



LUDLOW COMMUNITY CENTER
RANDALL BOYS & GIRLS CLUB

School-Age Childcare

Parent Handbook

This handbook is to be used in conjunction with our Covid-Care plan. Policies are subject to change based on updated health and safety guidelines.

About The Club:

Ludlow Community Center/Randall Boys & Girls Club

Ludlow Community Center/Randall Boys and Girls Club (Also known as the Ludlow Boys and Girls Club) has been in existence for over 70 years and is a member of the United Way Pioneer Valley and Boys and Girls Clubs of America. A Board of Directors, who has hired a CEO/President 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 programs we provide. Our staff, working together in cohesive fashion, focused on our common goal, is what makes the Center 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 during out of school time. **Under no circumstance will a child or family be discriminated against because of gender, sexual orientation, race, religion, cultural heritage, political beliefs, disability, 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 to children in grades K-8 during out of school time. 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 1441Main Street, Suite 230 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, Club Blue, Maker Space (STEAM), ESports Lab (Interactive gaming), group games, and outdoor play, Sports Court, outdoor play structure and fields.

The School-Age Childcare Program consists of the following components: Before School, After School, Vacation Days, and Summer Fun

After-School: The After-School Program offers childcare from the end of school until 5:30PM. It follows the Ludlow Public Schools schedule.

Vacation Days: Full day care during school vacations will be offered 7:30 AM-4:30 PM. Registration will be done on a daily basis. Registration must be done ahead of time. Vacation days' payments are non-transferable and non-refundable. A schedule of available vacation days will be sent to parents.

Before School: The Before School Program will provide early morning childcare, 6:30 AM- 8:30 AM

Summer Fun: The Summer fun program will run for 8 or 9 weeks in the summer. Hours are 7:30AM-4:30PM. Children must register by the week.

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,

Sports Court, gameroom, arts & crafts room, Club Blue, splash pad, and outdoor play structure, MakerSpace (STEAM), E Sports Lab (Interactive gaming) and fields.

Who is Eligible?

Children in grades K – 8. Transportation provided for the Before and After School Program through the Ludlow Public Schools System for those students attending East

Street School, and Harris Brook Elementary. Transportation must be arranged with The Ludlow Public Schools.

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:

Ages 5-13. Five year olds must be enrolled in Kindergarten or have completed Kindergarten. Special needs children shall qualify if under 16 years of age.

Administration and Staffing:

The Administrator of the School-Age Childcare Program has been designated to the School Age Child Care Director position. The School Age Child Care Director will oversee the daily operation of all programs, and directly oversee the After-School, Vacation Days, and Summer Fun portions of the program. The Ludlow Boys & Girls Club will also hire a Site Coordinator who will provide additional supervision to the programs and directly oversee the Before School Program. To assist the Site Coordinator and the School Age Director they will hire Group Leaders and Assistant Group Leaders that will carry all EEC qualifications for school age programs. The number of group leaders and assistant 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.

Supervision of all Group Leaders will be supplied daily by the Site Coordinator. The School Age Child Care Director will supply additional daily supervision to the entire staff which includes the Site Coordinator 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.

Licensee - Josue Irizarry

Administrator - Sheri Santos

Before School/After School, Assistant School Age Director - Brianna Lewicki

Site Coordinator - Jennifer Kania

Director of Operations- Katie Mitus

President/ CEO Josue Irizarry

Fees: fees are subject to change. Families will be notified in advance if rates are changing.

After-School Program: \$79 per week

Before School Program:\$53 per week

Vacation Days:\$37.00 per day

Summer Fun:\$195.00 per week

There will be \$25 non-refundable registration fee per child.

EEC Vouchers are accepted

Financial Assistance may be available to those who qualify. Those interested must contact the School Age Director for a financial assistance application.

Hours of Operation:

The following is the breakdown of the hours relating to each individual program:

After-School Program: 2:30 PM to 5:30 PM

Summer Fun: 7:30 AM – 4:30 PM

Vacation Days: 7:30 AM – 4:30 PM

Before-School Program: 6:30 AM – 8:30 AM

Availability:

The School-age childcare program is licensed for 169 children. However, due to the unique circumstances of this year the number of students in each group will be limited on available staffing and space. Once spots are full a waiting list will be kept.

Registration Policy: Registration will be on a first come, first serve basis via an online portal. In addition to completing the online registration form, there will be supplemental documents/forms that will be available on our website for review and acknowledgement. If Direct debit payments will need to be set up, that information will need to be provided at registration. Registration details and timeline for each program will be updated on our website.

- Limited spots are available for each program.
- If upon registration, the Club has reached its capacity, you will be placed on a waiting list.
- Registration for Vacation Days will be done online. Payment is due at the time of registration. Payment for vacation days and summer fun is non-transferable and non-refundable
- No child will be permitted to start in the program until registration is complete, all supporting documentation have been provided, and payment has been arranged.
- Payments made during registration are non-refundable and non-transferable.

Orientation and visits: Parents should contact The School Age Director with questions or set up a visit. A new student orientation will be set up in the fall and prior to the start of summer.

Payment Policies:

- **Program Fees:** Program fees (Before school, After School, and Summer Fun payment plan) are debited weekly. Payment will be deducted on the Friday of each week for the following program week for as long as the program runs. Automatic bank charge payments are required. All payments must be made on an automatic payment plan. Weekly charges are the same regardless of absences.
- **Withdrawal from Program (Before School or After School):** If I choose to withdraw my child from the program, I understand I will be responsible for payments thru the second week after written notice is given. If no written notice is given, I will be responsible for payments thru the second week after service end date. For example, if the Club is notified on March 3rd, payment must still be rendered for the weeks of March 8th and March 15th.
- Summer Fun and Vacation Day payments are non-refundable and non-transferable.
- **Late Pick Up:** A parent/guardian/authorized person who is late picking up a child from any Club program will be charged \$20.00 for the first 15 minutes or any part thereof and \$10.00 for each additional 5 minutes or any portion thereof. Charges for late pick up will be withdrawn with the next weekly debit of program fees, or direct payment will be required for those children who are not enrolled in direct debit. After a third incident, the child's enrollment in the program may be in jeopardy of termination.
- **Refunds:** There are no refunds or credits for missed time due to absences and no substitution of days. Should we be ordered to close by town, county, state or federal officials at any time, in order for the Club to meet its financial obligations, families will be required to meet their financial commitment for up to two weeks of closure. After that time, no further charges will be made until the Club reopens.
- Successful registration is dependent on all household accounts being in good standing with The Club. If there is an outstanding balance, your registration may not be valid.

EEC Childcare Vouchers

Enrollment and payment policies

- Parents and caregivers who have a childcare voucher must contact the program director to verify a spot in the program and complete a confirmation of provider form.
- Parents/caregivers will need to register their child through our member management system, Daxko.
- Parents and caregivers must follow the payment policies of The Department of Early Education and Care subsidized child care financial assistance agreement.
- Payments will be due in weekly installments on the Friday prior to the week of service. Parent fees will be based on the current voucher. Parents can set up auto payment through Daxko or make payment at the membership window.
- Failure to make payment on due date will result in The Ludlow Boys & Girls Club issuing a non-payment of parent fees warning notice.
- Failure to respond to the warning notice by the next payment due date The Ludlow Boys & Girls Club will issue a termination notice. A copy will be sent to EEC. This may result in loss of voucher.
- Parents/ guardians must accept the policies set forth in the Department of Early Education and Care Subsidized Child Care Attendance notification agreement.
- Parents/guardians must contact The Ludlow Boys & Girls Club and notifying them if their child will be absent.
- Three unexcused absences in a row may result in the loss of a voucher.

- After a child has more than 45 absences (excused or unexcused) in a 12-month period parents/guardians may be responsible for paying any of the days their child is absent in full.
- Parents/guardians must supply a two week written notice if they wish to withdraw their child from The Club.
- Parents/guardians will be responsible for late pick up fees and for bank fees resulting from checks deposited against overdrawn accounts.

Pick-up Policy

Pick-up times:

After School: 2:30-5:30 PM

Vacation Days and Summer Fun: program ends at 4:30 PM

- Please mindful of social distancing when waiting to sign out your child at the end of the day
- Parents/ guardians are asked to pick up only during their designated pick up time.
- If a parent/guardian needs to pick up their child early they must contact one of the Program Directors in advance.
- Please park in the front parking lot
- Please use the front entrance, ring the doorbell on the left side of the door. Then someone will let you in, then you will go to the membership window
- Give membership child's name
- Sign child out on an iPad located at membership
- Child will be called down to the vestibule
- Parents/guardians should always take an ID with them when pick-up.
- Once authorization of pick up is verified, the Club will release the child(ren) to parent/guardian.
- A child will not be released to anyone that is not on the authorized pick up list with appropriate ID.

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.

Transportation

The Ludlow School Department provides transportation to and from The Club from the following schools: Harris Brook Elementary and East Street School. Children from Baird Middle School are responsible for walking to and from The Club by themselves. **It is the responsibility of the parent to arrange registration 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 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 After-School Program and go to the Baird Middle School will walk to 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 who are enrolled at Baird middle School program

will walk to school unsupervised. Children will sign themselves out and walk to school. Parents must have a signed permission form on file for child to walk to school.

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, flyers 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.

Arrival - School Age Program Check-in Policy

- Parents will park in a parking space in one of the parking lot.
- Please be courteous and follow all necessary Health and Safety Guidelines if need arises.
- Parents are not allowed to enter the building past the double doors
- Please use the front entrance, ring the doorbell on the left side of the door. Then someone will let you in, then you will go to the membership window.
- Parents/guardians will sign their child in on an iPad located at membership
- Then all children will be buzzed into the building where they will be greeted and go to their designated areas.
- If a child will not be coming to the program, we ask that you notify the Club that your child will not be attending.
- If your child is sick, please do not send them to the Club.
- Children should be dropped off no later than 8:15am for Before School.
- Children should be dropped off no later than 8:45 AM for full day programs (vacation days and summer fun). If you need to drop off later than 8:45 please call the Club to let us know.

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 Vacation Days or Summer Fun or Before School program will be considered absent if their parents have not checked them in.

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 Child Care 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:

- 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.
- 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 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.

Cell Phones, Electronic Devices and Toys

Children are not allowed to bring hand held electronic devices, iPods, toys, jewelry, cell phones (**See cell phone policy**), 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. **An exception to this rule is electronic devices that will be needed for school purposes.**

Cell Phone Policy

- Children are required to leave cell phones in their back packs. If a child is seen using their cell phone they will be asked to put it away. If a child continues to use their phone a parent will be notified at the end of the day to remind them of the policy.
- If a child needs to use their phone to contact a parent, they will be advised to go to the Directors office at the time of the call.

SOCIAL MEDIA POLICY

The purpose of the Club's Social Media pages is to promote the mission of the Club by creating awareness, connecting with the community, and promoting our quality programs.

One person shall be designated by the President/CEO to oversee all Social Media. Only this person will be able to post on the Club's Social Media sites. All staff members wishing to share information via Social Media sites must do so through the designated person.

Our Facebook page represents the Club, and everything published online reflects upon it. Be aware that our organization's actions captured via images, videos, posts, or comments need to reflect positively on the Club. Our page operates under the principles of caring, honesty, respect, and responsibility.

The Club's Social Media pages will be monitored on a continual basis. Individuals who post or share any posts from a personal account that are negative, insulting, threatening, or illegal, or engage in any behavior that is inappropriate, will be blocked and the post will be removed. This applies to any staff member of the Club who posts any of the above that are contrary to the employment standards of conduct outlined in the employee handbook; they may be subject to discipline up to and including termination.

Information that is confidential or personal in nature is not to be shared, including names of individual Club members, the substance of internal, confidential communications, etc. Consult the Club's confidentiality policy for guidance about what constitutes confidential information.

Ensure that the Club has parental consent before posting images or videos of any children on social media.

Be respectful to the Club, employees, members, volunteers, and Board Members.

Professionalism is to be maintained at all times.

The Club's name, reputation, and brand must be protected in order to maintain the Club's message/mission.

All staff members must remember that, when wearing a staff shirt, you are a representative of the Club. Please do not allow yourself to be caught in inappropriate circumstances that could be shared on social media sites.

Staff members are prohibited from posting content on their own personal social media accounts or on the Club's Facebook page that degrades or denounces staff, members, or constituents.

Staff members have the unique opportunity to serve as online ambassadors for the Club and its philosophy, and must take full responsibility for their own comments on any social media platform.

Every volunteer and employee will be required to review and sign a document annually acknowledging this social media policy

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 main entrance. All items found will be placed in this box. On the second Friday of each month 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 9:00AM and 3:00 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. All conferences will be done via phone or video meeting or in person.

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.

Parental Conduct:

While in the building or on the premises 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 over the phone. 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. Gloves will be worn and hand hygiene will be done after.
3. An injury report must be filled out as soon as possible and placed in the bin in The School Age Office.
4. If the injury is serious The School- Age Child Care 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.
5. The School-Age Child Care Director or Site Coordinator 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.
6. The School-Age Child Care Director will record the injury in the injury log.
7. The School-Age Child Care Director or Site Coordinator 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 Child Care 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 Child Care 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 Child Care Director or President/CEO disagree then the staff member may report the incident to DSS directly.

4. The School-Age Child Care 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

Daily schedules will be posted for families to view at pick up time and sent to families via email if requested. Each program schedule is comprised of the following educational and recreational components: arts and crafts, free play, cooperative games, science, group games, outdoor play, fitness, E Sports (Interactive gaming) and academic reinforcement.

Operating Schedule

The operating schedule will be based on the Ludlow Public Schools schedule and is subject to change based on changes to the school calendar. A detailed schedule will be posted on our website.

Paid Holidays and Closures

The following days will be paid closures and thus full weekly rates are due. A detailed closure schedule is available on our website

New Year's Day

MLK Day

President's Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Indigenous people's Day

Veteran's Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve

Christmas Day

Paid closures - Staff Professional Development Days

Each year we will be closed for 2 paid Professional Development days. One in the fall and one in the spring. Please see our detailed closure schedule for dates

Additional unpaid closures

The Club will be closed for cleaning and Professional Development in August and an unpaid closure for December vacation week

A detailed schedule of paid & unpaid closures is available on our website.

Closings are subject to change. Families will be provided with 30 days' notice of any changes

Snow Days

In the event LPS cancels school due to inclement weather, the Club will be closed as well. No refunds will be granted for snow days.

If school release early due to inclement weather After School Members will still be bussed to the Club but we will close early. The Club will communicate with parents a time for pick-up via facebook and website.

Late start - If the Ludlow schools have a delayed start then the Before School Program will be delayed for the same amount of time. For example, if LPS has a 2-hour delay then the BSP will also have a 2-hour delay and open at 8:30 AM.

If The Club needs to close for an emergency such as weather or power outage on a full day of programming (Vacation Days or Summer Fun) the closing will be posted on our website, facebook and WWLP. This will be a paid closure.

Emergency Closure

If Ludlow Public School are closed or fully remote for any reason there will be no Before

or After School program. This will be a paid closure.

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.**

Changes in Authorized Contact/Pick-ups

If a parent/guardian needs to amend (change, add, or delete) an authorized contact/pick-up the following procedures must be followed. A separate form should be filled out for each child.

1. To **change** a contact/pick-up's information the following procedures must take place:
 - Only a parent or legal guardian can change a contact's information.
 - Parent notifies staff that they wish to change contact information
 - Staff have parent fill out change form completely.
 - The form is immediately given to membership to be changed in Daxko
 - Once the change is made in Daxko membership will initial the bottom of the form, the original is given to the Program Directors (School-Age Director/Assistant School-Age Director or Preschool Director). If the change is in regards to a parent/guardian a copy should be scanned and given to finance.
 - The Program Directors will file the change form in the child's records. The Preschool Director will also give a copy to the classroom teachers.

1. To **add** an authorized contact/pick-up person the following procedures must take place:
 - Only a parent or legal guardian can add an authorized contact/pick-up
 - Parent/guardian notifies staff that they wish to add an authorized contact/pick-up person
 - Staff have parent fill out add form completely.
 - The form is immediately given to membership to be changed in Daxko
 - Membership will note the change on the authorized pick-up list immediately in writing and initial until an updated list is printed the next Monday.
 - Once the addition has been made in Daxko membership will initial the bottom of the form, the original is given to the Program Directors (School Age/Assistant School Age Director or Preschool Director). If the change is in regards to a parent/guardian a copy should be scanned and given to finance.
 - The Program Directors will file the change form in the child's record. The Preschool Director will also give a copy to the classroom teachers.

1. To **delete** an authorized contact/pick-up person the following procedures must place:
 - Only a parent or legal/guardian can delete a contact/pick-up person
 - Parent/guardian will notify staff they wish to delete a contact person.
 - Staff will immediately have parent/guardian complete delete form. Staff have parent fill out delete form completely.
 - Staff will take a copy of any supporting documentation (restraining order/custody order)
 - The form and supporting documentation is immediately given to membership to change in Daxko.
 - Membership will note in writing, initial, date and highlight the change on the authorized pick up list until an updated form is printed out ASAP
 - Once the deletion has been made membership will immediately give the original delete form along with supporting documentation to the Program Directors (School Age/Assistant School Age Director or Preschool Director). If the deleted contact is a parent/guardian a copy of the delete form should be scanned and sent to finance.
 - The Program Director will cross off the contact person and initial and date from the original registration paperwork. Program Directors will file the deletion form and supporting documentation.
 - Preschool Director will also update the child's information that is in the classrooms and give a copy to the classroom teachers.
 - Program Directors will notify their direct supervisor, all membership staff, and all relevant program staff of the pick-up restriction. Program Directors should document

who they have notified regarding the restriction.

- In the event that a Program Director is not immediately available the delete form and supporting documentation must be given immediately to the Director of Youth Services, or CEO/President.

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

Swimming may be scheduled as an activity. Parents will be notified ahead of time if there is to be swimming. Certified Lifeguards will be on duty during swim activities

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 Child Care 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 Child Care 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.
 - Corporal punishment shall not be used.
 - No child shall be subjected to cruel or severe punishment, humiliation or verbal abuse.
 - No child shall be denied food as a form of punishment.
 - No child shall be punished for soiling, wetting, or not using the toilet.

1. A step by step procedure should be taken in warning a child about inappropriate behavior and the consequences that will follow.
 - Verbal warning. Do not yell across the room.
 - Walk over to the child who is misbehaving.
 - Tell the child what he is doing wrong and ask him to stop.
 - If the child does not stop, give him/her a short time out.
 - If behavior still does not improve, take the child to the Professional Staff person who is in charge.

1. 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.

1. 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.

Bathroom Policy

1. Staff must allow children to go to the bathroom immediately upon request.
2. Children should not be punished for soiling, wetting or not using the toilet.
3. Staff should remind children that there is only one child allowed in the bathroom at a time.
4. Staff should remind children to wash their hands after using the toilet.
5. Children should use the bathroom in the area they are in. If there is not a bathroom in the area they are in—Example: Art Room, Gym, Learning Center, etc. children will be instructed to use the closest bathroom. Children in grades 3-MS may go on their own if traveling in groups of 3. Grades K-2 must have a staff member bring them in a group of 3. If staff member is not available to bring them they are to contact the School Age Director, Site Coordinator or other person in charge to bring them.
6. Children are not permitted to use the bathroom in the lockerooms unless it is during summertime. At that time the lockerroom is closed to all other members, children must go in groups of 3.

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:

A. Speaking to the particular child to determine the reasons for their actions and if actions can be corrected by the child.

B. If disruptions persist the School Age Director will notify parent to schedule an appointment to discuss and try to correct the disruptive behavior.

1. 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.
2. 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.

Bullying Prevention Policy

The Ludlow Community Center/Randall Boys & Girls Club is committed to providing all members with a safe environment, and will not tolerate any form of bullying at any Club activity on or off Club property. All staff, volunteers, and members shall read and abide by the Club's Code of Conduct. Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group on purpose. Staff and/or volunteers who observe an act of bullying shall take immediate, appropriate steps to intervene. If the staff member and/or volunteer believes his/her intervention has not resolved the matter, they shall report it to Club leadership and document the incident in writing. Club leadership or appropriate staff member shall inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying. Depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior, up to, and including terminating membership.

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 School Age Director 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 School-Age Child Care Director will make every effort to have the child remain in the program. If the child is continually posing challenging behaviors a meeting will be held with the parent/guardian and the School-Age Child Care Director if needed to develop a plan of action to address the behaviors. Follow up meeting will be held if needed. If behaviors persist outside services such as BHN/Child Guidance from the Ludlow Public Schools may be ask to consult. Parents may also be asked to follow up with their pediatrician. Behaviors will be documented by the School-Age Child Care Director or staff and shared with the parents/guardian If after time and adjustments to the behavior plan the School-Age Child Director believe that The Ludlow Boys & Girls Club School Age program cannot accommodate the child's needs the School-Age Child Care Director will

help the parents/Guardian transition from the program with the assistance of the CEO/President and or the Director of Operations.

The President/CEO Director is the only persons who have the authority to terminate a member from the program. The School-Age Director, CEO/President or Director of Operations 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.
8. If there are overdue balances

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 evacuation 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 various program times:

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. Elinor Kelliher

Telephone: 413-734-1001

Address: Pediatric Associates

Springfield MA 01089

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

Individual Health Care Plans

The Ludlow Boys & Girls Club must maintain as part of a child's record, an Individual Health Care Plan (IHCP) for each child with a chronic medical condition which has been diagnosed by a licensed health care provider. An IHCP ensures that a child with a chronic medical condition receives health care services he or she may need while attending the program. The IHCP must include the following:

1. Description of the chronic condition which has been diagnosed by a licensed health care practitioner
2. Description of the symptoms of the condition
3. Outline of any medical treatment that may be necessary while the child is in care
4. Description of the potential side effects of the treatment
5. Outline of the potential consequences to the child's health if the treatment is not administered.

An educator must have successfully completed training relative to a child's IHCP. This training must be given by the child's health care practitioner or by the parent or the program's health care consultant. The training must specifically address the child's medical condition, medication and other treatment needs. Some examples of an IHCP would include children with asthmatic conditions, allergic reactions, ADHD or diabetic conditions. Any child needing an IHCP cannot attend the school age programs without it.

Dispensing of Medication:

The Ludlow 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 Child Care Director, along with the medication consent form. Oral, non-prescription medication consents must be renewed weekly.
3. The Ludlow 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 Child Care 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:

Please see covid care plan for details on children who are ill.

Conditions in which a child can return to Program (diagnosed as non covid related):

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.

**The safety & well-being of our youth members is our #1 priority.
Please view our Commitment to Safety page at:
<http://ludlowbgc.org/abouttheclub/safety/>**

Effective 3/25/2024