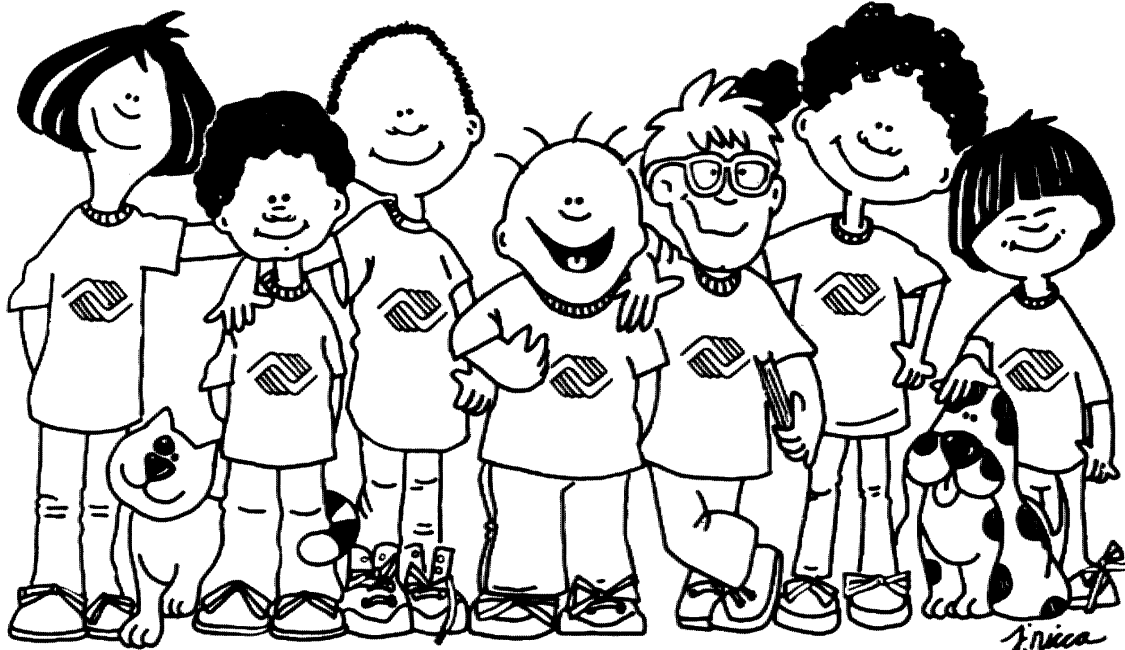




**BOYS & GIRLS CLUB**  
**AND FAMILY CENTER**  
**OF BRISTOL, CT**



**BE GREAT**

# **CHILD CARE PARENT MANUAL**

105 Laurel Street Bristol, CT 06010

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[www.bbhc.org](http://www.bbhc.org)

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## **MISSION STATEMENT**

To create and provide an environment that inspires and enables all young people and families to mature into caring, responsible and productive citizens.

## **PHILOSOPHY AND GOALS**

The Boys & Girls Club and Family Center of Bristol Child Care Services are dedicated to providing affordable, accessible, high quality child care services for the Greater Bristol area. Through a shared partnership between qualified staff and families we are able to prepare our children intellectually, socially, emotionally and physically with a positive environment so that they are comfortable learning away from home.

We believe the strength of our program lies in the dedication of our professional staff. We support our teachers with training, resources and freedom to create unique learning experiences for our children. We believe in positive methods of behavior guidance.

Parent involvement is a vital part of a good child care program. Parents are the most significant adults in a child's life. We work to create mutual respect between parents and staff resulting in a partnership for the benefit of the child. We have an open door policy. You are welcome to drop in at any time.

We reach for excellence while working to uphold the following National Association for the Education of Young Children (NAEYC) standards:

- Promote **positive relationships** for all children and adults to encourage each child's sense of individual worth.
- Implement a **curriculum** that fosters all areas of child development: cognitive, emotional, language, physical, and social.
- Use developmentally, culturally, and linguistically appropriate **effective teaching approaches**.
- Provide **ongoing assessments** of a child's learning and development and communicate the child's progress to the family.
- Promote the **nutrition and health** of children and protect children and staff from injury and illness.
- Employ a **teaching staff** that has the educational qualifications, knowledge, and professional commitment necessary to promote children's learning and development, and to support families' diverse needs and interests.
- Establish and maintain collaborative relationships with each child's **family**.
- Establish relationships with and use the resources of the **community** to support the achievement of program goals.
- Provide a safe and healthy **physical environment**.
- Implement strong personnel, fiscal, and program management policies so that all children, families, and staff have **high-quality experiences**.

*The decision to place children in child care is a difficult one, but sometimes a necessary one for parents to be able to support their families, or to provide their children an opportunity to socialize and learn. Let us help to make the transition comfortable for both you and your child and make your decision to choose the Bristol Boys and Girls Club & Family Center child care programs the right choice for your child care needs.*

## **LOCATIONS**

School Age Sites: Bingham, Edgewood, Greene Hills, Hubbell, Jennings, Ivy Drive, Lake Garda, Mountain View, Southside, Senior Center, Stafford

## **REGISTRATION AND MEMBERSHIP**

We provide two types of child development programs: 1) summer program, and 2) Before and After School Program. A registration fee for each program is required when enrolling your child for the start of every program. The registration fee includes membership for your child to our Club programs **and Imagine Nation Museum** from enrollment date to the end of summer. The club offers recreational and fitness programs, social programs, counseling, computer classes and various other opportunities for children to develop into productive, caring, and responsible citizens. You will receive information about programs offered at our club facilities throughout the year. For more information, please call 583-4734.

## **TUITION PAYMENT AND FEES -CREDIT CARD/AUTO WITHDRAWAL**

Registering for any of our child care program automatically gives your child membership to the Boys & Girls Club and Family Center of Bristol. **Child care/camp payments are due on Friday for the upcoming week.**

Payment is due for the contracted services regardless of absences. Payment will be considered late if not received by 6:00 p.m. on Friday for the next week's child care service. A late payment fee of \$10.00 will be assessed to your account if payment is not received by Friday at 6:00 p.m. Services may be suspended if your account is not brought up to date by the following Friday.

Your account will include all additional fees and the next weeks' tuition. Weekly statements are available upon request. Tuition Agreements and payment schedules will be provided every year upon registration.

If your check is returned for non-payment, a NSF fee in the amount of \$30.00 will be assessed to your account. Our finance department may request that you provide bank checks or money orders for future payments.

For your convenience, the Boys & Girls Club and Family Center accept Visa and MasterCard payments. Automatic weekly payments can also be set up for your convenience. Authorization must be provided in order for us to charge your credit card. Please use the "Credit Card Authorization" form found in your packet if you are interested in this option.

### ***FOR YOUR PROTECTION, WE DO NOT ACCEPT CASH!!!***

Tuition is paid on a weekly basis regardless of the number of weeks/days the program is available.

When registering for our Before/After school program; early dismissal, snow days, and some holidays are included in your tuition. We follow the Bristol Public School Calendar (Region 10 Calendar for Lake Garda). Early dismissals, holidays, snow days, and vacation weeks can be requested at time of registration. If you sign up for the vacation and decide to drop the week and provide us with two weeks written notice, we will give you a credit for the vacation, but you may be charge a contract change fee of \$35. You may sign up for vacation weeks at anytime pending space is available.

For our Summer Program, we typically host a 9-week session based on the school calendar. Registration for summer camp begins in April of each year. You will be given the option to sign up for one or more weeks of summer camp. A registration fee, and deposit for each week that you sign up for is required to complete the registration process. If you sign up for the summer camp and decide to drop a week and provide us with two weeks written notice, we will give you a credit for the week minus your deposit. You may sign up for additional summer camp weeks pending space is available.

### ***CARE 4 KIDS POLICY (C4K)***

When a parent enrolls a child in our program and applies for C4K, the parent is required to pay the full weekly fee until such time as the C4K determination has been made. As soon as C4K s determines the parent fee, we will adjust your account accordingly. As the parent, you are responsible for any portion that C4K does not cover with their determination. We recommend that you bring your completed application directly to the Business Office located at the Laurel Street facility to ensure that it is processed as quickly as possible. Due to the quantity of applicants, the turnaround time can be as much as 30-45 days.

### ***HOURS OF OPERATION / CALENDAR***

All sites, with the exception of Lake Garda Fun Club, open at 6:30 a.m. and close promptly at 6 p.m. Lake Garda Fun Club opens at 7:00 a.m and closes at 6:00 p.m.

**On vacation days, and during the summer, Our program opens at 6:30 a.m. and closes at 6 p.m for school-age children.**

In the event our program finds it necessary to change the scheduled days of operation, we shall inform you of this change at least 30 days in advance, so you can make alternative child care arrangements. There will be **no** tuition adjustments for these changes.

We are open Monday-Friday except for the following holidays and annual shutdown: New Year's Day, Good Friday, Memorial Day, July 4<sup>th</sup>, the last week of August (shutdown), Labor Day, Thanksgiving Day and the day after, Christmas Day and either the day before or day after Christmas.

### ***ATTENDANCE POLICY***

If your child has been out for more than ten (10) school days without contacting child care staff, we will assume that you have withdrawn from the program. If you contact us after this time period to continue in the child care program, we will accommodate you if space is available and a re-entry fee will be charged. When you enroll your child you are asked to fill out a registration that states the hours you need child care. It is extremely important that you adhere to this schedule. We plan our staffing schedule around this information and need to maintain adequate teacher-child ratios at all times. If you need extra child care services, please speak with the Head Teacher at your site. If we have space available, we will try to accommodate your needs. It is the parent's responsibility to inform their Head Teacher/Site Supervisor of any changes in

work, home or emergency phone numbers, work schedules or any additional authorized individuals who may pick up your child.

### ***DROP OFF / SIGN IN & ABSENCE POLICY***

All children are expected to attend the site at which they are enrolled. Children **may not** be dropped off before the site is open. Parents must wait until two authorized employees are present at the site. Parents must bring their child directly into the child care facility and sign their child in. If your child will be absent from school, please contact us so that we are not waiting for them on those days. All absences require same day notification. Our site numbers are listed below:

Bingham – 589-2131  
Edgewood – 584-2775  
Greene Hills – 589-7423  
Hubbell – 582-7211  
Ivy Drive – 583-5450  
Jennings – 582-9551  
Lake Garda - 675-7830  
Mountain View – 584-8922  
Senior Center - 582-6948  
Stafford – 584-8201  
Southside – 585-1551

### ***PICK UP/ SIGN OUT POLICY***

***Children in the child care program must be signed out by the parent or by another authorized individual approved by the parent.*** Parents must list authorized individuals that can remove their child from the child care site by submitting names on the emergency contact list. If staff does not recognize the person picking up the child, that individual will be asked and is required to present a photo ID. If this information is not available, the child will not be permitted to leave the site. In an emergency, if a parent needs to have their child picked up by an unauthorized person (not listed on the release form), the parent is required to call and speak to the Head Teacher/Site Supervisor and describe the person who will be picking up the child. This individual will be required to present a picture ID. If there are any doubts as to who is picking up a child, the parent or emergency contact person will be contacted for more information before releasing the child.

### ***LATE PICK-UP POLICY***

While we understand that emergencies do arise, we request that parents keep in mind the 6:00 p.m. closing time. Our late pick-up policy charge is \$1.00 per minute, per child, past closing time, based on the clock at your child's site. If your child is not picked up by 6:30 p.m. and you have not contacted us, the police will be called to resolve the situation. Continuous tardiness will result in your child being withdrawn from the program.

### ***WITHDRAWAL POLICY***

A WRITTEN NOTICE TWO WEEKS PRIOR TO WITHDRAWAL IS REQUIRED when withdrawing from our before/After school child care program. Parents wishing to withdraw their child, who fail to provide a two-week notice, will be charged for the last 2 weeks of tuition. Withdrawal and subsequent re-enrollment will entail a re-entry fee. In a family emergency, please contact the Director who may approve an exception.

### ***VACANCY/WAITING LIST POLICY***

We are a private child care program available to the public. We accept children on a first-come, first-serve basis. If space is not available, we will put names on a waiting list on a first come, first serve basis. The families will be contacted on a monthly basis to be sure that they want to remain on the list.

### ***CHILD BEHAVIOR GUIDANCE POLICY***

It is expected that all Boys & Girls Club and Family Center of Bristol child care employees will provide positive techniques in the guidance of young children. All staff members will receive in-service training in child behavior management and managing challenging behaviors within the first year of employment and as needed thereafter.

Children's development and behavior are taken seriously. It is the responsibility of our staff and administration to provide a safe, supportive, and developmentally appropriate program to all children to the highest degree possible. Therefore, we will adhere to the following policy on management of children who demonstrate atypical development and/or challenging behaviors. Parents will be responsible for signing the enclosed child behavior guidance agreement listing the steps taken to ensure the safety of their child and others.

All Boys & Girls Club and Family Center of Bristol staff members are prohibited from any use of abusive, neglectful, corporal, humiliating, frightening punishment or the use of physical restraint.

- Educators use positive techniques of guidance, including logical or natural consequences applied in problem solving situations, redirection, anticipation of and elimination of potential problems, and encouragement of appropriate behavior rather than competition, comparison or criticism.
- Consistent, clear rules are developed in conjunction with children and are discussed with them to make sure they understand.
- Educators describe the situation to encourage children's evaluation of the problem rather than impose the solution.
- Educators do not force children to apologize or explain their behavior but help children recognize another child's feelings.
- Educators abstain from corporal punishment or humiliating or frightening discipline techniques. Food or beverage is never withheld as a discipline device.
- Guidance techniques should be non punitive and accompanied by rational explanations of expectations. Limits are set for children but the environment is arranged so that a minimal number of "no's" are necessary, particularly for very young children.

## **ATYPICAL DEVELOPMENT AND CHALLENGING BEHAVIOR**

Atypical development shall be defined as that which does not meet established norms for children of the same age group in any of the domains of development including physical, language, motor, self-help, cognitive and social/emotional. Challenging behaviors shall be defined as aggression such as biting, hitting, pushing, kicking, or other potentially dangerous acts toward other children or educators. Also, foul language, inability to follow rules and comply with directives, escaping from the classroom, outbursts and tantrums, disruption of classroom activities or any act which endangers the health and safety of self or damage to others, property or disrupts program quality.

The step-by-step process for assessing, referring and accommodating children with atypical development and/or challenging behaviors is as follows:

1. The teacher shall establish firm but kind interaction with the child.
2. If the child is uncooperative, staff members will contact the Head Teacher/Site Supervisor for assistance. Staff members will remove children from the area to ensure their safety until the child has calmed down. Staff members will make sure that both the child and the group are safe. A staff member will accompany child away from the group. The child will sit at an area designated by the staff member. This staff member will continually monitor the child until the child is able to return to the group. All children will be supervised at all times.
3. If the child's behavior continues to be out of control the Director of Outreach Services or the Assistant Director for School-based Programs will be called for consultation, and may make recommendations to call the parent.
4. If the parent is called and does not respond or cannot be reached, the child's emergency contact person will be called.
5. If NO one can be reached, then the Director or Assistant Director, in conference with our consultants, will make the final decision on how to handle the situation.
6. If the consultants are unavailable, the child will be taken to a consulting pediatrician for evaluation. If the pediatrician is unavailable the child will be taken to the emergency room which is always open.

In the event the child's development remains a concern, the parent will be scheduled to meet with the teacher and site supervisor to discuss the possibility of evaluative services. These services may include, but are not limited to, any of the following:

Health Care Specialist  
Mental Health Professional  
Early Childhood Education Consultant  
Public School Early Intervention Team  
Connecticut's Birth to Three  
Wheeler Clinic

Fees related to these services are the responsibility of the parent/guardian. Parents will be required to submit evidence of contact/appointment within one week of referral or the child's attendance may be suspended. Our program agrees to cooperate with consultants and professionals in allowing them to make assessments of the child in his/her educational environment. No information about the child will be provided to these agencies or individuals without written consent from the parent/guardian.

The parents will provide the results and recommendations of assessments, per their signed agreement, for the appropriate program planning for their child. Follow-up meeting with the parents and re-evaluation of the success of any recommendations for implementation will be noted on a minimum of a bi-weekly basis. The decision to modify or continue programming will be determined by the behavior and success of the child's progress.

In such cases where little or no progress is made, or in the case of noncompliance with this policy, parents/guardians will have 2 weeks to make new arrangements unless the child is a danger to himself or others, or disruptive to the program quality in which case dismissal shall be immediate.

## **CHILD TERMINATION POLICY**

When the threat of risk or injury cannot be eliminated or reduced, it may become necessary to terminate the child from our program. This decision will be based on the judgment of the Director and staff members involved in caring for the child's well being in our program. When termination occurs, it may be immediate based on the severity of the child's behaviors or a reasonable amount of time may be given to the parent to find alternative child care. We will attempt to assist the family with recommendations and appropriate resources for alternative care.

The Boys & Girls Club and Family Center of Bristol reserves the right, at the discretion of the Director of Outreach Services or Chief Professional Officer, to terminate child care services due to the inappropriate behavior conducted by any child or guardian involved in the care of that child.

## **SUSPECTED ABUSE/NEGLECT SITUATIONS PROCEDURE**

Abuse and neglect is a non-accidental physical or mental injury, sexual abuse or neglect of a child under the age of 18 by a person responsible for the child's health, welfare, care, or by a person given access to the child by the responsible persons. The forms of abuse and neglect include physical abuse, sexual abuse, emotional abuse, neglect and at-risk.

### **If an employee suspects possibility of abuse/neglect, the following procedure must be followed:**

1. The reporter shall call the hot line (1-800-842-2288) to make an oral report of suspected abuse to DCF within 12 hours.
2. The reporter will report the suspected abuse to his/her immediate supervisor. Any incidents involving the School-Based Before & After School program will be reported to the Director of Outreach Services or the Assistant Director for School-based Programs. The Chief Professional Officer or his/her designee will be notified immediately of any reports.
3. A written report is to be filed within 24 hours to DCF by the reporting staff member. All documentation and records may be maintained and stored in the Director's confidential files pending the allegation process.
4. Any staff person making a report in "GOOD FAITH" is immune from any liability, civil or criminal action.
5. However, the person may be subject to a penalty if making a false claim.

### **If the suspected abuse/neglect involves an employee or volunteer of the BGCFCB, additional procedures will be instituted:**

1. Director of Outreach Services will be immediately notified.
2. The Director of Outreach Services will notify the Chief Professional Officer.
3. The Chief Professional Officer will immediately notify the Chief Volunteer Officer of the Board of Directors.
4. The Chief Professional Officer shall have the option of immediate suspension with pay or reassignment of named employee.
5. The Chief Professional Officer may schedule a meeting with a special committee to determine most appropriate action. This committee shall consist of the Chief Volunteer Officer, Chair of the Human Resources Committee, Chair of the Child Care Committee (if involving child care), and any other members deemed appropriate by the Chief Professional Officer or Chief Volunteer Officer.

### **The procedure for protecting the child during an allegation involving a staff person:**

1. The staff person/s involved will be removed from the site that the child attends during the investigation.
2. The parents/guardians of the child will be notified immediately and informed of the allegation by the Director of Outreach Services and/or by the Chief Professional Officer.
3. The child and family may be counseled and supported emotionally by the staff.

4. If additional support is needed for child and family, outside resources will be referred and implemented, i.e. Wheeler Clinic, Sexual Crisis Center, etc.
5. Our Social Service consultant may be contacted for advice concerning allegations, both for family support and staff support.

**The procedure for protecting the child during an allegation involving a parent or others:**

1. The staff will notify the Director of Outreach Services of the child's well being.
2. The staff will make the child comfortable and maintain the routine for the child's emotional care.
3. If possible, our Health Consultant (trained nurse) will be asked to assist in the preliminary examination of the child to identify any unusual bruises or marks. If they are not available to examine the child, the Director of Outreach Services or his/her designee and another staff member will do so.
4. At the discretion of the Director of Outreach Services, a parent may be notified of the suspected allegation.
5. If the Department of Children and Families has not arrived to investigate the allegation before the parent arrives, the Director of Outreach Services will request that the parent leave their child in the care of the child care staff until DCF arrives to ensure the child's safety. If the parent insists on removing their child from the program, the child care staff or Director of Outreach Services will **not** restrain the child from the parent and will inform DCF of the release when it occurs.

***MEDICATION POLICY***

All School-Based Program staff, certified in the Administration of Medications, are permitted to administer **only Epi-pens, inhalers and nebulizers** to the children. Only a licensed health provider can prescribe all medications. The licensed health provider and parent must sign all necessary paperwork before any medications can be administered. Medications must be labeled with the child's first and last names, the date that either the prescription was filled or the recommendation was obtained from the child's licensed health care provider, the name of the licensed health care provider, the expiration date of the medication or the period of use of the medication, the manufacturer's instructions or the original prescription label that details the name and strength of the medication, and instructions on how to administer and store it.

Please do not include any prescription or over-the-counter medications in your child's lunch box or bag or backpack. If your work schedule permits, parents may administer medication to their child(ren) on site.

Administration of Non-prescription Topical medications can be administered to your child if they are the following: diaper changing ointments which are free of antibiotic, antifungal, or steroidal components; medicated powders; and teething medication. It is required that the parent complete and sign an "Administration of Non-prescription Topical Medications Authorization" form and provide the non-prescription medication in its original container with the child's name labeled on it; the name of the medication; and directions for the medication's administration. These medications shall be stored away from food and inaccessible to children. Documentation of any records of administering medications to individual children will be kept on file at the center and any errors will be reported immediately to the parents/guardians. All training manual instructions will be kept on site in an Administration of Medication Notebook.

***TOPICAL OINTMENT***

The Department of Public Health and the Boys & Girls Club and Family Center require the parent to sign a form to give us permission to apply topical nonprescription medications to their child when needed or requested. Topical nonprescription medications include items such as sunscreen or sun block with UVB and UVA protection of SPF 15 or higher and only insect repellent containing DEET (applied only once a day) can be used. These containers must be labeled with the child's name and stored in a designated area until needed.

***ILLNESS POLICY***

It is the parent's responsibility to inform the child care staff about how their child is feeling before dropping them off at the center. Some medications just mask an illness and the symptoms will come back. Please make provisions for alternate child care when your child is sick. Sooner or later all children may get sick. This change in plans may make the day more complicated, especially for working parents. The best way to be prepared for these unavoidable sick days is to plan ahead.

If it is difficult for you to take time away from work, find an alternate caregiver. This might be a relative, neighbor, friend, or other dependable adult you could call when your child is too sick to be at the child care center.

**A child will not be accepted at the center if any of the following symptoms are noted:**

- Fever (101 degrees or above) – child may not return for 24 hours after running a fever of 101+ degrees

- Vomiting
- Rash, skin eruptions, swollen glands.
- Severe cold - sneezing, coughing, runny nose, watery eyes, etc.
- Red, puss-encrusted eyes

**If symptoms of illness occur while a child is in attendance at child care, the following will occur:**

- The child shall be placed in a restful area away from the other children.
- The child's parents or emergency contact shall be called to come for the child.
- The child shall be supervised until the parent or designated adult arrives.
- The child will be given first-aid if needed.
- Pick up must be within **60 minutes** after contacting a parent, guardian or authorized individual.

## CHILDHOOD ILLNESSES

**Please keep your child home if he/she is diagnosed as having any of the following diseases:**

Disease	When a child may safely return to the Child Care Center	Physician's Note Required?
Pink Eye	24 hours after starting antibiotics and there is no more discharge from eyes	YES
Bacterial meningitis	When the Health Dept. indicates it is safe	YES
Chicken Pox	One week after the rash begins or when all chicken pox are scabbed over	NO
Diarrhea	When he/she no longer has diarrhea	NO
Diphtheria	When your physician tells you it is safe	YES
Hepatitis A (Whooping Cough)	One week after illness begins; four weeks after intense coughing begins or five days after antibiotic treatment begins.	YES
Rubella (German Measles)	Five days after the rash appears	NO
Streptococcus (Strep Throat)	When your physician tells you it is safe	YES
Eye infections	When your physician tells you it is safe	YES
Scarlet Fever	When your physician tells you it is safe	YES

Bringing a child with an illness to the Center may cause other children to get sick. If all parents keep sick children home, everybody's children will stay healthier. In the end, this will mean fewer lost workdays and fewer illnesses for parents, too.

## EMERGENCY PLANS

**SNOW DAYS (Late Openings/Early Dismissals)-** When schools are delayed in opening or dismissed early, the Boys & Girls Club and Family Center shall follow the procedure outlined below:

If school is delayed for any amount of time, our sites will open at 7:30am, except Lake Garda School will open at 8am.

If school is dismissed early, our sites will open when school is dismissed. We will close at 4:00pm on early dismissal days.

**SNOW DAYS (School Cancellations)** – When schools are canceled due to bad weather, child care is available only at the Senior Center Site (240 Stafford Avenue) and Upson Street Site (47 Upson Street) sites. BBGC will open at 7:30am on snow days. Child care spots are available until we reach our maximum licensed capacity.

Based on enrollment and capacity, children who attend the following facilities should report to the facilities listed below where their information files are maintained:

SENIOR CENTER 240 Stafford Avenue	UPSON STREET 47 Upson Street
Ivy Drive, Edgewood, Lake Garda, and Mt. View	Bingham, Green Hills, Hubbell, Jennings, O'Connell, South Side, & Stafford

**SEVERE WEATHER-** If weather is threatening or making transportation unsafe before the center is due to open, the parents will be notified through the local radio station, WTIC 1080 and TV Channel 3, that we will be closing or have a late opening. If weather causes unsafe conditions while the children are at our programs, the Director/Site Supervisor will determine which emergency procedure will be followed.

- Wait to see if conditions improve.
- **Early closing:** parents will be contacted by phone and children MUST BE picked up no later than 3:00 p.m. from their child care center.
- **Staying at Center:** identify a safe area at each child care center. If center is located in a public school check with the school administrator for their emergency procedures and locate the safe zone in the center that can be used for shelter, i.e. hallways with no windows, or lavatory areas.

- Site Supervisor shall post what locations have been identified as a safe zone at your site.
- Staff, under the direction of the site supervisor shall move children safely to the safe zone.
- Emergency contact information for the site will travel with the Head Teacher to be able to notify parents.

**FIRE-** Evacuate entire building immediately according to fire drill procedures. Procedures and diagramed maps are posted at each exit in the licensed child care area to ensure a safe and immediate exit. An assigned staff person will take the emergency files that will be easily accessible hanging at a fire exit. This will provide staff members with the proper emergency contact information so parents and/or guardians can be contacted if the facility is unable to be re-entered or children have been transported to a new location. When the staff members have escorted the children to their assigned safe meeting place away from the building, attendance of children will be taken immediately to ensure all have exited the building. The fire department will be contacted according to emergency plan.

### **Evacuation Procedure:**

The *BGCFCB* Child Care program will provide safe transportation of children to their home if conditions are warranted and safe.

Transportation options:

- First Student Bus Company
- Police
- National Guard

### ***TOY POLICY***

Personal toys from home are not allowed at daycare.

### ***THEFT POLICY***

The *BBGCFC* is not responsible for any lost or stolen items. Please label all clothing and personal belongings.

### ***BIRTHDAYS AND SPECIAL OCCASIONS***

Parents are welcome to send cookies, cupcakes or cakes to share with their children's friends on birthdays or special occasions. We ask that you consider nutritional snacks. Please let your child's teacher know in advance that you will bring a treat. Parents should inform teachers if there are any concerns regarding food allergies or religious beliefs, which would preclude a child from participating.

### ***PARENT BULLETIN BOARD***

The Bulletin Board is an important communications tool at all of our sites. It is used to display menus, newspaper and magazine articles, certificates, messages and information directed to the parents. Other important information (flyers, memos, announcements, permission slips) may be found at the sign-in/sign-out table at each site.

### ***FIELD TRIP POLICY***

Field trips and nature walks are considered an important part of the educational program and will be taken periodically. The program will provide the same adequate responsible adult supervision for these excursions as is provided children while in attendance at their site. A permission slip must be signed by the parent and handed in to the Site Supervisor/Teacher at your site for each and every trip. Field trips can be something very special for a child. Good behavior on the child's part is a pre-requisite for participation for that child's safety.

### ***SUMMER CAMP FIELD TRIP POLICY***

During the summer we offer several field trip experiences for your child's enjoyment. Signed permission slips and fees are required for each trip. Children signed up for the field trips are required to wear their Summer Camp t-shirt.

## **PHOTOGRAPHS AND PUBLICITY**

Photographs of the children participating in our programs may be taken from time to time and may appear in newspaper, magazines, brochures, or other publicity materials. Your permission for photographs including your child to be used without compensation is part of this agreement. You will find this release form in your registration packet. If you have any concerns, please contact the Site Supervisor at your site.

## **SNACK POLICY**

All school age child care sites provide a nutritious after school snack for the children in attendance at the scheduled snack time. If your child has any special dietary needs, please provide your child with their own snack from home.

## **MEALS FOR KINDERGARTEN / SCHOOL AGERS**

Parents should provide a bag lunch for their kindergarten child every day (please label with your child's name). School-age children need bag lunches for vacation days, snow days and during the summer program. Parents are asked to provide the basic meal and we will provide milk, apple juice and orange juice to drink. For your convenience, most child care sites have a microwave to heat-up leftovers or food that needs to be warmed.

## **OTHER THINGS TO KNOW**

- An extra change of clothing must be in your kindergartner child's cubby at all times – Please put your child's name on all clothing and personal belongings.
- Please provide adequate outdoor clothing appropriate for weather.
- Please dress your child in sturdy play clothes. At this age, children learn through play, so we give them all kinds of opportunities - quiet and active, clean and messy. Don't expect your child's clothes to come home in the same condition in which you sent him/her! If you are concerned about ruining a special outfit, please pack a change of clothing with a note or make a phone call to inform the child care staff.
- The relationship and communication between parent and teacher is essential for consistency and development of your child. Please share with us issues that may affect your child at home, and we will do the same with issues at school.
- The First Student Bus Company will provide transportation for all programs.
- End of the year tax statements will be available upon request once tuition is paid.

## **GRIEVANCE / COMPLAINT POLICY**

This procedure is for child day care programs that are licensed under the authority of Connecticut General Statutes 19a-79-12.

Most problems within a day care center are non-life threatening and can be resolved by:

1. Discussing the problem with the classroom teacher.
2. Discussing the problem with the Site Supervisor.
3. Discussing the problem with the Director of Outreach Services
4. Discussing the problem with the Chief Professional Officer.
5. If the problem is not resolved you may contact the Department of Public Health.

In case of an emergency, notify the Department of Public Health as soon as the emergency is under control.

In case of abuse/neglect or life threatening situations contact the Department of Children and Families at 1-800-842-2288 and the Department of Public Health – Day Care Licensing Unit.

ALL INSPECTION REPORTS AND COMPLIANCE LETTERS ARE AVAILABLE FOR YOUR INSPECTION AT THIS DAY CARE PROGRAM OR BY CONTACTING THE DEPARTMENT OF PUBLIC HEALTH – DAY CARE LICENSING UNIT AT:

410 Capitol Avenue-MS#12 DAC  
P.O. Box 340308  
Hartford, CT 06134-0308

1-800-282-6063  
1-800-439-0437  
(860) 509-8045

## ***A FINAL WORD***

The Program admits all children regardless of race, color, nationality or religious background. We want to exchange thoughts and information on your child whenever necessary. We welcome moms and dads to our sites at anytime. Please feel free to share your time ,talents, and treasures with us.

# **BE GREAT**

Be smart. Successful. Incredible. Amazing. Be inspired. Be an inspiration. Be more than anyone could ever imagine. Be a teacher, a doctor, a difference-maker, a star. Be someone who makes the right choices. Be happy. Believe. Belong.  
**Be part of a community that cares about one thing:**

*MAKING ANYTHING AND EVERYTHING POSSIBLE FOR YOU.*



## **BEHAVIOR MANAGEMENT GUIDELINES**

The Boys & Girls Club and Family Center's top objectives are to provide a safe, positive, and enriching environment for all. The Club staff will make every effort to help children understand clear definitions of acceptable and unacceptable behavior. Each child is responsible for adhering to the following Rules of Conduct:

1. Children may not hit, kick, pinch, or physically violate another staff member or child.
2. Children should show due care to the property of the Laurel Street Site and other facilities visited, and to the personal belongings of the staff and other children.
3. Children may not cause unreasonable and consistent disruptions to the program.
4. Children must follow staff instructions, particularly where safety is involved.
5. Children must stay in supervised activity areas unless a staff grants permission to leave to another area.

In addition, children are encouraged to show good sportsmanship, respect for self and respect for others.

If children do not adhere to one or more of these rules, the staff shall institute the following behavioral management techniques in order as follows:

1. Counseling and Redirection
2. Time outs / Cool off periods
3. Limiting of privileged activities

If these positive disciplining techniques are ineffective, an incident report must be logged into the Site Incident Report book. The Site Supervisor will then contact child's parents to develop a plan to cooperatively alter the behavior.

If the behavior continues, a probationary notice will be issued to the parents.

Continued violations of our Rules of Conduct will result in a written notification of termination from the program. The Boys & Girls Club and Family Center reserves the right to remove a child from the program at any time if he/she engages in persistent disorderly/disruptive conduct or if their behavior is endangering the child, other children, staff members or visitors.

### **Emergency behavioral procedures**

In the case of a child who becomes overly aggressive or destructive at any time, camp staff will adhere to the following procedures:

1. Staff will counsel the child to calm down
2. Other children will be removed from the area to insure their safety until the child has calmed down. One staff member will remain with the child.
3. If the child's behavior remains out of control, parents will be called to assist or to remove the child from the site.
4. If parents do not respond or are unable to respond, staff will call 911 for assistance in the proper handling of the situation.

*I have received and discussed the Behavior Management Guidelines with the Boys & Girls Club and Family Center staff.*

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Child's Name

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Parent's Name (Printed)

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Parent's Signature

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Date



**BOYS & GIRLS CLUB  
AND FAMILY CENTER  
OF BRISTOL, CT**

***SUNSCREEN, SUNTAN LOTION OR INSECT REPELLENT RELEASE FORM***

DATE: \_\_\_\_\_

CHILD'S NAME: \_\_\_\_\_

The Bristol Boys & Girls Club and Family Center Child Care program requires you to sign this form to give us permission to apply topical nonprescription medications to their child when needed or requested. Topical nonprescription medications may include items such as sunscreen, suntan lotion, and moisturizers, vaseline, insect repellent, powder, calamine lotion, caladryl and others. The container must be labeled with the child's name. Please hand the container to your Site Supervisor or Teacher.

Parent's Name (Printed): \_\_\_\_\_

Parent's Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**BOYS & GIRLS CLUB  
AND FAMILY CENTER  
OF BRISTOL, CT**

***PARENT ACKNOWLEDGEMENT OF BOYS & GIRLS CLUB & FAMILY CENTER POLICIES***

**I have read, understand, and agree to adhere to the policies of the Boys & Girls Club and Family Center's Child Care program outlined in this manual.**

Child's Name (Printed): \_\_\_\_\_

Parent's Name (Printed): \_\_\_\_\_

Parent's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**THIS FORM MUST BE SUBMITTED WITH YOUR COMPLETED REGISTRATION FORM.**