:** The Before-School Program offers early morning childcare for children in grades K-8. The program hours are 6:30a.m. until the start of school.

**After-School:** The After-School Program offers childcare from the end of school until 5:30PM. The program consists of two parts Elementary After-School Program and Middle School After-School Program. The Elementary program is for children in grades K-5. The Middle School Program is for children in grades 6-8. Children in the Middle School Program will have access to their own gameroom.

**Vacation Days:** The Club offers full day childcare during school vacations and special days for children in grades K - 8. The program operates from 6:30a.m. to 5:30p.m. on scheduled vacation days.

## **Program Goals and Objectives:**

1. To provide school age children with the opportunity to participate in a wide range of educational, recreational, and social programs that foster physical, emotional, cognitive, and social development.
2. To care for children whose parents are working or enrolled in a qualified training program.
3. To supply supportive services for children at risk.
4. To encourage and provide activities which will allow for creativity and constructive use of leisure time.
5. To maintain a healthy and safe environment for the children in our program.
6. To allow parents to keep or find employment.
7. To encourage and foster an awareness of the rights of others as well as understanding individual differences.

## **Program Location:**

The Ludlow Community Center/Randall Boys & Girls Club is located at 91 Claudia's Way, Ludlow, MA. 01056. The CLUB facilities used by the program include: the swimming pool, gym, gameroom, arts & crafts room, middle school room, teen room, homework room, and outdoor play structure and fields.

## **Who is Eligible?**

Children registered in the Ludlow Public School System in grade K – 8 or children in other communities that have similar school related situations and can provide their own transportation. Transportation provided through the Ludlow Public Schools System will only be provided for those students attending East Street School, Chapin, Veteran's Park, and St John the Baptist for an additional fee paid to the Ludlow School Department.

**Children Served:**

The Randall Boys & Girls Club will not discriminate in providing day care services for individuals based on race, creed, cultural heritage, political beliefs, handicap or marital status. The Randall Boys & Girls Club does reserve the right to deny services for individuals who do not meet services and financial eligibility criteria for enrollment into any of The School-Age Childcare Programs.

**Age:**

Children enrolled in the School-Age Childcare program must be in grades K-8. Older children cannot be more than 14 years of age. Special needs children shall qualify if under 16 years of age.

**Administration and Staffing:**

The administrator and site coordinator of the School-Age Childcare Program has been designated to the School Age Director position. The School Age Director will oversee the daily operation of all programs, directly oversee the After-School and Vacation portions of the program. The School Age Director will also hire a Site Coordinator who will directly oversee the Before-School portion of the program. To assist the Site Coordinator the School Age Director will hire Group Leaders that will carry all EEC qualifications for school age programs. The number of group leaders hired will be determined by the enrollment numbers in each of the different programs.

The Site Coordinators and group leaders working in all programs will be required to keep their EEC qualifications to date, this will include required hours of training, immunization and physical exams, and First-Aid. Also, certain staff members will be required to obtain and carry a current certification in CPR, First-aid and Lifeguard Training.

Supervision of all Group Leaders will be supplied daily by the Site Coordinators. The School Age Director will supply additional daily supervision to the entire staff which includes the Site Coordinators and the group leaders working in all portions of the program. The School Age Director will provide each member of the School-Age Childcare Program an annual written evaluation. Evaluations will be based on each individual's specific job performance as observed by The School Age Director and Site Coordinators.

**Fees:**

Each portion of the program, Before-School, After-School and Vacation Days carries a separate fee. The fee for each program is set at the following:

<b>Before School Program:</b>	Resident	\$45.00 per week (2 <sup>nd</sup> child \$40/3 <sup>rd</sup> child \$35)
	Non-Residents:	\$55.00 per week (2 <sup>nd</sup> child \$50/ 3 <sup>rd</sup> child \$45)
<b>Elementary After-School Program:</b>	Resident:	\$65.00 per week (2 <sup>nd</sup> child \$60/3 <sup>rd</sup> child \$55)
	Non-Resident:	\$75.00 per week (2 <sup>nd</sup> child \$70/3 <sup>rd</sup> child \$65)
<b>Middle School After-School Program:</b>	Resident:	\$35 per week
	Non-resident:	\$40 per week
<b>Vacation Days:</b>	Resident:	\$20 per day
	Non-resident:	\$25 per day

There will be \$25 registration fee per family for the Before, Elementary After-School and Middle School After-Middle Programs. The registration fee will be waived if you choose to use our automatic debit plan or pay in full for the year. Financial Assistance is available for qualifying families. New England Farmworker Vouchers are accepted for children in kindergarten through 5<sup>th</sup> grade.

**Hours of Operation:**

The hours of operation for the School-Age Childcare Program are 6:30 a.m. to 5:30 p.m. The following is the breakdown of the hours relating to each individual program:

**Before School:** Monday through Friday 6:30 a.m. to 8:30 a.m.

**After-School Program:** Monday through Friday 2:30 p.m. to 5:30 p.m.

**Vacation Days:** Scheduled days 6:30 a.m. to 5:30 p.m.

The exception to these hours includes half days and early releases in the Ludlow Public Schools. Children enrolled in the After-School portions of the program can attend on those days from the end of school to 5:30 p.m. Parents must provide lunches on Half-days. Notices will be supplied to parents regarding our hours of operation when there is a change in the school day.

**Availability:**

The School-age childcare program is licensed for 156 children. The number of slots available in each particular portion of the program will be determined based on the number of available staff. Registration will be taken on a first come first serve basis. A waiting list will be kept once the program is full.

**Registration Policy:**

Parents must enroll their child into each program separately. All paperwork must be completed at the time of registration. A two week deposit is due at the time of registration for The Before-School, and Elementary After-School and Middle School After-School Program portions of the program. Vacation Days must be paid in full at the time of registration. All deposits are applied towards the fee of each program. Deposits will be applied to the last two weeks of the program.

Parents may request to set up a parent conference with the School Age Director prior to registration if they wish.

### **Payment of Fees:**

Payments for the Before School and After-School programs are due on a weekly basis. Parents must choose if their weekly payment will be paid at the Front Desk every Friday or Automatically withdrawn from a bank account every Friday. A voided check or bank letter is required for auto withdrawal. Payments must be made in advance for the following week, the Friday prior to that week. Failure to pay fees on a timely basis could result in late fee charges being added on to your bill or the loss of services for all CLUB Programs. If a child is unable to attend The Before or After School programs for any reason, payment for that day or days must still be made.

Payment for Vacation Days are due in full at the time of registration. Vacation Day payments are non-transferable and non-refundable.

Parents will be responsible for any charges that may occur due to the return by bank of checks, the balance will be due in cash.

### **Withdrawal From The Program:**

Parents must provide The School Age Director a written request to withdraw their child from the program. The note must be received two weeks prior to the child's last day in the program. Parents who fail to supply a two week notice will lose their initial deposit.

### **Late Fee:**

It is important that parents make every effort to pick their child up from the programs on time. If you are going to be late please call The Club any notify us of your estimated arrival time. A late fee of \$5.00 for the first five minutes and \$1.00 for every additional minute per child will be charged in the event a parent is late.

### **Pick-up Policy**

In order to ensure the safety of all children enrolled in the School-Age Childcare Program the following policy must be adhered to at all times.

1. Parents/guardians must supply in writing at the time of registration a list of those parties authorized to pick up their child.
2. In the event that someone not on the authorized list will be picking a child up the parent/guardian must supply a written note to the Human Service Director. **Anyone picking up a child will be required to show a picture ID at the time of pick-up.**
3. At the time of pick-up the following steps will be taken.
  - A. Parents/guardians or authorized persons must come into the building to pick up a child.
  - B. Parents/guardians or authorized persons must stop at the membership window and sign the child out on the pick-up list located on the clipboard.
  - C. Parents/guardians or authorized persons must also notify the membership director as to who they will be picking up.
  - D. The membership director will ask the person who is picking up to show a picture ID if they do not already know who they are. The membership director will then compare the ID to the child's file.
  - E. If the person picking up is not listed as an authorized pick-up person in the child's file The School Age Director or Professional staff person in charge will contact the parent/guardian. The child will not be released unless the parent/guardian is contacted and gives verbal authorization for pick-up.
  - F. The membership director will then let the parent/guardian or authorized person picking up into the building.
  - G. Once inside the building the person picking up will locate the child's group and notify the Group Leader that they are picking up their child.
  - H. The Group Leader will then mark the child home on the clipboard.
  - I. Parents/guardians or authorized persons must only exit the building through the main door.

### **Playground Pick-Up Policy**

1. In addition to following the above pick-up policy parents/guardians or authorized persons must enter the playground and initial the Group Leader's clipboard when picking up a child at the playground.
2. It is the Group Leader's responsibility to remind parents/guardians or authorized persons that they must also sign their child out inside the building.

### **Late Pick-up Policy**

In the event a child is not picked-up by a parent/guardian at the designated time, the following procedures will be followed:

1. Attempt to contact parents/guardians at home phone number
2. Attempt to contact parents/guardians at work phone numbers
3. Attempt to contact any of the people listed on the emergency contact list
4. If in the event that The Ludlow Community Center/Randall Boys & Girls Club has not been contacted by parents/guardian within one hour of the designated pick-up time, the School Age Director or a member of the Professional staff will be responsible for contacting the Ludlow Police Department and notifying the officer on duty of the situation.
5. Contact the Department of Children and Families.

It is the policy of the Ludlow Community Center/Randall Boys & Girls Club to make every attempt to contact a child's parent/guardian or the adults listed on the emergency contact sheet before contacting the police.

### **Consent for Child to Leave the Program**

We understand some children may be involved in extra-curricular activities at the Club after the school age programs are closed. The three below actions are required for children of the school age programs to sign themselves out of program:

1. They are nine (9) years of age or older.
2. A parent/guardian has signed release form.
3. The activity they are going to is in the Club building.

The School Age Programs are not responsible for any child once they've signed themselves out.

### **Transportation**

The Ludlow School Department provides transportation to and from The Club from the following schools: Veteran's Park Elementary, Chapin Street School, East Street School, and St. John's. Children from Baird Middle School are responsible for walking to and from The Club by themselves. The transportation provided is fee based and is determined by your child's listing as a walker or bussed student. **It**

**is the responsibility of the parent to arrange registration and payment for transportation through the Ludlow School Department. The transportation department is located in the Superintendent's Office.**

The School Age Childcare Program is not responsible for the children in The Before School Program once they have been checked out and put on the bus. The School Age Childcare program is not responsible for the children in After School Program until they have gotten off of the bus and been checked in.

#### **Baird Middle School Walking Policy**

Children who are enrolled in the Before or After-School Program and go to the Baird Middle School will walk to or from The Club unsupervised. The Club will not be responsible for the children until they enter the building and are checked in. The Club requires that the Middle School children arrive at the program no later than 2:45PM unless we receive a note or phone call from the Middle School or a parent letting us know that they will be late. Children enrolled in the Before-School program must have a signed release form on file allowing them to sign themselves out and walk to school at 7:45am. The School Age Childcare Program will no longer be responsible for the children once they have signed themselves out.

#### **Transportation Plan for Field Trips**

The school-age childcare program may occasionally go on field trips. In the event of a field trip, parents will be notified through handouts given to the children in the program. In addition, fliers will be hung on our parent information board. Permission slips will be used to gain parental consent to participate in the field trip. Permission slips will have any necessary information on it regarding the particular field trip.

#### **Check-in Policy**

Parents are required to walk their children into the building for the Before-School and vacation day Programs. There will be a sign-in sheet located at the front desk that parents must sign when dropping their children off in the morning. The Club will not be responsible for the children until they have been checked in at the desk.

#### **Attendance Policy**

Parents/guardians are required to call and notify The Club if their child will not be attending The School Age Childcare Program on a given day. Children enrolled in the Before School and Vacation Day program will be considered absent if their parents/guardians have not signed them in or called to notify The Club that they will not be attending.

If a Child who is enrolled in The Elementary After School Program does not arrive by bus and a parent/guardian has not notified The Club that their child will not be attending The After-School Program that child will be considered missing. If a child appears to be missing, the staff will attempt to locate the child by calling the child's parents, school, or emergency contacts.

If a child who is enrolled in The Middle School After School program does not arrive to The Club by 2:45PM and the parent or school has not notified The Club that their child will not be attending The After School Program that child will be considered missing. If a child appears to be missing, the staff will attempt to locate the child by calling the child's parents, school, or emergency contacts.

#### **Program Transition:**

The following procedures will be used to ensure the easy transition into our school-age programs for any new registrations: Any new registrations will be provided with an opportunity to set up a meeting with the School Age Director or Site Coordinator to receive a tour of the facility and discuss any questions or concerns they may have regarding the program.

The following procedures will be used to ensure the easy transition out of our school-age programs for any person exiting our program:

- A. We will provide any emotional support for the children and parents in our program by helping communicate the reasons for the exit from the program.
- B. In addition, support services and referrals may be provided. Please see support services and referrals section for more information.

#### **Progress Reports Policy**

The school-age program will be conducting progress reports on all of the children who participate in our before and after-school programs. These reports will be used to maintain communication with families, to track the progress of how children adapt to our program, and to help facilitate transitions into other programs. The reports will be based on observations of the children.

#### **Nutrition Program**

Parents are required to provide a snack and a lunch for those children attending Vacation Days. Parents are required to send a snack for children enrolled in the After-School Program. Upon request, the Club will provide all parents with the USDA guidelines for meals to assist them in their children's meal preparation. Parents are asked to inform the School Age Director, upon registration, of any special dietary needs or food allergies that their children may need or experience.

#### **Vending Machine Policy**

The snack machine will not be available for use until after lunch on vacation days. Children must eat the snacks in their lunchboxes during their morning snack times. Children may use the water or Powerade machines in the morning. Children may use the vending machines for snack time during the after school program. The Club staff does not monitor what types of snacks or drinks children purchase. If you do not wish your child to have certain items please do not send any money. The children in the before school program are not allowed to use the vending machine before school.

#### **Toothbrushing Policy**

The school-age programs will provide tooth brushing for its children whenever they are in care for more than four hours or whenever they consume a meal in our care.

#### **Cell Phones, Electronic Devices and Toys**

Children are not allowed to bring hand held electronic devices, radios, iPods, toys, jewelry, cell phones, excessive money or trading cards to the Club. These items are easily misplaced or stolen, so please inform your children that these items should be left at home. Any items

taken away from a child will be given to the directors and placed in their office. Parents will be able to pick up items at the end of the day. If items are not retrieved by parents in a timely manner, directors will contact parents.

### **Lost & Found**

Many children come in and out of the building every week. Knowing this, parents should be aware of lost items. Names should be written on all of children's belongings that are brought to The Club. There is a lost & found box in the gameroom. All items found will be placed in this box. On Friday evenings the items in the lost & found box will be brought to The Community Survival Center in Indian Orchard.

### **Parking Policy**

Parking is ONLY permitted in our two parking lots. The loop located in front of the main entrance will be closed to all traffic, with the exception of emergency vehicles, and vehicles with handicapped plates or tags. Vehicles with handicapped plates or tags can use the bus loop as a drop-off zone and then park in handicapped spots located in one of our parking lots. All other vehicles will be reported to the Ludlow Police Department and face a possible \$200 fine. For the safety of the children we ask that all cars park in the parking lots.

### **Parent Conferences & Involvement:**

The School Age Director will be available Monday – Friday between the hours of 8:30 a.m. and 5:30 p.m. to discuss any problems or concerns a parent may have with the individual programs. Special arrangements may be made with the School Age Director if these hours are not conducive to an individual schedule. If a concern arises regarding The School Age Director parents may contact the President/CEO.

The Club encourages and welcomes parent involvement and input. Parents may request at any time to set up a conference with The School Age Director. Parents are welcome and encouraged to visit each of the programs at anytime and view program activities in action.

### **Parental Conduct:**

While in the building parents are expected to act in a respectable and professional manner. Any concerns that they may have regarding their child, the staff, program, or other children shall be addressed with The School Age Director in office. Any parent who displays negative, abusive or belligerent behavior or conducts themselves in a manner that is detrimental to the program or organization may have their child terminated from the program (see termination & suspension policy).

### **Care of An Injured Child**

If a child is to become injured the following steps will be taken:

1. First-aid will be administered by a qualified person only.
2. An injury report must be filled out as soon as possible and placed in the bin in The School Age Office.
3. If the injury is serious The School Age Director should be notified immediately. If the child requires medical attention a Professional Staff person must accompany the child to the hospital in the absence of a parent. The professional Staff person will bring emergency cards with them.
4. The School Age Director will notify the parents of any first-aid that was performed. A copy of the injury report will be given to the parent/guardian, a copy will be put in the child's file, and a copy will be placed in the injury binder.
5. The School Age Director will record the injury in the injury log.
6. The School Age Director will notify EEC if the injury required emergency medical care.

### **Procedures For Identifying and Reporting Suspected Child Abuse and Neglect**

All staff members are mandated reporters according to Massachusetts General Law C119, Section 51A. This means that if a staff member has a reasonable suspicion of abuse of a child he/she must file a report with the Department of Children and Families. The following procedures will be followed:

1. A staff member who suspects abuse or neglect will notify The School Age Director. The staff member will also document his/her observations including the child's name, date, time, child's injuries, child's behavior and any other pertinent information.
2. The School Age Director or President/CEO will make a verbal report to DCF, to be followed by a required written report 51A within 48 hours. department of Children and Families phone number is 205-0500.
3. If a staff member feels that an incident should be reported to DCF and The School Age Director or President/CEO disagree then the staff member may report the incident to DSS directly.
4. The School Age Director may or may not choose to communicate with the parents any of the concerns of suspected abuse and neglect that is reported to DCF.

### **Procedures for Identifying and Reporting Child Abuse/Neglect While in The Care of The School-Age Childcare Program**

It is The School-Age Childcare program's commitment to protect all children in their care from abuse and neglect. The following are procedures for reporting suspected child abuse/neglect while the child is in the program.

Any report of suspected abuse or neglect of a child will be immediately reported to the Department of Children and Families and The Department of Early Education and Care. A meeting will be held with the staff member in question to inform him/her of the filed report.

The staff member in question will be immediately suspended from the program without pay pending the outcome of the DCF and EEC investigations. If the report is screened out by DCF, the executive director has the option of having the staff member remain on suspension pending the EEC investigation or allowing the staff member to return to the program. The decision will be made by the President/CEO and will be based on the seriousness of the allegations and the facts available.

If the allegations of abuse and neglect are substantiated, it will be the decision of the President/CEO whether or not the staff member will be reinstated with back pay.

All staff will cooperate fully with all investigations.

### **Program Schedules**

The Before-School and After-School program schedule is located on the bulletin board in the main hallway. Vacation Schedules will be posted at the time of Vacation. Staff schedules are posted in the School Age Office. Each program schedule is comprised of the

following basic recreational components: arts and crafts, free play, cooperative games, swimming, group games, outdoor play, fitness and academic reinforcement.

### **Operating Schedule**

The Before-School and After-School program will start on Wednesday, August 31<sup>st</sup> (Thursday, September 8<sup>th</sup> for Kindergarten) and from then on follow the Ludlow Public School's Schedule. When The Ludlow Schools are closed the programs will not operate.

Vacation Days are scheduled for the following days:

November 8	Ludlow School's Professional Development Day
December 27, 28, 29, 30	Holiday Vacation
February 20, 21, 22, 23 & 24	Winter Vacation
March 27	Ludlow School's Professional Development Day
April 14	Good Friday
April 17, 18, 19, 20 & 21	Spring Vacation

### **Holidays**

The Ludlow Community Center/Randall Boys and Girls Club is closed for the following holidays; Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, The Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Day, Martin Luther King Day and Memorial Day. If one of these holidays falls during a week when the Before School and After School Programs are operating regular weekly payment will still need to be made.

### **Snow Days**

The School-Age Childcare program will follow the Ludlow School Department's decision for closings and delays due to snow or inclement weather. If the Ludlow School Department is closed there will be no School-Age Childcare Programs. If the School Department has a delay The Club will also have a delay in opening for the same amount of time.

If The School Department releases the students early due to inclement weather, the children will still be bussed to The Club. We ask parents to please pick their child up as soon as possible in that situation. The Club may choose to close early.

Cancellations and closings due to inclement weather will be posted on WWLP TV22, WGGB TV40, CBS TV 3.

### **Immunization Records**

Parents must have a copy of their child's immunization records on file at his/her school or at the CLUB. Records must be kept up to date and include lead testing. Children will not be allowed into the program unless a record of immunization is present at the school or at the CLUB.

### **Child's Record**

The Randall Boys and Girls Club will keep information folders on each child enrolled in the School-Age Childcare program. The folder will include permission forms, background information on each child, emergency phone numbers, medical information, data on the family and other information deemed necessary by this administration. Upon written request parents will have access to their children's records or have them made available to someone else. Parents can review data in their child's folder at anytime simply by making arrangements with the School Age Director. Any information placed in a member's folder is considered confidential and is treated as such.

### **Authorizations**

Parents are asked to provide the CLUB with the proper authorization forms concerning first aid and CPR consent forms, field trip forms, and use of photographs in promotional materials for the CLUB.

Parents are also expected to provide the CLUB with a list of any person who **DOES** and **DOES NOT** have the authorization to pick-up their child from our program. Children will only be released to the parents/guardians or Emergency Contacts. In the event that someone else will be picking a child up the parent/guardian **must supply a written note to The School Age Director. For the protection of all children in the program parents/guardians and emergency contacts will be asked to show an ID when picking up a child.**

### **Clothing**

Please remember this is a recreational program. Children must dress for play. Pants or shorts and sneakers and socks are required to play in the gym. Since children will use the gym most days please have them wear or bring sneakers and socks everyday. Please be aware that children will often participate in art projects at The Club. Although most of the products The Club uses are washable and smocks will be provided accidents can happen and art is messy. For this reason The Club asks that children wear clothes that can get messy.

### **Swimming**

Children in the After-School and Vacation portions of the program will have scheduled swimming days and times. It is important that children bring their bathing suit and towel on those days. If children cannot swim parents must supply The Club with a written note. It is up to the discretion of the aquatics staff as to whether a child can swim in the deep end of the pool and as to whether or not they need to wear bubbles. All children will be tested by the aquatics staff to determine their abilities. Children will only be allowed to use floatation devices that are approved by The Aquatics Staff.

### **Volunteers**

The program will and does use volunteers in daily programs and special events. It is important to note that the CLUB does not consider the volunteers in their student to teacher ratio. Volunteers can be drawn from our core of parents, part time staff or high school and college students looking for the experience necessary in entering the child care profession.

### **Children with Disabilities**

The Randall Boys and Girls Club's School-Age Childcare Program will accept applications for any child with a disability. In determining whether to accept or serve a child with a disability, The School Age Director, with parental consent and as appropriate, request information related to the child's participation in the program from The Local Education Agency, Early Intervention Program or other

health or service providers. The School Age Director will also request that the parent set up a meeting to discuss the disability. At this meeting based upon available information The School Age Director shall, with the parent's input, identify in writing the specific accommodations, if any, required to meet the needs of the child at the program, including, but not limited to:

1. any change or modifications in the child's participation in regular program activities.
2. the size of the group to which the child may be assigned and the appropriate staff/child ratio; and
3. any special equipment, materials, ramps or aids.

The School-Age Childcare Program must provide written notification to the parent within 30 days of the receipt of the authorized and requested information if, in the judgment of The School Age Director and President/CEO the accommodations requested by the parent would cause an undue burden to the program. The School Age Director and President/CEO will supply the reasons for the decision in writing. In addition, the notification shall inform the parents that they may contact EEC and request that they determine if the program is in compliance with 102 CMR 1.03(1) and 7.10(2).

In determining whether the accommodations requested are reasonable or would cause an undue burden to the program The School-Age Childcare Program shall consider the following factors which include but are not limited to:

1. the nature and cost of the accommodations needed to provide care for the child at the program;
2. ability to secure funding or services from other sources;
3. the overall financial resources of the program;
4. the number of persons employed by the program;
5. the effect on expenses and resources, or the impact otherwise of such action upon the program.

The accommodations related to the toileting needs of a child with a disability who is not toilet trained shall not be considered an undue burden.

The program shall, with parental permission, participate in the development and review of the child's program plan in cooperation with the Local Education Agency, Early Intervention Program and/or other health and service providers.

The program shall, with parental permission, inform the appropriate administrator of special education, in writing, that the program is serving a child with a disability.

Parents of children with disabilities who have already successfully participated in the School-Age Childcare Program will not be required to meet with The School Age Director before re-enrolling.

#### **Child Guidance:**

1. It is the policy of The Ludlow Boys and Girls Club to provide guidance and discipline in a fair and consistent manner. Guidance and discipline is learning. Good discipline involves compassion, caring, sensitivity, respect for the child and helping the child to understand that mistakes are a natural part of growing up. We believe that praise and encouragement are far more effective in promoting desirable behavior than a negative or punitive approach. It is our goal to provide our children with a supportive social and emotional environment where our children are given many opportunities for success through our varied activities. All our program staff shall direct discipline to the goal of maximizing the growth and development of our children and for protecting the group and individuals within it.
  - A. Corporal punishment shall not be used.
  - B. No child shall be subjected to cruel or severe punishment, humiliation or verbal abuse.
  - C. No child shall be denied food as a form of punishment.
  - D. No child shall be punished for soiling, wetting, or not using the toilet.
2. A step by step procedure should be taken in warning a child about inappropriate behavior and the consequences that will follow.
  - A. Verbal warning. Do not yell across the room.
  - B. Walk over to the child who is misbehaving.
  - C. Tell the child what he is doing wrong and ask him to stop.
  - D. If the child does not stop, give him/her a short time out.
  - E. If behavior still does not improve, take the child to the Professional Staff person who is in charge.
3. It is strictly against The Ludlow Boys and Girls Club policy to resort to physical punishment of any sort when dealing with discipline matters. Striking a child shall be considered cause for discharge. Staff has a right to protect themselves if attacked and shall be expected to take action to the degree necessary to stop children who are fighting each other. Protecting oneself or stopping a fight should not require striking a child. In the event of a parental complaint or child complaint, the will President/CEO determine action on the individual circumstance of each incident.
4. If a disciplinary action has to be taken in a certain area such as the gameroom, gym, middle school room, or pool, a child may not be able to participate in that particular program area for an extended period of time. Such action must be cleared through the immediate supervisor.

#### **Behavioral Management Policy**

The focus of the CLUB'S programs is to provide each child a reasonable degree of conformity to assist him/her to develop self-control, self-direction, self-esteem and a conscious guide to his/her actions. In order to accomplish this, the CLUB will employ three basic principles:

1. **Rules:** Standards of acceptable conduct and modifying undesirable behavior
2. **Consistency:** Providing the children with the rules of the CLUB and particular program areas, and supplying staff that reinforce those rules fairly and regularly.
3. **Rewards:** Reinforce desirable behaviors

The following policies will be adhered to at all times.

1. Staff will use discussion, explanation and reasoning to help children understand what is acceptable and non-acceptable behavior.

2. Staff will emphasize the educational rather than the punitive benefits of acting in the approved and appropriate manner.
3. Any child acting in a disruptive manner will be talked to by the staff member and reminded of the rules and acceptable behavior. Disciplinary action such as time outs will be employed if necessary.
4. Any child who persists in acting in a disruptive manner will be reported to the School Age Director who will follow through by:
  - J. Speaking to the particular child to determine the reasons for their actions and if actions can be corrected by the child.
  - K. If disruptions persist the School Age Director will notify parent to schedule an appointment to discuss and try to correct the disruptive behavior.
4. The group leader supervising the particular child will note behavior problems. A report will be made describing the extent of the incident, the date and time, and any actions taken to correct the behavior.
5. A copy of the incident report will be placed in the child's individual folder, a copy will be given to his/her parent or guardian and the original will be placed in a binder located in the School Age Director's office.

#### **Supportive Services and Referrals:**

The Club is a member of the United Ways FIRST CALL SYSTEM and may consult the Ludlow Board of Health to reference a specific health issue. This system is in place so that as an organization we may refer parents to appropriate social, mental health, educational and medical services a particular child or family may need. Staff members will take the following procedures to ensure our members and families are given the best opportunity to receive the care and assistance they require:

1. Staff members will inform the Site Coordinators immediately if they observe or have concern with a particular child. The Site Coordinators will inform the School Age Director of such concerns.
2. The Site Coordinators will set up an observational file on particular child(ren) which will include the name of child, age, date of observations, particular concerns, and area of program –types of activities the child is being observed. The School Age Director will determine the length of the observation.
3. The School Age Director will arrange a consultation with the parents or guardian of the particular child. The School Age Director will share with the parents any concerns that staff members have about the child.
4. The School Age Director will present in writing the reasons for the observations and the possible recommendations for additional services.
5. Parents will be provided a written summary of any and all observations made on the behalf of the child by the Site Coordinators and program staff.
6. The School Age Director will obtain a signed consent form from parent or guardian concerning any referrals, which made be made on behalf of the child.
7. A record of any referrals will be kept in log located in the School Age Director's office.

#### **Termination and Suspension Policy:**

The President/CEO and Unit Director are the only persons who have the authority to terminate a member from the program. The School Age Director, Unit Director or Director of Program Development are the only persons who have the authority to suspend a child from the program. The circumstances under which a child may be terminated or suspended are:

1. If a child becomes harmful to other children or themselves.
2. If a child becomes harmful to staff.
3. If staff feels that the child may benefit from another program.
4. If a parent refuses referral services.
5. If a parent displays negative, abusive, or belligerent behavior towards a staff member, parent, or another child or conducts themselves in a manner that is detrimental to the program or organization.
6. If a child is continuously unable to follow the policies of the organization or is continuously disrespectful to the staff.
7. If a parent/guardian is perpetually late picking up a child.

In terminating or suspending a child from the program, the School Age Director or the person designated will follow these steps:

1. Notify the parent/guardian of the actions that will be taken prior to the termination/suspension.
2. Provide parents/guardians with a written documentation of the reasons.
3. Will provide information and referral for other services to parents/guardians upon request.
4. If a child is suspended from the program The School Age Director will meet with the parent/guardian before the child returns to the program if The School Age Director feel it is necessary.
5. If a child is to be terminated from the program, The School Age Director, staff and parent/guardian will work together to help the child prepare and understand the situation.

#### **Rights of each Child:**

No child shall be subject to abuse or neglect, cruel, unusual, severe or corporal punishment including: any type of physical hitting inflicted in any manner upon the body. Children will not be subject to punishment that includes verbal abuse, ridicule, stigmatizing or humiliation. Under no circumstance shall a child be denied food, rest or bathroom facilities. Children also will not be subjected to punishment for soiling, wetting or not using the toilet, or punishment related to eating or not eating food.

#### **Emergency Plan for Evacuation of the Facility:**

**Evacuation Drills:** In the event that the CLUB must be evacuated due to health or safety reasons the following drills will occur monthly during the year. These drills will be practiced to ensure the safety of our members and staff. It will be the responsibility of the individual Directors to conduct quarterly evacuation drills during each of the following program times:

1. Between the hours of 6:30 am and 8:30 pm – Before School/Pre-School
2. Between the hours of 9:00 am and 11:30 am – Pre-School
3. Between the hours of 12:00 pm and 2:30 pm – Pre-School
4. Between the hours of 2:30 pm and 5:30 pm – Afterschool/Pre-School

It will also be the responsibility of the Director's to note the date the drill occurred, the time and effectiveness of the drill. The Directors will complete an evacuation drill sheet, which will be placed in the evacuation binder. Daily attendance records for each program and the sign out sheet located at the membership desk will be used to obtain an accurate account of members once they have evacuated the building. The procedure of maintaining and gathering this material for attendance purpose will be the responsibility of each Director.



Emergency Phone Numbers and Addresses:

Health Care Consultant

**Name:** Dr. Willis, MD

**Telephone:** 589-9494

**Address:** Pediatric Associates  
77 Winsor St.  
Ludlow, MA 01056

**Emergency Telephone Numbers**

**Fire Department** – 583-8332

**Police Department** – 583-8305

**Rescue/Ambulance** – 911

**Poison Prevention** – 1 – 800 – 222-1222

**Hospitals Utilized for Emergencies**

Baystate Medical Center

759 Chestnut St

Springfield, MA 01115

**Phone: 794-0000**

**Mercy Hospital**

271 Carew St

Springfield, MA 01115

**Phone: 748-9000**

**Emergency Exits from Facility**

• **Games Room 108**

**Primary Exit:** Remain calm and proceed out of the room through the Tower Exit, stay to right of stairs. Exit through the right hand door and proceed straight to West Parking Lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit the room through the door leading to the Membership area. Take a right and proceed straight past membership area, walk straight through and exit through Main Entrance door. Take a right and direct members and staff straight into the West parking lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

• **Gymnasium 109**

**Primary Exit:** Remain calm and proceed out of the gymnasium through the Northeast Exit (back of gym). Take a left and proceed past playground to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit the gymnasium through the Southeast Exit door leading to the Gamesroom. Continue straight across games room to Tower Exit, stay to the right of the stairs and exit through door on right. Continue straight ahead and direct members and staff straight into the West parking lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

• **Arts & Crafts Room 110**

**Primary Exit:** Remain calm and proceed out of the Arts & Crafts Door, take a left and proceed through Tower Exit. Stay to the right of the stairs and exit through door on your right, continue straight to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit the Arts & Crafts Room door. Take a right and walk towards Southeast games room exit leading towards membership. Exit door, take a right and continue straight towards Main Entrance. Exit Main Entrance and take a right directing members and staff to the West parking Lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

• **Staff Room 115**

**Primary Exit:** Remain calm and proceed out of the Staff Room through the door, walk down hallway, turn right and walk West down hallway. Pass through the Northeast hallway door, turn left and pass straight through Membership area. Exit building through Main Entrance, take a right and continue straight to West Parking Lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit through the Staff Room door, walk down hallway, turn right and walk West down hallway. Take a right into the Southeast Gymnasium door, Walk straight to the back of the Gymnasium and exit out of building through the Northwest Exit. Take a left and walk past the Playground continuing to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

• **Men's Locker Room 124**

**Primary Exit:** Remain calm and proceed out of the Men's Locker Room area through entrance door. Turn left walking West down hallway, pass through Northwest hallway door, turn left and pass straight through Membership area. Exit building through Main Entrance, take a left and proceed straight to West Parking Lot.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit through the Men's Locker Room area through entrance door. Continue straight ahead entering the East stairwell leading to the second floor. Proceed up the stairs and Exit the building using the Back Entrance. Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

- **Ladies locker Room 128**

**Primary Exit:** Remain calm and proceed out of the Ladies Locker Room area through entrance door. Turn right walking West down hallway, pass through Northwest hallway door, turn left and pass straight through Membership area. Exit building through Main Entrance, take a left and proceed straight to West Parking Lot– take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit through the Ladies Locker Room area through entrance door. Turn left and enter the East stairwell leading to the second floor. Proceed up the stairs and Exit the building using the Back Entrance. Continue straight across and assemble at the Baseball field – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

- **Swimming Pool 134**

**Primary Exit:** Remain calm and proceed out of the Swimming Pool Area through the Southwest Emergency Exit. Walk past the bus loop and proceed straight to West Parking Lot– take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit through the Northwest Membership Exit. Take a right and continue straight Exiting through the Main Entrance. Take a right out of the Main Entrance and continue straight to the West Parking Lot – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

- **Learning Center - Computer Room 202**

**Primary Exit:** Remain calm and proceed out of the Computer Room door. Take a right, Walk South towards Tower Door Exit. Take stairs down and exit the building through the door on the right. Walk straight ahead to the West Parking Lot– take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit the through the Exercise Room Door. Take a left and then a right down the corridor, continue straight and Exit the building through the Back Entrance (located by the Administrative Offices). Proceed straight ahead to the Baseball Field – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

- **Dance & Fitness - Teen Room 203**

**Primary Exit:** Remain calm and proceed out of the Teen Room door. Take a right, Walk South towards Tower Door Exit. Take stairs down and exit the building through the door on the right. Walk straight ahead to the West Parking Lot– take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit the through the Teen Room Door. Continue straight up corridor and turn left and end of corridor. Take a right, continue straight and Exit the building through the Back Entrance (located by the Administrative Offices). Proceed straight ahead to the Baseball Field – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

- **Middle School Room 207**

**Primary Exit:** Remain calm and proceed out of the Middle School Room Northeast Emergency Exit Door. Take a right and walk straight ahead to the Baseball Field– take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

**Secondary Exit:** If the Primary Exit is obstructed remain calm and Exit through the Middle School Room Main Door. Continue straight up corridor and turn left at end of corridor. Continue straight and Exit the building through the Back Entrance (located by the Administrative Offices). Proceed straight ahead to the Baseball Field – take caution to look for traffic entering and leaving the parking lot. Directors and Lead staff members will than take attendance and report to the fire department personnel.

### **Evacuation and Emergency Procedures:**

In the event the building must be evacuated, staff and members will adhere to the following procedure. Advanced planning for emergencies and disasters is essential to provide for the safety of members and children:

#### **CODE RED**

Occurs when there is a situation where the building must be evacuated. This will be announced over the intercom system in the following manner: "Attention all staff and members, a code red is in progress , evacuate the building immediately". This announcement may or may not be followed by the fire alarm system being activated.

#### Administration and managers

Executive Director receives information and oversees all operations. Coordinates the sweep of the building

Executive Director assists police/fire and support services

#### Teachers/Part time staff

Gather classroom records/attendance sheets and keys

Visually scan room before leaving  
Close windows  
Shut off lights  
Close, but do not lock, doors  
Keep children quiet and orderly  
Evacuate to a safe place  
Once evacuated to safe place take immediate attendance  
Find Executive Director to report complete or incomplete attendance

Membership Staff

Inform administration and Call 911  
Gather attendance/sign in sheets  
Shut off lights in area  
Close but do not lock door

Situation that may prompt a Code Red Evacuation

1. Fire or Hazardous Material spill – Staff members will line their group at appropriate primary or secondary evacuation door and follow the evacuation route posted for the particular program area. Two primary meeting spots have been designated for groups evacuating the building. Each meeting spot is designated and marked in the evacuation plan. The two meeting spots are the West Parking Lot located just beyond the Playground and the second meeting spot is the Baseball Field located straight across from the Back Entrance of the building. In the event of poor weather conditions, groups assembling outside will relocate to the Paul R. Baird Middle School located across the street from the CLUB. Using attendance records and emergency cards, CLUB staff will contact the parents of all the members in attendance to notify them of the situation and to make arrangements for each child to be picked up.
2. Loss of water or electricity to the building – In the event that the CLUB should lose water or electricity all members who are in the building will be evacuated to the Paul R. Baird Middle School. Using attendance records and emergency cards CLUB staff will contact the parents of all the members in attendance to notify them of the situation and to make arrangements for each child to be picked up.
3. Hurricane or Tornado – In the event a damaging or life threaten storm system approaches, such as a hurricane, tornado, blizzard, etc... parents will be contacted to make arrangements for pick-up of children. In the event members are still located in the building during such a storm, staff members are to relocate all remaining members to the Gymnasium located on the first floor of the building. Staff and members are not to leave this area until professional staff or rescue personnel notify them that all is clear.
4. Bomb threat – Immediately report threat to Ludlow Police Department.
  - a. Person receiving bomb threat will:
    - i. keep the caller on the line as long as possible
    - ii. DO NOT transfer call or interrupt caller
    - iii. Notify administration (Executive Director or designee)
  - b. Executive Director or designee will:
    - i. Notify Police
    - ii. Evacuate the building according to policy
5. Closing, Delays or Cancellation of Programs: In the event the Boys and Girls Club must cancel or delay programs announcements will be made on the following radio and television stations: **RADIO** – ROCK 102, WMAS and WHYH. **TELEVISION** – TV 22 and TV 40. In the event that schools delay due to early morning weather the CLUB will announce an opening time on the above listed stations. It can be expected that if the schools delay, the CLUB staff will have to delay the opening of the CLUB.

**Staff is trained in evacuation procedures** – All copies of evacuation procedures are attached to designated exits

**Dispensing of Medication:**

The Randall Boys and Girls Club reserves the right to make any decisions concerning the storage and distribution of medication during program hours. The following is the guidelines concerning the distribution of medication during program hours:

1. The Club will not administer prescription medication to a child without a written order from a physician, which may include the label on the medication, which must indicate that the medicine is for the specific child and specify the dosage, number of times per day and number of days the medication is to be administered. Non-prescription medication will not be administered without a written note from a physician.
2. All medications must be signed in with the School Age Director, along with the medication consent form. Oral, non-prescription medication consents must be renewed weekly.
3. The Randall Boys and Girls Club will not distribute medication to the same child more than twice during regular or extended program hours.
4. All medications with the exception of inhalers shall be administered by a staff member, or upon written authorization of a parent, the child may be permitted to administer his/her own medication, under the supervision of a staff member.
5. Medications are not allowed to be carried in first-aid boxes unless authorized by the Health Care Consultant or the School Age Director. Inhalers and epipens are allowed to be carried in the First-aid boxes and should always accompany the child when outside of the building.
6. The Club will not be responsible for the distribution of any medications which must be taken through syringe or injections.
7. We ask that parents discuss with their doctors the possibilities of prescribing doses of medication around Club hours. The Club will only handle those medications which we feel are absolutely necessary.

**Care of Mildly Ill Children:**

The Randall Boys and Girls Club has designated a quiet area in the School Age Director's office for mildly ill children. A cot with blanket and pillow will be supplied for those children to rest. A professional or part time staff member will supervise children using the quiet area, until a parent/guardian can pick the child up from the CLUB.

**Condition, which necessitates parents picking up an ill child:**

1. If a child has more than one hour left in the program day, parents will be asked to pick-up child as soon as possible.
2. If a child has vomited or has diarrhea
3. If a child has a fever
4. If a child is drowsy or demonstrates any other behavior which causes concern to staff
5. If a child has suffered a traumatic injury or incident

**Conditions in which a child can return to Program:**

1. If the child has been absent from CLUB programs for more than three (3) days or if child has been diagnosed with a communicable disease the CLUB must have a written doctor's note clearing the child to resume CLUB activities.
2. A child may not return to the program within 24 hours of vomiting, diarrhea or having a fever.

**Procedures for identifying and protecting children with allergies:**

The Ludlow Boys and Girls Club require parents to inform CLUB staff of any known allergies. The Ludlow Boys and Girls Club will post all program children and their allergies for notification for all staff. Staff will be made aware of said allergies to ensure that children are not exposed.

*Revised 7/26/2016*