



BOYS & GIRLS CLUB
OF BENTON COUNTY

Site Handbook: Lowell Elementary 21st CCLC

This handbook is intended to provide information about Boys & Girls Club of Benton County's policies and procedures to the parents and guardians of Club members. It is not a contract and is subject to revision at any time, without prior notice, by Boys & Girls Club of Benton County.

It is the goal of Boys & Girls Club of Benton County to provide affordable, quality youth programs in a safe environment. To accomplish this goal, we ask for your commitment to the policies and procedures in this handbook.

Updated: April 19, 2022

TABLE OF CONTENTS

General Information

Mission

History

Program Philosophy

Non-Discrimination

ADA policy

Anti-Bullying Policy

Parent Code of Conduct

Zero Tolerance

Drugs, Alcohol, & Tobacco

Club Hours & Locations

Hours of Operation

Club Locations

Club Closures

Inclement Weather

Staffing

Grievance Policy

Registration

Membership Requirements

Registration Procedures

Child Privacy

Legal Matters

Photo/Video Release

Health & Safety

Contagious Illnesses

Lice

Prescription Medication

Non-Prescription

Medication Cleaning

Procedures Emergency

Response Plan

Health & Safety Cont'd

Accidents

Mandatory Reporting

Program Policies

Permitted Items

Prohibited Items

Electronics Policy

Lost & Found

Behavior Management

Support Protocol

Discipline Policy

Serious Behavioral

Misconduct Runaway Child

Program Termination

School Year

Check Out Procedures

Reporting Absences

Late Pick Up

Homework

Snacks & Meals

Parent Acknowledgment

GENERAL INFORMATION

MISSION

The mission of Boys & Girls Club of Benton County (BGCBC) is to inspire and enable all youth, especially those who need us most, to realize their full potential as productive, responsible and caring citizens. Our vision is to ensure all kids who need us the most have access to a world-class club experience, which assures that success is within their reach, they graduate high school on time and they become productive members of our community.

BGCBC is a non-profit organization that provides a safe facility, professional staff, fun environment, and programs to assist youth in developing self-esteem, values, and skills. We serve children ages 6-18 and provide programs in the areas of Academic Success, Good Character & Citizenship, and Healthy Lifestyles.

HISTORY

BGCBC is a multi-unit organization which is affiliated with a national organization, BGCBC of America (BGCA). BGCA has been in existence since 1906 and operates under a specific vision, mission, and clearly defined standards. Within Benton County there are 5 local Clubs as well as an athletic facility. BGCBC is a positive place for young people to belong. The program philosophy delivers the mission by using a national Formula for Impact which is structured to ensure that all programs generate a sense of belonging, usefulness, influence, and competence.

PROGRAM PHILOSOPHY

To provide children with age-specific and individually appropriate enrichment activities that promote opportunities for friendship, skill development, self-esteem, values, self-discipline, and respect for others through positive habits, attitudes, behaviors and choice.

NON-DISCRIMINATION STATEMENT

BGCBC is committed in all areas to providing an environment that is free from discrimination and harassment. All people are welcome at BGCBC regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability. We will not tolerate discrimination and harassment based upon an individual's sex, race, ethnicity, national origin, age, sexual orientation, religion, or any other legally protected characteristics. All Club staff, youth members, and volunteers are expected and required to abide by this policy. We strive to engage youth in programs that support the development of cultural competency. Our programs help youth understand and respect their own culture and the cultures of others, where they are able to contribute to a multicultural society and demonstrate acceptance for differences among people.

ADA POLICY

BGCBC seeks to serve all people. It is our intention to include people of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. This includes individuals with a physical, mental or emotional need that substantially limits a major life activity, individuals with a record of such need, or individuals who are regarded as having such needs. Despite our best efforts, it may not be possible in certain circumstances for BGCBC to accommodate the disability or special needs of a particular child. This could occur in the following examples:

- The individual's disability or special needs present a significant direct threat to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level; or
- The required accommodation would require a fundamental alteration to BGCBC youth programs or otherwise would present an undue burden for BGCBC.

For some youth, special accommodation needs may appear later, or may differ over time. BGCBC will make ongoing assessments of your child's needs and will require the parent or legal guardian's involvement in this process. Failure to share information about your child that identifies special care, accommodations or supervision needs may jeopardize the placement of or continued participation by your child in the program. All children are expected to abide by the Code of Conduct or stated behavior expectations. An individual plan of care stating needs is required prior to starting the program.

ANTI-BULLYING POLICY

BGCBC is a safe and positive place for kids. We have zero tolerance for bullying. Bullying is defined as unwanted, aggressive behavior that involves a real or perceived power imbalance. If a member's behavior is considered bullying, we will work with the parents/guardians on age-appropriate interventions and consequences. If the bullying behavior does not stop, the Club member may lose his/her right to attend the Club.

PARENT/GUARDIAN CODE OF CONDUCT

BGCBC is committed to providing a safe and nurturing learning environment for your child. In an effort to ensure your child's development is met in a positive way, we ask that you as the parent(s)/guardian(s) agree to the following:

- To make every effort to follow all policies and procedures as expressed in this handbook. You understand that it is your responsibility to read and comprehend the policies set forth and to follow them to the best of your ability.
- To strive to support the Club in the way you communicate with the children, the staff, and other parents. You will not be discourteous to, threaten, or use inappropriate language or actions towards any child (yours or other's), staff, or other parents / guardians either at or near Boys & Girls Club or at any Boys & Girls Club functions.
- To not approach any child other than your own to obtain confirmation, clarification, or "their view" on Boys & Girls Club-related issues, disputes, or disagreements between children. Such matters must be brought to the attention of BGCBC staff.
- To not approach any staff member requesting confidential information in regard to any child but your own.

Should you violate the above guidelines, you understand that your child's enrollment may be terminated.



ZERO TOLERANCE

BGCBC will never tolerate violence in our programs and/or on our premises. If a child or family member chooses to bring a weapon, with malicious intent to the Club, he/she will be expelled immediately. 911 and the police will be called. Child Protective Services (CPS) may also be notified in these circumstances. NO SECOND CHANCES.

DRUGS, ALCOHOL AND TOBACCO

The use of illegal drugs, controlled substances, recreational drugs, alcohol, and tobacco and other smoking or vaping materials is prohibited at BGCBC. If suspicion of impairment occurs, we will ask you to call a taxi or an emergency contact to pick up you and your child. If you choose to leave with your child, we will call 911 and CPS.

CLUB HOURS & LOCATIONS

HOURS OF OPERATION

Bentonville and Rogers Public School Year (dates align to respective school district calendars):

CLUB LOCATIONS

Bentonville Unit

2801 N Walker St.
Bentonville, AR 72712
(479) 273-7187 EXT. 201

Monday-Friday, 2:30 PM - 7:00 PM

Bentonville Teen Center

2801 N Walker St.
Bentonville, AR 72712
(479) 273-7187 EXT. 201

Monday-Friday, 2:30 PM - 7:00 PM

Rogers Unit

409 S 8th St.
Rogers, AR 72756
(479) 273-7187 EXT. 401

Monday-Friday, 2:30 PM - 6:30 PM

Bella Vista Unit

2260 Forest Hills Blvd Bella Vista,
AR 72715 (479)
273-7187 EXT. 301

Monday-Friday, 2:30 PM - 7:00 PM

HLM Athletic Activity Center

1207 NW Leopard Ln Bentonville, AR 72712 (479) 273-7187 EXT. 701

Rogers Teen Center

704 W Cypress
Rogers, AR 72756 (479)
273-7187 EXT. 501

Monday-Friday, 2:30 PM - 7:00 PM

Pea Ridge Unit

1442 N Davis St.
Pea Ridge, AR 72751 (479)
273-7187 EXT. 601

Monday-Friday, 2:30 PM - 6:30 PM

Lowell Elementary Unit

202 McClure Avenue Lowell, AR 72745

Monday-Friday, 2:30 PM - 6:30 PM

CLUB CLOSURES

BGCBC typically follows the respective Bentonville and Rogers School District calendar for all breaks, half days, and holidays. Our Clubs will be closed on the following holidays:

- New Year's Holiday (day or days adjusted dependent on what day of the week they fall)
- President's Day
- Memorial Day
- Fourth of July (the entire week)
- Labor Day Holiday
- Thanksgiving Holiday
- Christmas Holiday

INCLEMENT WEATHER

BGCBC facilities will be closed if local schools are closed due to inclement weather. If schools dismiss early due to inclement weather or have canceled after school activities, our sites will be closed to ensure the safety of all. Information pertaining to inclement weather closures will be communicated to you via the Unit Director. If it becomes necessary to close a Club while children are present, we ask that parents pick up as soon as possible.

STAFFING AND STAFF TRAINING

STAFFING

Our programs employ youth development professionals who take the work they do with children seriously. Prior to being hired, each staff must undergo a criminal background check, reference check and in-depth interview. Our professionals receive BGCBC and BGCBC of America program training. Annual trainings include, but are not limited to, child safety and CPR/First Aid training.

We run a strict staff to child ratio to ensure Club safety. Ratios for the following age groups are:
Elementary/Middle/Teens - 1:10

Please be aware that staff are not allowed to have outside contact with any youth in our programs. This includes but is not limited to babysitting, house sitting, e-mail / phone contact, social media etc as outlined in the Employee Handbook. Any prior relationships staff may have with children and/or families must be disclosed.

GRIEVANCE POLICY

Honest differences of opinion regarding conditions of care or procedures will arise from time to time. When this happens, families are encouraged first to bring the matter to the attention of the Unit Director by asking to meet in private where concerns may be addressed. We recognize that not all challenges can be remedied through this informal basis. The following more formal, step-by-step procedure should be initiated:

- Address a letter to the Unit Director stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss.
- If this discussion does not resolve the concern, you may request to meet with the Operations Director and/or Unit Director. After listening to your concerns and reviewing the Unit Director's response, the Operations Director/Senior Unit Director will make a final decision.
- If necessary, final resolution will involve the Chief Executive Officer of BGCBC.

This grievance resolution policy is only a guideline. We may decide in some circumstances, and at our discretion, to use a different procedure to look into or resolve challenges. All decisions regarding the resolution of concerns or complaints remain at our discretion and shall be final.

Our goal is to provide a quality, safe place for children. The procedure to address grievances does not include the option of confrontation while children are present. We strive for a positive working relationship with all involved. However, any situation deemed a threat to the safety and well-being of children in our care or our staff or a disruption to the regular operation of our programs will not be tolerated.

REGISTRATION

MEMBERSHIP REQUIREMENTS

- Youth Center (Bentonville, Rogers, Pea Ridge, Bella Vista, Lowell): 6-12 years old
- Teen Center (Bentonville & Rogers Units): 13-18 years old

REGISTRATION AND ENROLLMENT PROCEDURES

Each site has limited spaces available during the school year, vacation breaks, and summer camp. Registration is offered on a first come, first served basis. All information received is kept confidential.

Your enrollment must be complete before your child can begin attending the Club. The following items must be completed, signed, and submitted to the Club at least 48 hours prior to your child's first day:

- Application (completed IN FULL); can be filled out online at (<https://www.bgcbentoncounty.org/register-here>) or in-person
- Certificate of Immunization Status (CIS) form. You must have a doctor, religious leader, or naturopath to sign any certificate of exemption of immunization and we will keep a record of exemptions. It is the parent/guardian responsibility to provide the form to us. We cannot obtain the form from your child's school.
- Individualized Health Care Plan including allergies or special needs. All information must be signed off by a physician and filled out in full before your child will be able to start the program.

CHILD PRIVACY

LEGAL MATTERS

Certified copies of a child custody agreement and legal orders regulating parental access to children and their school records need to be filed with the Unit Director.

To remain neutral, we will not release attendance records without a court order requiring us to do so. Court ordered documentation search requests will incur a \$50/hour fee with a minimum of two billable hours (\$100).

PHOTOGRAPHY AND VIDEOGRAPHY RELEASE

As a part of every program registration, photography and videography release for use in BGCBC's marketing, press releases, and social media is chosen by the parent/guardian. If you would like to update or change this information, please see your Unit Director.

HEALTH AND SAFETY

CONTAGIOUS ILLNESS

The Arkansas Department of Health requires us to exclude children with symptoms of contagious diseases. If it is evident your child shows any of these symptoms while in our care you will be contacted to pick them up immediately. We will not provide care for children who have stayed home from school or if the child is determined sick at school 30 minutes prior to school releasing. If the child's school contacted the parent(s) or guardians 30 minutes before school ends, we expect the child to be picked up no later than 30 minutes after arriving at the Club. Symptoms include, but are not limited to:

- Diarrhea (three or more times in a 24-hour period)
- Vomiting (twice or more in a 24-hour period)
- Body rash, including ringworm (not from diapering, heat or allergies)
- Pink eye or eyes with pus or mucus draining from them
- Sore throat - especially with fever or swollen glands
- The presence of lice, nits or scabies (may return as soon as all presence is eliminated)
- Pertussis (whooping cough)
- Simply not feeling well: unusually tired, pale, lack of appetite, difficult to wake, confused or unusually irritable
- Fever above 100 degrees

LICE

If there are signs that a child has head lice while at the Club, the family will be contacted and asked to pick up their child immediately. Because lice are considered to be contagious, we must look after the best interests of all the children attending our program. A child will not be allowed to return to the program until they are lice and nit free.

PRESCRIPTION MEDICATION

A Medication Authorization Form must be completed and delivered to the Club representative for any prescription or over the counter medication you wish us to administer to your child. See Unit Director for medical forms. Please be sure that medications are stored in their original containers with the original label:

- Child's name
- Name and strength of medication
- Directions, time, dosage and method of administration
- Length of time to be given ('from' date and 'to' date)

For life threatening and/or chronic conditions (i.e. asthma, allergies, diabetes, ADD/ADHD), you will be required to fill out a medical plan. This plan will contain information about signs of an emergency and steps to take if a child needs daily and/or emergency medication. Because of the limited staff at the Club, we may not be able to accommodate a child with life threatening and/or chronic conditions.

NON-PRESCRIPTION MEDICATION

Non-prescription medication must be in its original container and will be given only when the dosage and frequency are on the label, and is age-appropriate for your child, unless written consent is given by the child's physician. Medications are stored in a space not accessible to children. Parents may authorize the following classifications of non-prescription medications: antihistamines, non-aspirin fever reducers/pain relievers, decongestants, anti-itching ointments and sunscreen.

HAND WASHING

Hand washing procedures for the children require that they adhere to the following steps: wash hands with warm water and soap for 20 seconds, dry hands, and turn off the water with a paper towel. These precautions are in place to help reduce the occurrence of infectious disease. Children will be asked to wash hands during transitions.

CLEANING PROCEDURES

To maintain a clean program space, we follow these practices: surfaces are washed with soap and water and rinsed by sanitizing the surface with a licensing approved solution. Please see our Health Care Policy for more detailed information.

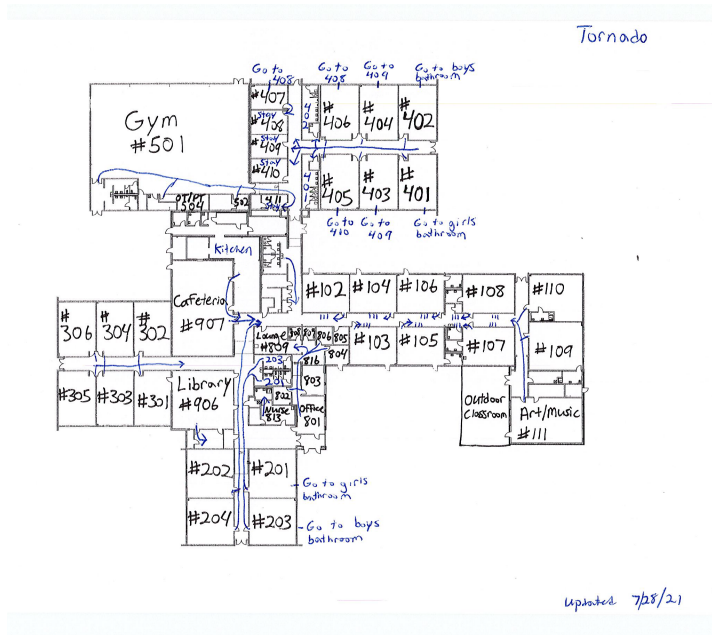
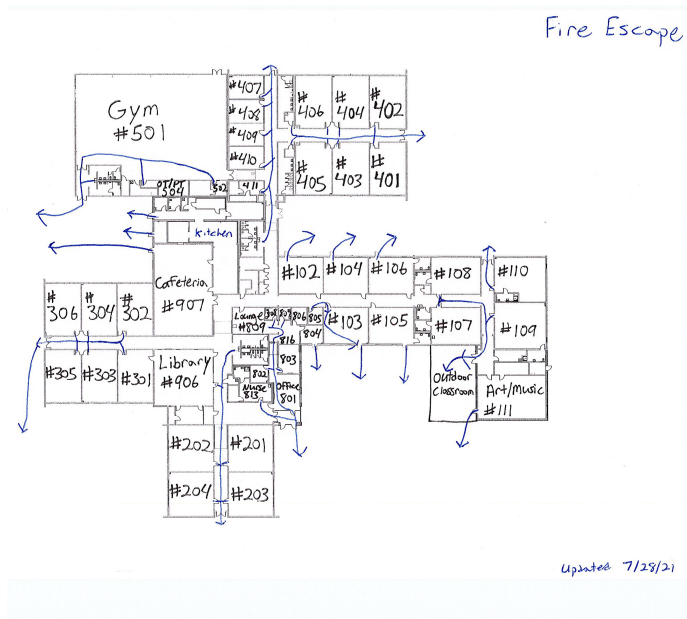
EMERGENCY RESPONSE PLAN

We are committed to providing your child with the best care possible at all times. We hold regular drills on how to care for youth after a disaster and review emergency scenarios in order to be able to handle a wide variety of crises. Copies of our emergency response plan are available to all staff at the front desk. The Club can provide copies of our plan upon request.

- In the event of a natural disaster, such as a tornado, we have supplies and emergency preparedness plans to accommodate staff and children for a limited period of time while they are on site. Staff are assigned a job within an Incident Command Matrix such as search and rescue, supply chief, first aid, and child care. Detailed lists and protocol assist in tracking children and staff during an emergency. If the Club becomes uninhabitable, and we are instructed to move to a safer place, we will post our location and means of transportation.
- After a disaster, we will do our best to continue to care for your child until you or an emergency contact is able to pick them up. We would ask for your cooperation in picking up your child as soon as possible as this may put a strain on our facilities, staff, and supplies. We understand this may be for many hours after a disaster. It is a parent's/guardian's responsibility to provide any medications (3 day supply) their child may need in case of a disaster.
- Phone lines can handle only a small portion of calls at any one time. You may not be able to reach us by phone after a disaster. Unless you need to report a life-threatening injury to authorities, it is best to stay off the phone. Calling us takes us away from caring for children during emergencies.
- Check in with staff first before removing your child from our care. It will be very important we keep accurate, written records when releasing children. Taking your child without notifying staff will put that

child on the missing list. This will cause needless delays for searchers who need to be looking for children truly in crisis.

Evacuation Routes for Fire and Tornado specific to Lowell Elementary are prominently posted in every activity area within the school. Evacuation routes for Fire and Tornado are as shown below:



Drills:

Safety drills (tornado, fire, active shooter) will be conducted annually in collaboration with Lowell Elementary and local fire/police departments.

ACCIDENTS: We will do our best to provide immediate support to the child, however, we require that the parent/guardian, upon notification, carry on the proper medical advice/treatment.

Emergency Treatment

Examples: Uncontrolled bleeding, seizures, second and third-degree burns, shock, fractured bones

Steps We Follow:

1. Call 911
2. Administer CPR or First Aid
3. Contact parent/guardian
4. Transport to nearest hospital (if necessary)
5. Complete and file accident or medical report

Non-Emergency Treatment

Examples: Extreme vomiting, severe pain, fever of 100 or above, cut that requires stitches

Steps We Follow:

1. Administer First Aid
2. Contact parent/guardian
3. Transport to nearest hospital (if necessary)
4. Complete and file accident or medical report

First Aid Treatment Only

Examples: Minor cuts, scrapes, bumps, etc., low grade fever up to 100, headaches, stomach ache

Steps We Follow:

1. Administer First Aid, if necessary
2. Document in incident report
3. Notify director of accident or illness
4. Contact parent/guardian if issue does not resolve

MANDATORY REPORTING

Arkansas State Law requires that all Club staff who suspect that a child in our care is being abused or neglected must make an official report on behalf of the site to Child Protective Services (CPS). Reports are kept confidential. Referrals may be made to CPS without conferring with parents.

Reporting should be regarded as a request for investigation into a suspected incident of abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of the child. Making a report can be the beginning of a process to help parents with their challenges and to protect their children.

PROGRAM POLICIES

PERMITTED ITEMS

Your child may bring the following items from home to the Club:

- Clothing appropriate for outside play
- Closed-toe shoes
- Homework
- Books (Must be content appropriate as defined by the Unit Director)

PROHIBITED ITEMS

The following items are not allowed, under any circumstances, at the Club. If your child is caught with any of these items, immediate disciplinary action will follow.

- Drugs
- Alcohol
- Tobacco items
- Weapons, real or fake
- Weapon-like novelty items such as switchblade combs and bullet key chains
- Real or toy handcuffs and restraints
- Flammable substances (e.g. matches, lighters, etc.)
- Alcohol or drug related clothing and paraphernalia

Note: This is not an exhaustive list of prohibited items. If your child is found in possession of an item not on this list that a staff member deems as inappropriate and/or unsafe, immediate disciplinary action will follow.

ELECTRONICS POLICY

BGCBC is committed to keeping members safe when it comes to using technology. Please see your Unit Director for Club specific technology policies.

Cell Phones: BGCBC does not allow the use of cell phones at the Club unless approved by the Unit Director and if so, only for appropriate content. If a cell phone must be brought to the club we ask that it is turned off and left in the child's backpack or at the front desk with a staff member. If a cell phone must remain on the child, he/she must get permission before using it. The Club is NOT responsible for the damage or loss of any personal property. No photography and/or videoing is allowed of Club members for their privacy and safety. Please see your Unit Director with questions.

Other Electronic Devices: BGCBC does not allow the use of personal electronic devices unless approved by the Unit Director. If a personal electronic device must be brought to the Club we ask that it remains in the child's backpack or is left at the front desk with a staff member.

LOST AND FOUND

BGCBC is not responsible for any lost or damaged items brought from home. Please help us by labeling everything with your child's name and leaving valuables at home. Stray clothing and items will be placed in the lost and found area each day. Unclaimed clothing and items will be donated to charity at the end of the year.

BEHAVIOR MANAGEMENT

SUPPORT PROTOCOL

BGCBC strives to be an inclusive community to all who we serve. Open lines of communication between BGCBC staff, families and school staff help to ensure that we do our best to make sure all participants are successful. If your child has a diagnosed disability or has special medical needs, a support protocol meeting will need to take place prior to entering the program. This is to ensure our staff and your child are set up for success and can accommodate the needs of the child. This is also available to those families that have a child without a diagnosis, but feel that extra support would be helpful for the child's success in our program.

DISCIPLINE POLICY

The goal of our programs is to provide a safe, fun experience for all participants. To accomplish this goal all participants are expected to respect themselves, each other, the staff and the program facilities. While we strive to be sensitive to children and their family's cultural and individual values, age-appropriate behavior is expected of all children enrolled in our programs. Discipline will be based on an understanding of the child's needs and will encourage the child to develop self-control, appropriate behavior, and respect for the rights of others. Each child will be listened to and treated with respect and fairness by staff members. Staff may approach inappropriate behavior by using such methods as problem solving, alternative activities, and logical consequences for their actions.

Staff use positive techniques of guidance, redirection, anticipation and elimination of potential problems, positive reinforcement, and encouragement. Techniques of competition, comparison, and criticism are avoided. In addition, consistent, clear rules and expectations for the site are explained to the children. Staff will work with parents to establish open communication and to problem solve the child(ren) behavior. Follow up at home may be necessary.

Physical interventions will be used in an emergency situation only when protecting a person from physical injury, to obtain possession of a dangerous object or protect property from serious damage. Staff who have to use physical interventions are trained in nonviolent crisis intervention techniques. These techniques are a last resort method when de-escalation and other positive intervention techniques have failed.

Parents/guardians will be notified immediately if a child is in danger of hurting himself/herself, others, or the environment and if physical interventions had to be used. Should this occur, you are expected to pick your child up immediately – if unable, your emergency contact should be willing and able to do so. Your child will not be allowed to attend the program again until a protocol support meeting has happened.

The Club, under no circumstances, will use corporal punishment, ridicule, or name calling as forms of discipline.

SERIOUS BEHAVIORAL MISCONDUCT

Instances of serious behavioral misconduct will result in a parent meeting and/or suspension. The following behaviors are examples of serious behavioral misconduct and are not limited to:

- Fighting with another member, staff person, volunteer, or parent
- Bullying of any kind, verbal or non-verbal threats
- Acts of threat toward another member, staff person, volunteer, or parent
- Physical endangerment - drugs, alcohol, cigarettes, tobacco products, inhalants
- Destruction or theft of Club property or another member's property
- Racial or sexual harassment (including inappropriate physical contact)
- Bringing or using weapons with malicious intent to the Clubs; Ex: guns (toy), knives, sling shots, firearms, firecrackers or anything that is intended to be used as a weapon
- Running away from staff, program and the facility. Failure to stay within audio or visual supervision.

If you or your child engages in any of the above behaviors, we reserve the right to suspend him/her from our Clubs. Duration of suspension will be determined at the parent meeting. However, the child will not be able to return before the parent meeting.

If your child's school calls you to pick them up due to behavioral or disciplinary actions, they will not be able to attend the Club that day. If your child has also been suspended or expelled from school, they will not be able to attend BGCBC for the duration of the suspension.

RUNAWAY CHILD

A very rare, though serious, incident is when a child chooses to leave the Club grounds or breaks from their field trip group. Running away forces others into unsafe situations.

Our staff is instructed to NOT leave the rest of the group or risk the safety of the group by following children who leave on their own. The following policy is in place:

- If a child chooses to leave the group and the supervision of the staff member(s), he / she will not be chased or followed if it risks the safety of the group.
- Staff leaders will notify police of a runaway child and give a description and general whereabouts.
- The primary caregiver (parent or guardian) will be notified immediately. If unable to contact the primary caregiver, the emergency numbers will be contacted.

A runaway situation, where a child has placed the staff and other children at risk by their actions, is grounds for suspension or expulsion.

PROGRAM TERMINATION

BGCBC reserves the right to suspend or remove any child from our programs. Staff and parent(s)/guardian(s) have the right to request a parent conference at any time. The following are circumstances in which the director could terminate program participation. In every instance, complete efforts will be taken to try to solve the problem before termination.

- If parents/guardians disagree with a Club policy, and if attempts made to reconcile differences between the parent/guardian and the Unit Director fail, participation will be discontinued. Fees will not be refunded.
- If a child's behavior puts him/her, other children, or staff at risk and is disruptive to the total program and every attempt to work with the child and his or her parent(s) fails to produce ongoing improvement, services will be discontinued. Fees will not be refunded.
- Additional grounds for terminating services include chronic late pick up, non-payment of program fees, failure to comply with program policies, failure to disclose required information, or other standards indicated in this handbook, etc. Fees will not be refunded.

SCHOOL YEAR

CHECK OUT PROCEDURES

Children will be released only to the parent/guardian or a person authorized in writing by the parent/guardian to pick the child up from the facility. A person picking up a child may be required to show ID every time. Children will NOT be released to individuals without identification for the first pick up time. Staff will need to confirm who is authorized for pick up based on information stated in your child's paperwork. Please update your authorized pick up information with the Unit Director as needed.

Please observe the following guidelines when checking your child out of the facility:

- Provide the name(s) of your child/children to the front desk assistant.
- Staff members will then locate your child and tell them it is time to leave.
- Make sure your child has all necessary belongings with him/her.
- Please ensure staff acknowledgement of your child's departure.

REPORTING ABSENCES

While not mandatory, we do appreciate it if you call us at the program site phone number if your child will not be attending the after-school program. This will help ensure your child is safe and accounted for.

LATE PICK UP

Prompt pick up is an important acknowledgement of our staffs' time. While we understand that situations can happen when you are running late, please understand that we have a responsibility to our staff to have them leave the Club promptly after their shift. If you are running late, please call the site to inform staff.

If a child has not been picked up by closing, the parent is responsible for paying additional fees. A \$1/minute fee will incur for each minute you are late to pick up your child – "official time" is that which is onsite and is due at time of pickup. Staff will fill out the time the child is picked up.

If attempts to reach the parent/guardian or emergency contacts are not successful, children not signed out of the program may be placed in the custody of local law enforcement, or Child Protective Services (CPS). CPS may be reached at (501) 682-0405 24 hours-a-day. If a parent is running more than 30 minutes late, we will determine if this is something that needs to be reported to CPS.

HOMEWORK

Power Hour homework time will be provided in the Learning Center on Monday-Thursday during the school year for youth to receive assistance with their homework. While our staff encourages all children to do their best work, we are not able to tutor each child on an individual basis. Other educational activities will be available for children who do not have homework. Homework is scheduled for a specific time each day that works best for the program and around other scheduled activities.

SNACKS AND MEALS

Nutritious meals and snacks are core to our out-of-school programs which promote healthy lifestyles (including physical fitness and nutrition education). Please see your Club for menus and times of snack/meals as they vary by location.

Please inform us if your child has any dietary restrictions. We may ask you to provide additional snacks for your child.

Parent Acknowledgement

This acknowledges that I, _____, have received, reviewed and agree to the information contained in this Parent Handbook.

Child/ren Name(s): _____

Parent/Guardian Name (Printed): _____

Parent/ Guardian Signature: _____ Date: _____