



BOYS & GIRLS CLUBS
OF THE SIOUX EMPIRE

Family Handbook

GREAT FUTURES START [HERE.](#)

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About Our Organization

Boys & Girls Clubs of the Sioux Empire origins began in 1988 when the Boys Club and Girls Club merged, creating Youth Enrichment Services (YES) of Sioux Falls. In 2011, Boys & Girls Clubs of America approached YES; from there, we became the Boys & Girls Clubs of Sioux Empire (BGCSE). BGCSE is one of the largest childcare providers in South Dakota, serving children and youth from 4 weeks to 18 years. The organization has more than 200 staff members and serves 1,200 youth in Sioux Falls, Brandon & Harrisburg.

BGCSE childcare centers and K-5 programs are licensed and regulated by the State of South Dakota. While our teen program is an unlicensed drop-in program, we continue to hold ourselves to high-quality care that aligns with other state requirements and Boys & Girls Clubs of America (BGCA) standards.

Our Mission

The mission of Boys & Girls Clubs of the Sioux Empire is to nurture, educate and enrich children and youth for lifelong success.

Our Values

Innovation • Integrity • Leadership
Community • Inspiration

Our Programs

Early Learning Academy (ELA)

4 weeks – 5 years

Our Early Learning Academy (ELA), are year-round programs that use the nationally recognized *Creative Curriculum for Infants and Toddlers* ©, *Creative Curriculum for Preschool* ©, and the South Dakota Early Learning guidelines to provide developmentally appropriate curriculum for your child's growth.

K-5 Program

Kindergarten - 5th Grade

The BGCSE K-5 program offers before/after school care and summer programs that balance educational activities (literacy, math, science, art, etc.) with social (games, dramatic play, etc.) and physical development to ensure a well-rounded program.

Teen Program

6th Grade - 12th Grade

The teen program is a free afterschool and summer program serving middle and high school students. Boys & Girls Clubs of the Sioux Empire offers programs centered on Workforce Development, Character & Leadership, Health & Wellness, Sports & Recreation, Education, STEM, and the Arts.

Locations & Hours of Operation

Main Locations

Empower Campus

2001 E. 8th Street
Sioux Falls, SD 57103
605.338.8061

The Empower Campus has many programs, including infant/toddler care, preschool and pre-kindergarten, Hope Coalition, and teen programs.

Hours of operation for Early Learning Academy: M-F 5:45 a.m. to 6:30 p.m.

The teen program serves teens for after-school drop-in programs daily. Hours of operation: M-F 3:00 p.m. to 8:00 p.m. during the school year and 8:00 a.m. to 7 p.m. in the Summer.

57th Street Campus

5015 S. Crossing Place Suite 150
Sioux Falls, SD 57108
605.334.1133

Our 57th Street location has infant/toddler care and preschool and pre-kindergarten programs. Hours of operation: M-F 5:45 a.m. to 6:30 p.m.

Administrative Offices

100 S. Spring Ave. Suite 260
Sioux Falls, SD 57108
605.306.5316

Our Spring Avenue office houses our Chief Executive Officer and other chief officers, finance, human resources, marketing, development, employee engagement, and other administrative roles. Hours of operation: M-F 8 a.m. to 5 p.m.

Community Locations

Brandon Schools

Brandon Elementary
Inspiration Elementary

Fred Assam Elementary
Robert Bennis Elementary*

Harrisburg Schools

Adventure Elementary*
Journey Elementary*

Explorer Elementary*

Sioux Falls Schools

Anne Sullivan*
Laura B. Anderson
Harvey Dunn
Eugene Field

Rosa Parks
Susan B. Anthony
Marcella LeBeau
George McGovern

These community locations host our afterschool/summer and extended-hour enrichment programs. Hours of operation: M-F, 3 p.m. to 6 p.m. (school year), 6:30 a.m. to 6 p.m. (summer). *Sites that offer before-school care. Sites and programs offered are subject to change. (See CLC Addendum for those enrolled in SFSD).

Holidays Observed & Site Closures

All BGCSE programs will observe the following eight planned closure dates. (See CLC Addendum for those enrolled in SFSD).

- New Year's Day
- Memorial Day
- Independence Day
- All staff retreat
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Day (close at 3 p.m. on Christmas Eve when it falls on a weekday)

If the holiday falls on a weekend, BGCSE will observe the holiday and be closed on Friday (if holiday falls on a Saturday) or Monday (if holiday falls on a Sunday). Weekly contracted rates will be charged regardless of school schedule and emergency or weather-related closures.

Severe weather can disrupt agency operations and BGCSE has the discretion to determine the need for a late start, early dismissal, or closure due to inclement weather at any time. BGCSE will notify parents/guardians of these changes. See the section on Inclement Weather & Emergency Policies on pg.16 for more information. Weekly contracted rates will be charged regardless of emergency or weather-related closures.

Enrollment

BGCSE is committed to providing care for those seeking enrollment depending on availability and will do so without regard to race, color, religion, national origin, ability or sex. Parents/Guardians wishing to enroll a child in one of our programs must complete the enrollment packet in whole before the child is accepted (See CLC Addendum for those enrolled in SFSD).

This packet includes, but is not limited to, the following information:

- Parent/Guardian information
- Child(ren) information
- Care schedule
- Pick-up Permission Authorization/Emergency Contacts
- Medical and special accommodations
- Permissions (i.e. field trips, photo release, technology approval, etc.)
- Tuition contract and payment information (Tuition Express form)
- CACFP Eligibility Application
- Completed Child Care Assistance application (if eligible)

Ongoing Enrollment Schedule (See CLC Addendum for those enrolled in SFSD)

ELA & Teen Program: All families must review and update the information in each child/youth's file annually but will not be required to reenroll. Changes can also be made at any time.

K-5: K-5 families must enroll in the summer and fall enrollment processes on an annual basis to ensure a spot for either or both programs. These families will be notified when the enrollment process opens.

Legal Documentation

Any court-related documents addressing parental rights, such as custody and visitation rights, must be presented at enrollment and upon any changes.

Medical & Care Accommodations

BGCSE strives to create a safe, positive, and inclusive environment for all youth. If a child requires additional medical support or accommodations due to a disability, BGCSE requires that an individual meeting take place before enrollment is completed to determine if reasonable accommodations can be made to safely enroll the child. Effective and appropriate communication is critical to conducting the individual meeting and will be done so confidentially. The family may be requested to provide medical documentation establishing the disability and the need for accommodations, to the extent permitted by law. The following items will be considered during the meeting and in evaluating accommodations:

- Needs of the child with medical support and/or disability
- Nature and cost of the accommodation requested
- Overall financial resources of the organization
- Supplemental resources available (such as aids or parent/guardian participation)
- And impact on the operation of the organization and any fundamental modifications to the program.

The organization will use the information obtained in the meeting to determine best next steps for the child and the organization.

Tuition & Fees

Tuition Policy (See CLC Addendum for those enrolled in SFSD)

Tuition is based on age and program. For tuition fee information, reference the Tuition Rate form in the enrollment packet. Tuition is processed weekly on Tuesday's using Tuition Express through an Electronic Funds Transfer (EFT) from the account provided upon enrollment. Parents/Guardians must pay the full tuition whether or not the child attends. Payment information can be updated at any time. If applicable, credits and refunds may be issued.

A \$15 return fee will be assessed on all payment declines (checking account and credit card declines) and a \$60 fee for returned checks. Enrollment will be suspended if charges accumulate past two weeks of care and no payment plan has been established. When the account is paid in full, childcare may resume. Any family with an outstanding balance may only register for a new program once the current account is fully paid.

Year-end tax statements will be provided upon request.

*Please see Student Success Policy section regarding tuition fees during a child's suspension from our program.

Enrollment, Waitlist & Technology Fees (See CLC Addendum for those enrolled in SFSD)

Enrollment and Technology fees for ELA: Upon enrollment, there is a registration fee of \$50/child or \$100/family. Each child will be charged an annual technology fee of \$20/child. This fee supports ongoing organization technology maintenance and upgrades.

Enrollment fee for K-5 Programs: Annual \$40/child or \$80/family

Multi-Child Discount: 10% discount applied to the oldest child(ren)

Wait List Fee: If a program is full and you would like to be on the waitlist, you must complete all enrollment forms and pay the registration fee.

Late Pickup Fees (See CLC Addendum for those enrolled in SFSD)

Children must be picked up by the program closure time. If a child is not picked up by the designated time, a late fee of \$10 (for the first 15 minutes) and a \$5 (for every 5 minutes following) per child will be charged. Continued late pick-up may be cause for dismissal from care.

Tuition Support (See CLC Addendum for those enrolled in SFSD)

Childcare Assistance

BGCSE accepts State Childcare Assistance. Eligible families are responsible for all co-pays and any fees that may accrue based on coverage. Any tuition fees not covered through the signed contract are the parent/guardian's responsibility.

BGCSE Tuition Scholarship

As a nonprofit organization, BGCSE can offer scholarship support to families due to the generosity of the Sioux Empire United Way and other donors. Scholarships are based on household size and income calculations determined by the State of South Dakota Child Care Assistance program to ensure that scholarships are applied fairly.

If you have questions about Childcare Assistance or tuition scholarships, or if you would like to apply, please contact 605.338.8061.

Attendance, Withdrawal & Dismissal

To comply with State licensing ratios and staff efficiently, BGCSE depends on accurate schedule information for all children. If a parent/guardian anticipates changes in their schedule, they must communicate these changes in advance. Not sharing these changes could result in the inability to provide care for that day. If changes to the schedule are necessary, parents/guardians must work with the program directors to determine alternate options. Families with varying week-to-week schedules must submit their schedule at least two weeks in advance through the main office.

For families that select Option 1 during enrollment for K-5 extended care days, parents/guardians must call the main office to reserve a spot for your child/children. If a spot is reserved and no longer needed, cancellation must be one day before to avoid being charged for care. The availability of extended care spots will vary and depend on staffing.

(For the below, see CLC Addendum for those enrolled in SFSD).

Absences

Parents/guardians must notify BGCSE of all absences. BGCSE will contact parents/guardians if a child repeatedly does not appear in one of our programs. Staff will utilize parent communication tools to contact families, and the BGCSE office will contact parents/guardians after multiple days with no contact.

If a child does not arrive at our afterschool K-5 program, BGCSE staff work with school officials and the BGCSE office to locate the child immediately.

Extended absences in any program without notification may result in termination of services.

Withdrawal or Leave of Absence from a BGCSE Program

To withdraw from the ELA or K-5 program, a withdrawal form must be completed and returned to the BGCSE office. The withdrawal form can be requested through our main office at 605.338.8061.

A two-week notice is required for all withdrawals. If a child has been absent for two consecutive weeks without notice or communication this period will be considered their two-week notice and billing will be applied. The child's spot will be given to the next child on the waitlist.

Parents have the option to be billed \$80 per week for ELA, \$50 per week for K-5 after school program, and/or \$80 per week for K-5 summer program to hold a child's spot for up to twelve weeks (per child). Examples could be maternity leave, extended travel, or a change in financial situation. To utilize a leave of absence, the child(ren) must be absent for a minimum of two consecutive weeks for up to twelve weeks. Anything over twelve weeks would result in a withdrawal from the program.

Dismissal from Program

BGCSE has the right to dismiss a child or youth from a program for the following reasons:

- Parent/guardian repeatedly violates any BGCSE policy including the parent/guardian code of conduct.
- The financial arrangement contract is violated.
- The child or youth are unable to redirect behavior and/or unable to follow their student success plan.
- The child or youth requires accommodations that result in an undue hardship or material modification of the program.
- Failure to provide necessary records, updates and other needed forms for continued enrollment.
- The safety of a child or staff member becomes compromised.

Parent/Guardian Communication

Open communication is critical in providing excellent care and building relationships between families and care providers. BGCSE also uses a variety of methods to connect with families about important notices, updates, and events throughout the year:

- Daily communication with lead/assistant teachers and/or site director
- Procure childcare app
- Family Engagement Coordinators
- Dial My Calls audio messaging
- Newsletters
- Paper announcements
- Social media: Follow us on Facebook and Instagram for program updates.
- Family events

BGCSE wants to address any questions, suggestions, or concerns you may have. If you have any, please:

- Contact a teacher in your child's classroom.
- Contact the assistant director or director of your child's program.
- If both options are unsuccessful, contact the front desk to be connected to another BGCSE leadership member.

Procure Childcare App

BGCSE utilizes Procure, a childcare management software, to engage with parents/guardians throughout all of our programs. Parents/guardians who download the app will have access to messaging, photos, the Family Handbook and activities in your child's program. An invitation to download the app will take place during the enrollment process utilizing the email(s) on file. Questions and support needs can be directed to 605.338.8061.

ELA Child Portfolios & Parent/Guardian and Teacher Conferences

In our ELA program, teachers will keep updated portfolios of your child's developmental milestones. Teachers will monitor and evaluate the child's progress throughout the year. The portfolio is completed and scheduled conferences are available with parents/guardians to discuss your child's growth and development. Parents/guardians are encouraged to ask questions about their child's development anytime.

Technology Policy

BGCSE offers children and youth access to organization-owned technology equipment that can take photographs, play and record audio or video, input text, upload, and download content and/or media, and transmit or receive messages or images. All technology use will occur during designated program times, with staff permission and under staff supervision, to enhance their educational experience and help them become literate in an increasingly technological world. Activities will include but are not limited to programming activities/support, career development, and homework help. (See CLC Addendum for those enrolled in SFSD).

Authorized Device Use Policy

BGCSE does not allow personal devices in our ELA or K-5 programs at any time. Personally owned devices include all youth-owned or school-issued existing and emerging technologies and devices. However, these programs may utilize BGCSE owned technology for programming purposes.

Personally owned devices are permitted and can be used in our Teen Program as long as the member adheres to BGCSE technology policies. Teen Program members must take a BGCA approved digital citizenship/internet safety course that will be provided by BGCSE.

Monitoring and Inspection

BGCSE reserves the right to monitor, inspect, copy and review any personally owned device that is brought to BGCSE. Parents/guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/guardians can refuse to allow inspections. If so, the youth will be prohibited from bringing personally owned devices to BGCSE in the future.

While BGCSE restricts the access of inappropriate material, supervision of internet usage might not always be possible. Due to the wide range of material available on the internet some material might not fit the particular values of youth and/or their families. It is not considered practical for BGCSE to monitor and enforce a wide range of social values in youth's use of the internet. If parents/guardians do not want youth to access information beyond the scope of the acceptable use policy, they should instruct youth to not access such materials.

Appropriate Technology Use Policy

Youth are expected to use both BGCSE devices and personally owned devices in an appropriate manner. Inappropriate technology use includes, but is not limited to, the following:

- Obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language; or images typed, posted or spoken by youth.
- Information that could cause damage to an individual or the BGCSE community or create the danger of disruption of BGCSE's environment.
- Personal attacks, including prejudicial or discriminatory attacks.
- Harassment (persistently acting in a manner that distresses or annoys another person) or stalking of others.
- Knowingly or recklessly making or posting false or defamatory information about a person or organization.
- Communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices.

Any inappropriate use of BGCSE or personally owned technology, as determined by BGCSE staff, can lead to disciplinary action including, but not limited to confiscation of the device (to be returned to parent/guardian at end of day); immediate suspension; expulsion; or other disciplinary actions determined to be appropriate by BGCSE staff. If applicable, referral to local law enforcement. Conduct that occurs off-site and outside of a BGCSE program, but involves children, youth, families or staff at BGCSE and otherwise violates this policy and impacts the safety or operations of the programs may also lead to disciplinary action.

BGCSE prohibits the use of BGCSE devices and personally owned devices in locker rooms, restrooms, and other areas where there is an expectation of privacy.

Loss and Damage

Children and youth are not encouraged to bring personal devices to BGCSE. If they do, they are responsible for following our technology policies. BGCSE staff are not responsible for the security and condition of any youth personal device. Furthermore, BGCSE is not liable for the loss, damage, misuse, or theft of any personally owned device brought on BGCSE property.

Release of Information

Photographs and Media

Staff take photographs of activities throughout the day to update families. During enrollment, parents/guardians must initial if they allow BGCSE to use photos or videos of their child for promotional and marketing purposes. A photo release can be updated at any time.

Confidentiality and Release of Information

BGCSE is committed to respecting the confidentiality of every child or youth in our program. The name or status of a child/youth in our program will only be released with parent/guardian consent. There are exceptions to our confidentiality and release of information policy. These exceptions include, but are not limited to:

- BGCSE is required by law to report suspected abuse/neglect of children or other dependent persons.
- BGCSE is required by law to report if there is a clear and imminent danger to a person or to society.
- BGCSE is required by law to provide information that is ordered by a court.
- In the case of a medical emergency or a program audit, confidential information may be disclosed to a medical emergency or other qualified personnel.
- Certain information may be released if required by law for public health, public safety, or national defense.

Student Success Policy

BGCSE is committed to ensuring that each child or youth has a sense of belonging, feels valued and respected, and has mutual trust with staff. Because of this commitment, BGCSE has age-appropriate behavioral procedures and policies to enable staff to be proactive and maximize social and emotional learning in all BGCSE programs.

The following principles apply to all programs:

- We value the individuality of each child and youth.
- Age-appropriate behavior responses will be provided.
- Positive behavior will be reinforced.
- Redirection and setting appropriate limits is utilized first with each child and youth.
- Corporal punishment is prohibited.
- Disciplinary actions may not be administered by peers.

- In no event will children or youth be humiliated or frightened.
- Children and youth will not be subject to situations or environments that are harmful or dangerous.
- Withholding food or beverage from a child is prohibited.

Parents/guardians will be notified of behavior incidents and involved in necessary behavior plans. If a child or youth is unable to change their behavior, BGCSE staff may suspend and/or dismiss the child or youth from the program.

If a suspension occurs, the normal tuition will still apply for the length of the suspension.

Meals & Nutrition

Breakfast (8 – 9 a.m.), lunch (11 – 1 p.m.), and snacks (2:30 – 3:30 p.m.) evening snack (5 – 6 p.m. if applicable) are provided daily for all ages. BGCSE participates in the U.S. Department of Agriculture Child and Adult Care Food Program (CACFP), offering well-balanced and age- appropriate pre-portioned meals according to government standards. BGCSE provides 1% milk to all children and youth.

If a parent/guardian prefers to bring a snack or meal from home, it must be pre-approved by BGCSE and clearly labeled. BGCSE will properly store, refrigerate and reheat outside meals but will not store or heat food in our primary kitchen.

(See CLC Addendum for those enrolled in SFSD).

Food Allergies

BGCSE is committed to providing all youth in our care with a safe environment. We will work with families to protect children with minor or life-threatening allergies. All allergies must be documented utilizing organization medical forms at enrollment or after the child receives the diagnosis. Documentation must include the BGCSE Special Diet Form which must be completed by a doctor stating the specifics of the allergy and appropriate substitutions.

BGCSE is a peanut-free facility. Special occasion treats must be store bought with the ingredient list intact and approved by BGCSE before consumption.

Special Diets

According to CACFP regulations, BGCSE will make appropriate substitutions due to religious, medical, or other special dietary requirements when supported by a statement of need signed by a physician or other authorized medical professional. It is the responsibility of the parent/guardian to communicate special dietary requirements at the time of enrollment or updated as necessary.

Infant Meal Program

According to CACFP guidelines, the Infant Meal Program allows for a gradual introduction of solid foods and encourages breastfeeding or formula feeding for the first year. Parent/guardians may choose to participate in the Infant Meal Program, in which BGCSE provides iron fortified formula, infant cereal, and baby food for infants from four weeks to 12 months old. It is the responsibility of the parents/guardians of bottle-fed babies to supply 5 – 7 bottles labeled with their child's name and formula if not utilizing the formula provided by BGCSE. Bottle-fed babies will be fed according to their schedules and bottles will never be propped. BGCSE is also a breast feeding friendly organization and have designated nursing rooms available at both ELA sites.

USDA Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online at the address below, from any USDA office by calling or from any USDA office by calling (866) 632-9992 or by writing a letter addressed to USDA.

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>

The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

Mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

Fax: (833) 256-1665 or (202) 690-7442

Email: program.intake@usda.gov

This institution is an equal opportunity provider.

Transportation Policy & Field Trips

Transportation Policy

BGCSE provides transportation before and after school for select programs and to and from field trips for all programs. BGCSE staff and each child or youth share the responsibility for transportation safety, following all transportation rules, and behaving responsibly. Failure to comply may result in the loss of this privilege, and alternative transportation will need to be provided by the parents/guardians of the child or youth.

When transporting children, restraint systems will be used following SDCL guidelines. Each vehicle will only transport the number of children or youth determined by the number of safety belts installed and the vehicle's capacity. ELA parents/guardians may need to provide their child's safety seat for a scheduled field trip or when a child is transported from school or home. BGCSE staff will follow state licensing guidelines while using organization vehicles and all state laws.

Field Trips

Field trips from our designated sites are part of the program curriculum. At enrollment, parents/guardians can approve/decline the opportunity for a child(ren) to participate which can be updated at any time. As field trips are planned, parents/guardians will be notified. Occasionally there is a cost associated with our field trips. All field trips are approved by organization leadership, and all children and youth must wear a BGCSE-provided logoed shirt during the field trip.

Program Necessities

All children and youth should wear age-appropriate clothing that encourages independence and self-help. Outside play is crucial for children and youth development, and all programs will go outside daily, weather permitting. Proper apparel is essential for outdoor play. Please provide the following items depending on the time of year:

- Winter: winter coat, hat, boots, gloves/mittens, snow pants (or extra pants), scarves, etc.
- Summer: sunscreen, change of clothes, appropriate shoes, etc.
- Other: Water bottle

All parents/guardians will be required to sign a release to use sunscreen annually. If a child cannot go outside, parents/guardians must provide proper medical documentation.

Youth in all programs are not allowed to bring toys or games from home unless BGCSE staff have permitted the items. Personal toys or games will be taken and may be picked up at the end of the day by the parent/guardian. Any items not claimed will be donated. BGCSE is not liable for the loss, damage, misuse, or theft of any personal items brought on BGCSE property.

Early Learning Academy Specific Needs:

All ELA parents/guardians must supply the following items:

- Two changes of clothing.
- Food or formula (if applicable. Reference Meals & Nutrition on pg.11)
- Appropriate outdoor clothing (reference outdoor policy above)

Infant specific items:

- Bottles (reference Infant Meal Program on pg.11)
- Pacifiers (optional)
- Sleep sack (optional)
- Diapers, ointment (optional) and wipes

Toddler – Pre-K specific items:

- Blanket for nap time. Blankets must be taken home and washed weekly or more often if needed.
- Diapers/training pants and wipes
- Ointment (optional)

Safety & Security

BGCSE is committed to maintaining a safe environment for the youth served, their families, visitors, and staff. To maintain a safe environment, BGCSE strictly follows both State Licensing requirements and adheres to the Boys & Girls Clubs of America's national standards. The information in this section is additional measures to ensure everyone's safety. BGCSE welcomes any questions about other organization policies and procedures not included in this handbook or this section.

Arrival and Departure

All ELA, K-5 and Teen sites are secured through physical and/or visual security measures and may require biometric (fingerprint) coding or manual codes to access the building. Parents/guardians can pre-authorize other individuals over the age of 16 during enrollment, or at any time, by contacting our organization in advance. Parent/guardian authorized individuals must bring a state issued ID before leaving with a child.

Upon arrival, all children must be escorted into the program or classroom by a parent/guardian or authorized individual.

When entering a site, we ask parents/guardians to not allow unauthorized individuals into our programs. Holding the door open for someone to follow you in might be polite; however, that person may not be authorized to enter the premises. We ask for your support in keeping our programs safe.

Parents/guardians must pick up their children promptly. If a child/youth remains in our care at closing time, BGCSE will attempt to contact the primary and emergency contacts provided upon enrollment. If these contacts are unsuccessful, BGCSE will then call law enforcement 30 minutes after closing.

Video & Camera Surveillance Policy

For the purposes of the safety of the children we care for, the safety of our employees and to prevent theft and other misconduct, BGCSE has installed video surveillance cameras in work areas on our primary properties.

If there is any reported incident of theft, trespass, workplace violence, employee misconduct or any type of safety violation (hereafter collectively referred to as "security incidents"), the company will utilize its surveillance equipment as an investigatory tool. BGCSE will also make use of its surveillance equipment to deter any future security incidents.

BGCSE also reserves the right to actively monitor, through its surveillance cameras, any areas for safety reasons (to protect against equipment failure, breakage, or accident) or confidentiality reasons (to protect documents or other proprietary information).

Although the video surveillance described in this policy is intended to monitor for security incidents and other safety reasons at the company, it is possible that such surveillance may monitor activities not related to the company's business.

BGCSE respects the privacy of its employees, children/youth and visitors. Accordingly, no video cameras will be installed in the restrooms or in any lactation or changing areas. Individuals in the public areas of the facilities should have no expectation of privacy in those areas.

The surveillance cameras and any video footage from the surveillance are to be used solely for the purposes of this video surveillance policy. Any unauthorized use of these video cameras and/or video recordings is strictly forbidden and may result in discipline, up to and including termination of employment.

Access to Camera Footage

The use of video surveillance equipment shall be supervised and controlled by organization leadership. Access to video-recorded data is strictly limited to BGCSE-authorized staff members. Confidentiality and privacy concerns limit the general public, including parents/guardians, from viewing video recording footage and/or data involving youth, staff, and visitors. Only authorized personnel can view and/or export video recording data. Video recording data may be used as evidence if a child, parent/guardian, staff, volunteer, or visitor's behavior violates state or local laws, policies, and/or organization rules. Video footage is subject to production by a valid subpoena or other court order.

Staff Training

BGCSE staff must complete initial and annual training(s) that meet state licensing and Boys & Girls Clubs of America standards for care to remain employed with the organization. Every staff member must complete the training listed below on an annual basis and participate in other annual staff development and policy review training(s).

- Child Abuse & Neglect
- Emergency Preparedness
- First Aid & Safety
- Fire Safety
- Grooming Prevention
- Mandatory Reporting
- Prevention of Abusive Head Trauma (Shaken Baby Syndrome & Child Maltreatment)

Child Abuse and Neglect

BGCSE is a licensed child welfare agency in South Dakota **which means all employees and volunteers are mandatory reporters**. As such, every employee is required by law to immediately report any observed or suspected incidents of child abuse or neglect. Failure to report suspicions of abuse or neglect may be subject to criminal charges and/or disciplinary action up to and including termination of employment.

Any staff member alleged to be involved in abuse or neglect may be placed on leave until an investigation can determine the validity of the allegation. The organization reserves the right to terminate employment or issue disciplinary action throughout and following the investigation.

All employees and volunteers are trained in shaken baby syndrome and abusive head trauma before working with children.

Concerns/Incident Reporting

Any internal and external (parent/guardian, volunteer, visitor, etc.) concerns/reports about the care provided including or beyond abuse/neglect must be reported to the location director, Senior Operations Director, Chief Operations Officer (COO) and/or Chief Executive Officer (CEO) within 24 hours. If the person in authority who receives the report differs from the CEO, they will notify the CEO within 24 hours. Organization leadership will assess the concern/report and determine if state authorities and the Boys & Girls Clubs of America should be notified. Notifications that require outside authorities will be reported immediately.

Staffing Requirements

Staff are supervised by the director of each program and all staff have the necessary degrees and/or experience required for their position. Primary childcare staff must be at least 18 years of age. Support childcare staff must be at least 14 years old and be directly supervised by someone 18 or older. All staff and repeat volunteers go through an initial and annual background check process and will have no substantiated report of child abuse and neglect, felony conviction within the last five years, a crime of violence, or listed on the Sex Offender Registry.

BGCSE will adhere to the following state licensing and organization ratios:

- | | |
|-------------------------|---------------------|
| • Infants/Toddlers/Twos | 1 Staff/5 Children |
| • 3-5 Year Olds | 1 Staff/10 Children |
| • 6-12 Year Olds | 1 Staff/15 Children |
| • Teen Program | 1 Staff/20 Youth |

Adults are not allowed to be left alone one-on-one with any child or youth in any program at any time. Volunteers, parents/guardians and visitors must also never be left alone with children or youth at any time and must conduct activities in a space that is monitored by BGCSE staff and/or has video surveillance.

Reporting Important Changes

BGCSE will report any changes that affect the ability to comply with licensing rules within 24 hours. Changes may include change of facility location, new director, felony conviction of a staff member or involvement with the Department of Child Protection Services or law enforcement concerning investigations of child abuse or neglect.

Code of Conduct Policy & Procedures

BGCSE is committed to maintaining a respectful environment that is conducive to learning and ensuring the safety of children, parents/guardians, visitors, and staff in all of our programs. To maintain a positive, respectful, and secure environment, all parents/guardians and visitors must adhere to an expected code of conduct outlined below:

All parents/guardians and visitors will:

- Conduct themselves personally and professionally, reflecting positively upon the program's reputation and the children and families the program serves.
- Maintain courteous and respectful relationships with program staff and other parents, guardians, volunteers, children, and other participants.
- Respect and promote the unique identity of each child and family and not discriminate or stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition.
- Follow organization confidentiality policies concerning information about children, families, and staff.

BGCSE will not tolerate behavior by parents/guardians, visitors, or anyone else involved with the program that violates this code of conduct. Examples of violations include, but are not limited to:

- Using threatening, hostile, intimidating, bullying, harassing, or coercive language toward employees, volunteers, or children, including a child's family or care provider.
- Words or actions that discriminate against anyone based on race, color, national origin, religion, age, gender, sex, sexual orientation, or disability.
- Physical or verbal violence against a child or adult.
- Possess, consume, sell, distribute or exchange any alcoholic beverages or controlled substances or be under the influence.
- Possess or use weapons on organization property.

If a parent/guardian or visitor violates this code of conduct, BGCSE reserves the right to:

- Restrict access to program children, classrooms, functions, and/or facilities.
- Contact the police
- Take civil or criminal action

Inclement Weather & Emergency Policies

Inclement Weather (See CLC Addendum for those enrolled in SFSD)

Severe weather can disrupt agency operations and BGCSE has the discretion to determine the need for a late start, early dismissal, or closure due to inclement weather at any time. Our K-5 program does follow the individual school district weather policies in the communities we serve. BGCSE will notify parents/guardians of any changes to operational hours in the following ways:

- ProCare childcare management app

- Dial My Calls audio messaging
- Community closure sites
- Social media

Weekly contracted rates will be charged regardless of emergency or weather-related closures.

Emergency Preparedness and Response

BGCSE follows licensing regulations, including all annual inspections. Staff children/youth practice at least two fire drills, two lock down, and one tornado drill annually. Each classroom and off-site have emergency maps posted and a designated location to gather for safety. Additional measures are taken to ensure everyone is accounted for in an emergency situation. This includes, but is not limited to, name-to-face counts and building sweeps.

In the case of an emergency, BGCSE administration will notify parents/guardians via phone/text/email/app of the following information after a disaster or emergency has occurred:

- What happened/is happening (type of hazard, response actions and status)
- Evacuation/Pick-up information
- Reunification requirements such as photo ID

Health & Illness

Immunization

Before admittance into a BGCSE program, a child or youth must meet the minimum immunization requirements recommended by the Department of Health. Exemptions are granted if the child's parent/guardian has certification from a licensed physician stating that the physical condition of the child is such that a test or immunization would endanger the child's life or health or if the child's parent or guardian has signed a written statement that the child is adhering to a religious doctrine whose teachings are opposed to such tests and immunizations.

Injury Notification

Any time an injury occurs, BGCSE staff will document this with an incident report. This report will be signed by parents/guardians and each party will then receive a copy. Parents/guardians will be contacted immediately if a serious injury occurs. State licensing will also be notified in the event of an injury that requires medical attention.

Allergy Information and Prevention

Allergy information will be collected during the enrollment process and should be updated as needed by the parent/guardian. This allergy information and individual plan for care will be shared with the necessary departments to ensure the child's safety. If an epi-pen is required as part of the child's care plan, parents/guardians will be asked to keep an updated epi-pen and medication form signed and on file.

BGCSE is a peanut-free facility. All classroom treats brought from home must be store bought and have the ingredient list intact. All treats must be approved by BGCSE.

Medications and Procedures

All prescribed medications administered by BGCSE staff must be in the original container and labeled with the child's name, doctor's name, expiration dates and full instructions on the label. We will give medication only to the child whose name appears on the label.

- Any prescription or non-prescription medication to be administered by staff requires written and signed instructions from the parent/guardian.
- All medications are stored and not accessible to children/youth and others.
- Medications will be returned to the parent/guardian when no longer needed or expired.

Health Exclusions*

Children that exhibit any of the following symptoms will not be allowed to attend BGCSE child care centers:

- A temperature of 101 degrees or higher
- Vomiting
- Diarrhea that is excessive or unable to be contained**
- Undiagnosed rash
- Sore or discharging eyes or ears
- Upper respiratory infection
- Any contagious disease i.e. chicken pox, mumps, measles, ring worm, impetigo, pink eye, influenza, strep throat, hand, foot and mouth etc.
- Head Lice (a child that has live lice or nits will need to be picked up and treated before returning to the center). Children will not be allowed in the center as long as live lice are present.

*This list is not all inclusive. Boys & Girls Clubs of the Sioux Empire reserves the right to exclude a child from care if contagious illness is suspected or the child does not feel well enough to participate in program routine.

**According to the American Academy of Pediatrics, the recommendations for childcare center infants and children concerning diarrhea are: "any child with diarrhea should be dismissed until the problem has subsided. The definition of the term is presumed to be an increased number of watery stools. If symptoms persist, the child should be seen by a physician for a written release before returning to the childcare center."

If any of the symptoms listed above develop while a child is at the center or if your child is not feeling well enough to participate in the normal routine of the day, your child will be separated (and supervised) from the other children to avoid spread of illness. Parents/guardians will be notified immediately and will be expected to make arrangements within 30 minutes to have the child picked up. We will contact you as soon as possible when symptoms occur. For this reason, it is very important to keep all contact information up-to-date.

Communicable Diseases

All infectious diseases must be reported to the State Health Department. If your child contracts any such disease, please inform the center immediately. If your child is exposed to a communicable disease while at the center, a notice will be posted immediately regarding that disease and its symptoms. You may be required to provide a doctor's note before your child is allowed to attend care. A list of signs, symptoms and incubation periods is included in the appendix of this handbook.

Guidelines for Children Returning to Programs

- Fever – The child should remain home with a fever greater than 101°F and can return after he/she has been fever-free without the use of fever reducing medication for 24 hours.
- Diarrhea/Vomiting – A child with diarrhea and/or vomiting should be kept home until symptom free for 24 hours.

- Rash – A rash is usually a sign of a viral illness or a reaction to a medication or chemical. If your child has a suspicious rash or one that is associated with a fever, contact your doctor. Keep them home until your health care provider has made a diagnosis and has authorized the child's return in writing.
- Conjunctivitis (Pink Eye) – Your child may return after 24 hours of treatment.
- Cold, Sore Throat, Cough – If cold, sore throat and cough symptoms are associated with a fever and/or your child is experiencing discomfort, your child should remain at home. Consider having your child seen by your health care provider if symptoms do not improve.
- Strep Throat – your child may return 24 hours after treatment.
- Head Lice – A child that has live lice will need to be picked up and treated before returning to the center. Staff may check hair to confirm treatment and if nits remain present, an additional treatment may be required.

Record Keeping Requirements

Medication forms will be completed by the parent/guardian and the teacher will maintain the form in the classroom. The form will then be filed in the child's file. The form will include:

- The child's name and parental permission for the center to administer medication.
- The name of the medication.
- The instructions for administration, including the dosage and frequency.
- The date, time and who administered the medication to the child.
- Any adverse effect the medication may have had on the child will be noted by the staff administering the medication. Medication that is non-prescription (over the counter or OTC) such as a decongestant, cough medicine, topical ointments, sunscreen, etc. will also require written parental permission.

Medical Emergencies

In cases of medical emergencies, BGCSE staff will take all steps necessary to secure appropriate medical care. These steps may include, but are not limited to:

- Administer First Aid or CPR
- Call 911 for emergency assistance if applicable
- Attempt to contact parents/guardians
- Attempt to contact parents/guardians through authorized individuals listed on emergency contact information
- Attempt to contact child's physician as necessary
- Contact another physician or paramedic if child's doctor is not available

Handling of Bio-Contaminants

BGCSE staff members are required to follow the universal standards and precautions recommended by the Center for Disease and Control (CDC) in handling any fluid that might contain blood or any other bodily fluids. Barriers will be used between any potentially infectious disease substance and the worker's skin, eyes, nose and mouth.