



**BOYS & GIRLS CLUBS**  
OF KING COUNTY  
**BALLARD BRANCH**

**Family Handbook**  
**Revised February 2005**

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**Income Tax Identification Number: 91-05-32600**



Our Anti-Bias, Non-Discrimination Policy

**WE DO NOT EXCLUDE ANYONE:**

- During our hiring practices
- During enrollment of children
- During activities we promote
- On the grounds of race or national origin
- On the grounds of personal creed
- Because of the color of skin
- Because of gender or disability or age
- Because of religious practices
- Because of sexual orientation or marital status

**If you feel anyone on staff has been discriminatory towards you please see the Executive Director, Mark Hendricks or contact DSHS Child Care Licensing at 760-2479.**

**Boys & Girls Clubs of King County**

The Boys & Girls Club Movement is a nationwide affiliation of local, autonomous organizations and Boys & Girls Clubs of America working to inspire and enable all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible, and caring citizens.

**Ballard Boys & Girls Club Child Care Program**

It is the goal of our child care program to provide School Age programs that instill a sense of confidence, usefulness, belonging, and influence in the youth we serve. We encourage youth to develop positive habits, attitudes, behaviors and choices with activities that build self-esteem, self-discipline, and respect for others. Our program strives to accommodate the needs of today's diverse families and offers a trained staff, safe & fun environment and planned activity options.

## **ENROLLMENT**

Welcome! When you decided to enroll your child in this program you received a packet of paperwork that included this Family Information Book and some enrollment forms. Because we are a state licensed child care center, the following must be submitted before your son or daughter can attend their first day:

1. Registration form (please complete all spaces)
2. Certificate of immunization (A Washington state requirement)
3. Parent Authorization (for field trips and any medical attention as needed)
4. Payment Contract (please note: the person signing this is financially responsible for fees)
5. Club membership fee (valid one year from September 1 to August 31)

All information provided by you is strictly confidential. We will not release information on attendance, any telephone numbers, addresses or family history to other parties without your full permission.

Washington state child care licensing laws limit the number of children that can attend our programs. Because of this, you will need to enroll your child for each of the school holidays including both winter breaks, spring break and any other day public school is closed. All registrations are on a first-come, first serve basis. For children who come on a no school day and are not signed up in advance, an additional \$5 fee will be applied, per day.

## **MEMBERSHIP FEE**

The Boys & Girls Club charges a yearly \$15.00 membership fee, valid from September 1 to August 31 of each year. This covers the administration fees of belonging to the national organization and the use of Ballard Boys & Girls Club facility during its open hours. Membership is required for enrollment in any of the school age care programs.

## **BILLING PROCEDURES**

All fees are assessed in advance on a monthly basis. Tuition is due on or before the 5<sup>th</sup> of every month. During summer months, fees for the week are assessed and due in advance on the first day of your child's attendance for the week(s) reserved. Payments may be mailed to our address or brought in and receipted at the front desk.

## **OVERDUE ACCOUNTS**

If your account becomes one month overdue you will receive a notice (phone or email) that your account is deficient and child care services may be terminated within two weeks of nonpayment. Collection actions will be taken if payment is not received within 60 days or a payment plan has not been worked out with the Child Care Director.

## **NON SUFFICIENT FUND CHECKS**

A \$30 fee will be assessed for each check returned. This will cover the \$20 the banks charge us, and \$10 to process.

## **PRO-RATE OF MONTHLY FEES**

A pro-rate is when your fee is reduced due to an agreement between us that your child will be absent for a length of time. During the school year, a two-week pro-rate is our limit. Fees will be pro-rated only if the Child Care Director receives a written notice two weeks prior to your child's absence.

Please understand that when you enroll your child, you are reserving a space. We cannot reduce tuition for illness, unannounced vacations, absences, or suspensions from either school or our program.

## **SCHOLARSHIP FUND**

We maintain a scholarship fund to assist families in need of a temporary reduction in child care fees. Scholarships are awarded on a first come, first served, need only basis. Donations to our scholarship fund are always appreciated and are tax deductible.

## **SUBSIDIES**

We accept City (HSD) and State (DSHS) funding as part of your child care payments. Check with the Child Care Director to see if you qualify for either of these. Complete forms will need to be returned to us two weeks prior to your child's first day.

## **TAX INFORMATION**

A receipt is written for each tuition payment and includes (1) the date, (2) child's name, (3) check number, (4) the amount paid and (5) signature name on the check. Please keep these receipts for your tax records.

## **OPEN DOOR POLICY**

You are invited to visit us any time. Staff are available to talk with you about ongoing activities. However, we do ask that you make an appointment if you need to discuss issues that take staff away from time with the children.

## **QUALITY STANDARDS**

Our quality standards are based on:

- **National School Age Care Alliance Assessment of Site Quality**
- **Boys & Girls Clubs of America Commitment to Quality Evaluation**
- **King County Child Care Program Site Assessment Tool**
- **Washington Administrative Code/School Age Care Minimum Licensing Requirements**

We want our programs to maintain a high standard of quality so please feel free to give us input.

## CLUB CLOSURE DAYS

We will not be available for care on the following days:

- ❑ New Year's Eve and New Years Day
- ❑ Martin Luther King Jr. Birthday
- ❑ President's Day
- ❑ Memorial Day
- ❑ Fourth of July
- ❑ Labor Day
- ❑ Veteran's Day
- ❑ Thanksgiving Day and the Friday following
- ❑ Christmas Eve & Christmas Day

**We will also close for two days during the school year for staff training.** You will be notified about these days and for additional closures at least two weeks in advance.

## SNOW CLOSURES

- During snow conditions please call and listen to our snow message before dropping your child off for the day. We may be CLOSED!
- We will open the center when staff can arrive safely. And we will close in time for staff to leave safely. Be aware, this is usually one to two hours after our open time and one to two hours before our close times.
- Because of the difficult conditions, the full-day fee will be assessed per day for each child attending the snow days we are open. This will be added to your regular monthly fees and payable the following month.
- It is not necessary to tell us your child will be gone during school snow closures.

If Seattle Schools operate on delayed schedules:

- AM care will be extended for those enrolled in our morning program.
- Drop In is an additional fee if you are not contracted for AM care.

If Seattle Schools close early due to adverse weather conditions:

- PM care will be extended for those enrolled in our afternoon program.
- Drop In is an additional fee if you are not contracted for PM care.
- We will remain open until 5:00 PM.
- Parents are advised to pick up their children as soon as safely possible.

## NATURAL DISASTERS

In the case of a natural disaster such as windstorm or earthquake we are equipped to accommodate all of the children in our program for 48 hours. If the site is uninhabitable for children & staff, we will move to safer accommodations and post a notice giving directions. If it is available, please call the answering machine for detailed information after a natural disaster.

## **SIGN-IN & SIGN-OUT PROCEDURES**

**State law requires ADULTS to sign children in and out of licensed school age care programs** using a full legal signature and recording arrival and departure times. (WAC 388-151-460). Further, state law does not allow children to sign themselves in and out of programs. Staff are responsible for signing children out in the morning when they go to school and signing them in in the afternoon when they return from school, using a full legal signature.

Because our priority is safety for the children in our care, full documentation regarding release is important. We are limited by law and may not release your children to anyone without your written approval.

1. For a change in regular pick-up routine, parents will need to write a note in the parent comment column of the sign in sheet indicating the full name of the person who will be picking the child up and the day they will be coming.

**When anyone other than routine person is picking up a child, they will be required to show photo identification to one of the staff before leaving with the child.**

## **CHILDREN ABSENT FROM OUR PROGRAMS**

Please be sure to contact us if your child will be absent in the afternoon or on a regularly scheduled day. This avoids unnecessary and time-consuming searching and telephoning while we attempt to locate your child. Our phone message is available 24 hours everyday. Failure to inform staff of your child's absence will result in an additional \$1 "finder's fee" for each time we have to make calls to find your child.

## **LATE PICK-UP**

Our child care programs end promptly at 6:30 PM. A \$1.00 late charge will be assessed for each minute past 6:30 PM. This fee is due at time of pick-up and is payable in cash or check to the Ballard Boys & Girls Club.

If attempts made to reach parent/guardians or emergency contacts are not successful after 7:30 PM, children not signed out of the child care program will be placed in the custody of Child Protective Services. Child Protective Services can be reached at 1-800-609-8764, Monday-Friday 8:00AM-4:30PM. All other times, CPS can be reached at 1-800-562-5624.

## **RUN AWAY POLICY**

A very rare though serious incident is when a child chooses to leave the child care grounds or breaks from their field trip group. Running away places the child in control by forcing others into unsafe situations. Our staff are instructed NOT to 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 members, he/she will not be chased or followed.
- Staff leaders will notify police of a runaway child and give a description and general whereabouts.
- The primary care giver (parent or guardian) will be notified immediately. If unable to contact primary care giver, 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.

## **DISCIPLINE POLICY**

While we strive to be sensitive to children and their family's cultural and individual values, acceptable age appropriate behavior is expected of all children enrolled.

- Discipline is based on an understanding of the child's developmental needs.
- We 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.
- Our program uses conflict resolution, problem solving, choice of alternative activities and quiet time as tools to assist children in developing their own self control.

Children or youth demonstrating lack of direction, sensitivity or respect may be disciplined using the following steps. These are not necessarily in descending order but depend on the severity of a child's action. Corporal punishment will never be permitted as a form of discipline.

1. Re-direction and individual discussion with a member of the teaching staff.
2. A private discussion with the Child Care Director.
3. Loss of center privileges relating to the offense for an amount of time to be determined.
4. Contact of parent or guardian by the Child Care Director to discuss issues relating to their child's lack of safety or concern regarding a member of staff, property, or other children.
5. Develop contacts with other services, such as Public Health, School Family Support Worker, or School SIT (Student Intervention Team) to work in conjunction with them in writing a developmental plan for the child.
6. Suspension from the Club for 1-5 days.
7. Removal from the Club and loss of Club membership.

A serious discipline problem is defined as one in which the Child Care Director determines that the child is engaging in inappropriate behavior that includes, but is not limited to the following:

1. Inflicting physical or emotional harm to self or others
2. Destroying property
3. Disrupting the facility program
4. Failure to adequately respond to regular discipline
5. Repetitive ignoring of staff requests

## **REMOVAL FROM THE PROGRAM**

We reserve the right to suspend any child for disciplinary reasons. In such cases, tuition will not be refunded. The staff and parent/guardian have the right to request a parent conference at any time. A parent can force the removal of their child from the program for chronic late pickup, non-payment of tuition, failure to comply with site policies or other standards indicated in this handbook or failure to complete requirements for enrollment.

## **GRIEVANCE PROCEDURE**

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

1. Address a letter to the Child Care Director stating you would like to present a formal complaint. Describe the situation or topic you would like to discuss. The Child Care Director will either return a written reply or schedule to meet with you and give you a response at that time.
2. If this discussion does not resolve the concern, you may request to meet with the Executive Director, Mark Hendricks. After listening to your concerns and reviewing management's response, we will work toward a solution. This decision will be final and binding.
3. The resolution policy is only a guideline. We may decide, in some circumstances in our discretion, to use a different procedure to look into or resolve problems or complaints. All decision regarding the resolution of problems or complaints remain in our discretion, and shall be final.

Because our goal is to provide a quality, safe place for school age youth our procedure to air grievances does not include the option of confrontation while children are present. We strive for a positive working relationship with our clients. However, any situation where it is deemed a threat to the safety and well being of children in our care or a disruption to the regular operation of our programs will not be tolerated and may be cause for termination of the client relationship.

## **FAMILIES IN TRANSITION**

Families in transitions through personal loss, loss of job, separation of spouse or partner or other difficult changes should know we want to offer support. Let us know about concerns in your child's life. Changes outside of school may have an impact on a child's interactions while in our care. Our policy is to maintain a quality child care program while enduring to be a neutral and confidential party during family difficulties.

We work closely with King County Public Health to provide families with resources such as counseling services, observation of children with chronic behavior problems and numerous other referrals. For more information please request to meet with the Child Care Director.

## **CHILD ABUSE & NEGLECT**

Washington State Law (WAC 388-151-480) requires that an instance when the child care provider has reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect or child exploitation as required under chapter 26.44 RCW be reported to Child Protective Services. Reports are kept confidential and referrals may be made to CPS without conferring with parents. We will not release a child to a family member who is intoxicated.

## **ILLNESS**

We follow the advice of the Seattle-King County Department of Health in excluding children with symptoms of communicable diseases. If your child has any of the following symptoms please keep them at home or make appropriate arrangements for their care.

- Diarrhea (3 or more times in 24 hours), or blood in stool
- Vomiting (2 or more times in 24 hours)
- Body rash (not from diapering, heat or allergies)
- Pink eye or eyes with pus or mucus draining from them
- Ear ache or sore throat - especially with fever or swollen glands
- Lice, Scabies
- Pertussis (whooping cough)
- Unusually tired, pale, lack of appetite, difficult to wake, confused or irritable.
- Fever of 100 degrees or more AND any of the other listed symptoms.

If any of these symptoms are exhibited while in our care you will be required to pick your child up **immediately**. While waiting, your child will be in a comfortable, secluded area in the Director's office, away from other children.

## **ACCIDENT POLICY**

### **Emergency Treatment**

Examples of some emergency treatment accidents:

- Uncontrolled bleeding
- Seizures
- Second and third degree burns
- Shock
- Fractured bones

Steps we follow:

1. Provide 1<sup>st</sup> aid treatment
2. Call 911 stating the address and nature of the injury/illness. Stay on line until 911 hangs up.
3. Select an adult to stay with the child at all times.
4. Secure the child's medical and parent authorization information.
5. Staff will cover site while injured child is transported.
6. The Child Care Director or Lead staff will notify parents.
7. The staff will complete an accident report.
8. The Child Care Director will notify the licensor and CPS.

### **Non-emergency Treatment**

Examples of some non-emergency accidents or illnesses:

- Extreme vomiting
- Severe pain
- Fever 103 or above
- Cut that require stitches

Steps we follow:

1. Provide 1<sup>st</sup> aid treatment.
2. Involve the Child Care Director or Lead staff to assist and contact parents.
3. If parents or emergency contact cannot be notified the child will be transported to Ballard's Swedish Hospital.
4. Staff will bring Parent Authorization Form to the hospital.
5. Staff will bring an accident report form.
6. Licensor and CPS will be notified if medical attention is necessary

### **First Aid Treatment Only**

Examples of first aid only injuries or illnesses:

- Minor cuts, scrapes, bumps
- Low grade fever, headaches
- "Need to lie down"

Steps we follow:

1. Provide first aid treatment
2. Document in accident log book
3. Advise the Child Care Director or Lead staff of the accident or illness
4. Notify parents
5. Document on accident/illness form

## **MEDICATIONS**

An "Authorization to Administer Medication" form must be completed for any over-the-counter or prescription medication you wish us to administer to your child. Please be sure that medications are stored in original containers and clearly labeled with:

1. Child's name
2. Name & Strength of medication
3. Directions, time, dosage and method of administration
4. Length of time to be given

### **Physician's name and authorization are required for prescription medications**

Non-prescription medication must be in their original container and will be given only when the dosage and frequency are on the label, and is age-appropriate for your child. The parent may authorize the following classifications of non-prescription medications: Antihistamines, non-aspirin fever reducers/ pain relievers, decongestants, non-narcotic cough suppressant, anti-itching ointments and sunscreen.

## **CHILD CARE STAFF**

Our program is staffed with caring professionals who take seriously the work they do with children. Prior to being hired, each staff must undergo a Washington State Criminal History Check, a reference check, and an in-depth interview and meet Washington State Licensing guidelines. Once hired, staff receive in-service training contracted by a professional school age care trainer. They are also required to complete 20+ hours of yearly training related to school age care. Evaluation of their work is an ongoing process with input from parents, the Child Care Director, co-workers, and children.

## **ACTIVITY CALENDARS**

Activity calendars are posted for you to see on a weekly basis. These calendars will give you a description of daily activity options, any fieldtrips being offered, and any supplies needed. Each counselor organizing the activity can be contacted for further information, if needed.

## **HOMEWORK**

A time will be provided Monday-Thursday during the school year for children to receive assistance with their homework. While staff encourage all children to do their best work we are not able to tutor each child on an individual basis daily. Because each family approaches homework differently please discuss with the staff your particular homework goals for your child.

## **FOOD AND SNACKS**

Following licensing requirements, we provide breakfast and an afternoon snack daily. Each snack contains two or more of the 4 food groups. If your child has any dietary restrictions or food allergies, please keep us informed. Sack lunches need to be brought from home on all no school days and should include an ice pack to avoid spoilage. No glass containers, please or any food that requires heating.

## **FIELD TRIPS**

Your permission for your child to attend any and all field trips is given by signing the parent authorization form. If your child cannot attend a field trip please inform the Child Care Director and together you may develop an alternative for care that day. Price of field trips may be in addition to monthly child care tuition, and should be paid in cash on the day requested (a check cannot be processed in time to pay field trip fees).

Children will walk, take the bus or ride one of our Boys & Girls Club vans on field trips. When traveling in the van, children are required by law to wear their seat belts at all times, and children weighing under 60 pounds are required to use a booster seat. Van drivers meet the requirements of Washington State and the King County Boys & Girls Club.

## **TO BRING OR NOT TO BRING**

During Break or Holiday care your child will need to come prepared with:

- Clothing & shoes appropriate for the weather
  - A sack lunch with a cold pack, which includes a drink in a non glass container
  - Any items requested on their activity calendar for the day
  - A book or quiet activity for down time
- 
- Children may bring toys from home that they are willing to share during playtime with others.
  - If children are riding bikes or skating outside, helmets are required.
  - Because we cannot be responsible for their belongings, valuables should be left at home.
  - No gum chewing please.
  - In addition, our policy is that this is an inappropriate place for war toys/weapons. Please do not allow your children to bring these to child care.

## **LOST & FOUND**

Please label all items. We cannot be held responsible for lost items. All unclaimed articles will be placed in the lost & found in the gym. Unclaimed items will be given to charity at the end of each month.

## **CELEBRATION OF HOLIDAYS**

The Ballard Boys & Girls Club is a non-sectarian organization and does not prescribe to any particular religious beliefs or practices. Holidays are often recognized and celebrated in a carnival fashion with games and activities that reflect the season. Information, rituals, and customs from many different cultures and belief systems are shared and celebrated. As a center, we like to recognize children on their birthdays and make it a special day for them.

**Policies, procedures and fees of the Ballard Boys & Girls Club child care programs are subject to change as warranted by the needs of the program. Notice of any changes will be provided.**