



Boys & Girls Club of Oyster Bay-East Norwich  
The Bahnik Youth Center  
1 Pine Hollow Road, Oyster Bay, New York 11771 516-922-9285

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# Member/Parent Handbook 2025



**BE GREAT**

**Member/Parent Handbook  
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## **WELCOME TO THE BOYS & GIRLS CLUB OF OYSTER BAY-EAST NORWICH**

**Our Mission:** To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

We are excited to have your child(ren) join as members of the Club! We look forward to a positive and fun experience with them as Club members. We strive to serve families by providing quality programming for children. Our program offers the opportunity for children to enjoy a safe and warm, child-oriented experience. This handbook contains information regarding your child's participation in our out-of-school programs. It is very important that you read this handbook and keep it readily available as long as your child(ren) is enrolled in our programs. It will answer many of the questions you have about the Boys & Girls Club of Oyster Bay-East Norwich.

Our Club has expectations every member must follow to ensure a safe and enjoyable experience for all members. There may be other rules for specific programs or situations, as needed. Violation of any of the Club rules could lead to suspension or termination of membership. Members must abide by the same rules whether on Club property or off site in a Club-sponsored program.

### **Club Membership, Procedures and Fees**

#### **Hours of Operation**

The Boys & Girls Club of Oyster Bay-East Norwich's business office will be open each day from 9:00 a.m. to 5:00 p.m., Monday – Friday. The Club will be open from 7:00 a.m. to 8:45 a.m. Monday – Friday, 2:45 p.m. to 6:30 p.m., Monday – Friday, and every other Friday, the Club will remain open from 2:45 p.m. to 9:30 p.m., for all members during the academic school year. There will also be summer programs provided.

Special events, such as "Friday Night Fun", will be scheduled and announced, as planned.

The Boys & Girls Club of Oyster Bay-East Norwich will follow the Oyster Bay-East Norwich Central School District calendar. The Before School Program and the After School Program will be closed when school is closed. The Club is open most days children's schools are on recess and operates a Full Day Camp during these recesses. Full Day Camps will be announced, as planned.

The Office and Club will be CLOSED the following days: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the Friday after Thanksgiving, Christmas Eve, and Christmas Day.

#### **Membership/Enrollment**

Membership documentation consists of a completed Membership Record, a signed Parental Authorization page (located on the reverse side of the Membership Record form), payment of the membership fee, along with a completed Blue Card (OCFS-LDSS 0792). A child may not begin participating in any Boys & Girls Club program until all required documentation and fees are received at the Club. For your child's well being, the information you provide must be complete and accurate. This includes disclosing any special needs and/or accommodations required by the member so that we may evaluate at that time if those can be met by our programs. This information is necessary to maintain funding, state compliance and records for Boys & Girls Club service. Mini Members (ages 3 and toilet trained to 5, and not yet in kindergarten) are required to provide a completed Medical Record, signed by their doctor, in addition to the forms listed above. A new Membership Record must be filled out each year for both new and renewing memberships. Members with allergies must have an Individualized Health Care Plan (I.H.C.P.) OCFS form 7006 completed by their doctor and on file at the Club, along with an Individual Allergy and Anaphylaxis Emergency Plan OCFS form 6029 and a Medical Consent OCFS form 7002. Members who require emergency medication for their allergies, such as an Epi-pen or inhaler, must leave one at the Club. Please see the Health Policies Section of this document for more information. Torch Club/Keystone Club/Teen Volunteers must complete a form specific to the Club they are joining, in addition to the required membership documentation. The Boys & Girls Club of Oyster Bay-East Norwich does not discriminate against individuals based on race, color, creed, ancestry, national origin, gender, sexual orientation, handicap or disability in any of its policies, practices or procedures.

#### **Waitlist Policy**

The Boys & Girls Club will maintain a fair and equitable system of admitting children from our waitlist as spaces in our programs become available. Steps to join the waitlist:

- If your child is not a current member, complete and submit the Membership Record, payment of the membership fee, a signed confirmation of receipt of Member/Parent Handbook by a parent/guardian, along with a completed Blue Card.
- Complete and submit enrollment/registration material for your child.

Factors of waitlist in order of priority: the date you submitted the completed enrollment papers and fees (when applicable); whether your child's age matches the available spot; and/or whether you are enrolling your child on a full-time vs. part-time basis, as full-time participants will be given preference (Before/After School Programs).

When the Boys & Girls Club has an opening, the Club will follow a specific protocol by moving down the list of children on the waitlist according to the criteria above. If you are the next family on the list, you will be contacted by our office. If we cannot reach you via the phone number you have provided, we will leave a message, as well as send an email to the email address you provided. You will have two business days to respond by calling 516-922-9285 or visiting the Clubhouse to either accept or decline the opening. After three attempts to reach you have been made to no avail, the Boys & Girls Club reserves the right to move onto the next family on the waitlist. For this reason, you should check your email regularly and respond quickly to any notification of an opening.

If you are interested in securing the spot, you will be required to make a full payment for the tuition and any other fees owed within five (5) business days to the Boys & Girls Club. If the Club calls a family for an immediate opening, the family must start their child within two (2) weeks of the opening or begin paying within two (2) weeks of the opening (this only applies to spots that are available immediately). If a family wishes to decline the spot, there are two (2) choices: (1.) the family may decline the spot and return to the waitlist but be placed on the bottom, or (2.) the family may decline the opening and be removed from the waitlist.

Names will be removed from the waitlist for the following reasons:

- No response to phone calls or to emails sent to parents after three attempts. It is the sole responsibility of the parent to keep the Boys & Girls Club of Oyster Bay-East Norwich informed of any changes in address, email and phone numbers so that the Club may contact the parent when needed.
- Refusal of an available slot. Once a slot is denied for any reason, that child's name will be deleted from the waitlist unless the parent requests that child's name remain on the waitlist. The child's name may stay on the waitlist, but the child's allotted spot will reflect the date of the declined spot, and not the original enrollment date.

### **Guest Members**

During the program year, the Boys & Girls Club of Oyster Bay-East Norwich may offer programs on a trial basis that do not require membership. To participate in these activities, a Non-Member Record, Blue Card, signed by a parent or guardian, are required. Non-Members will need to sign in at the Control Desk and will need to be signed out when leaving by the parent or guardian listed on the Non-Member Record.

### **Confidentiality of Information**

The privacy of Club members and their families is of the utmost importance to the Boys & Girls Club of Oyster Bay-East Norwich. All membership forms, health history forms and other documentation regarding Club members and their families will be kept in strict confidentiality and placed in individual member files.

### **Release of Members**

Parent pick-up procedures:

Anyone approved to pick up your child should be listed in the Authorized Pickup section of the Membership Record. Your child(ren) will only be released to individuals who have been identified on the Membership Record and who have appropriate photo identification. It is your responsibility to notify the Club of any additions or changes to the list of those who have your permission to take your child(ren). Please understand that for the safety of the young people we serve, the Boys & Girls Club of Oyster Bay-East Norwich will strictly adhere to this policy. In the event someone else will be picking up your child, the Club needs to be notified in writing. Even if it is an emergency, the Club requires permission to release your child to someone other than you. Written documentation naming the person(s) authorized by the parent/guardian for the release of the child(ren) is required for dismissal. An adult, 16 years of age or older, must sign the member out. There are no exceptions to this policy. Amended authorizations may be hand delivered to a Director at the Club, emailed to [Childcare@bgcoben.com](mailto:Childcare@bgcoben.com) or faxed to the Club at (516) 922-6918, but you must first speak to someone at the Club and tell them how you will be sending your authorization.

In cases of illness or discipline problems, a parent/guardian is required to come immediately to pick up the child.

Kindly be courteous drivers when picking up your child(ren) from the program. PLEASE do not double park, stop in "no parking areas," and/or block driveways or fire hydrants. Please be conscious of other individuals who are picking up at the same time and may be either waiting in cars or trying to pull out of spots.

If you give your permission (indicated on the Membership Record) that your child(ren), grade 6 and up, are allowed to walk/bike home alone or with older siblings, the Boys & Girls Club of Oyster Bay-East Norwich will not be responsible for any decision your

child makes once they have been dismissed from our program (i.e., child obtains ride from unknown adult or friend or takes alternate path in getting home).

### **Court Orders**

In cases where an enrolled child is the subject of a court order (for example, Custody Order, Restraining Order, or Protection from Abuse Order), Boys & Girls Club must be provided with a certified copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed.

In the absence of a court order on file with Boys & Girls Club, both parents shall be afforded equal access to their child, as stipulated by law. Boys & Girls Club cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Boys & Girls Club suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to access. Boys & Girls Club staff will contact the local police should a conflict arise.

If conflicting court orders are presented, the most recently dated court order will be followed. Updated and amended versions must be provided to the Club as soon as possible. Once presented with a Protection from Abuse Order or a Restraining Order, Boys & Girls Club is obligated to follow the order for the entire period it is in affect. The court order overrules any requests made by parents to adapt or make changes. Employees of Boys & Girls Club cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. Boys & Girls Club will report any violations of these orders to the court.

### **Persons Appearing to be Impaired at Pick-Up**

It is very important to the Boys & Girls Club of Oyster Bay-East Norwich that your child arrives home safely. Therefore, the staff of Boys & Girls Club will contact local police and/or the other custodial parent should a parent appear to the staff of Boys & Girls Club to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the Club from denying a custodial parent access to their child, even if the parent is or appears to be impaired. However, Boys & Girls Club staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services. Any other authorized person who attempts to pick up a child, and appears to the staff of Boys & Girls Club to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Boys & Girls Club will contact the child's parents, local police and Child Protective Services to notify them of the situation.

### **Late Pick Up**

All children are required to be picked up by the scheduled closing time each day. In the event pick up should be delayed on any given day, a late fee of \$15.00 will be imposed for each 15-minute interval of time for which staff members are detained. Please note, for example, that pick up will be considered "late" at 6:31 p.m. for a 6:30 p.m. ending time for program. Please further note that payment of said late fee will be due and must be paid on the day said lateness occurs. Children will not be admitted back into the Club until payment has been made for any late pick up. It is the parent's responsibility to continually review and be aware of scheduled closing times. Chronic lateness will result in cancellation of registration.

Due to licensing and insurance purposes, when a child is not picked up on time, two staff members, will wait with the child on the licensed premises. First the staff will call all of the parents' home, work and cell phone numbers. If we are not able to reach a parent to clarify the situation, we will then begin calling the emergency authorization numbers that are listed in the child's file. The parents have given these individuals permission to make decisions as to transport of their child. If we are unable to contact one of these individuals to pick up the child, we would retry all of the parents' phone numbers. If we are unable to reach a parent or an authorized emergency person 30 minutes after the scheduled pick-up time (for example during the school year by 7:00 p.m. Monday-Thursday, and 10:00 p.m. Friday, or during the summer by 3:30 p.m. for Summer Camp or 6:30 p.m. for Extended Care), we will call the police department and follow their instructions, which may result in the child being relocated. A sign will be displayed on the front door of the Club notifying you of your child's whereabouts. If this occurs, we will be obligated to contact Child Protective Services and inform them of the situation.

### **Fees and Payment Policy**

Timely payments will enable us to better serve your child. Therefore, it is necessary that you pay for all programs in advance. Please pay close attention to registration deadlines and fee structure, as some programs increase in price as you get closer to the date. All prices are subject to change. Payment is required prior to the start of each program/activity. Members may not return to the program until any outstanding balance has been paid (this includes an outstanding balance for a late fee payment).

**Returned Check Fee for Non-Sufficient Funds**

A \$40.00 fee will be charged for any check that is not accepted by the bank due to non-sufficient funds (NSF) and is due within 72 hours of notification. A new payment method is also due at the time of notification, or will be subject to late fees. After two returned checks, registrants will be required to pay all future payments by cash, credit or money order.

**Declined Credit Card Fee**

A \$10.00 processing fee will be assessed for a credit card that has been placed on file for authorized automatic payment that is declined for non-sufficient funds (NSF) or is expired. After two occasions to charge are declined, registrants will be required to pay all future payments by cash or money order.

**Late Payments**

Tuition for the Before and After School Program is due on a monthly basis according to the payment schedule you received when you enrolled in the program. Tuition that is not paid in full by 6:30 p.m. on the day it is due, is considered past due, and a fee of \$10.00 will be added to the total amount due. Additionally, a fee of \$5.00 per day, including weekends and holidays, will be assessed to your account until the fees are paid in full. If tuition fees are underpaid and/or overdue for two consecutive weeks, child care may be suspended until full payment is received. Summer Camp payment dates are outlined in the Summer Happenings Guide each year. Fifty percent of the Summer Camp tuition must be paid at the time of registration, and the balance must be paid on the date listed on the application. Summer Camp tuition not paid in full by the deadline will be subject to a \$10.00 late fee. Additionally, a fee of \$5.00 per day, including weekends and holidays, will be assessed to your account until the fees are paid in full.

**Refunds**

Under no circumstances will a refund be issued for absences, changes, snow days, school closures, withdrawals or terminations for any programs offered by the Boys & Girls Club of Oyster Bay-East Norwich. Switching of days and/or transferring of registrations are not permitted.

**Material/Equipment Damage Fee**

Although the materials, supplies and equipment at the Club were chosen with durability in mind, misuse may cause permanent damage. Parents and/or Guardians are responsible for any damage above and beyond the normal wear and tear, whether intentional or not, caused by your child while at the Club.

**Payment Record Requests**

Parents may request copies of proof of payment for the Club's child care programs. Requests must be made in writing and be specific based on the request. Please allow for a minimum of 10 business days for requests to be processed.

**Child Care Financial Responsibility**

In the event that a custody agreement allocates that a specific party is financially responsible for all, or a percentage of the fees associated with child care, the ultimate financial responsibility will fall on the party who signed the membership application form. We will work with families to make arrangements to bill accordingly, but if the financial obligation is not met, the person who signed the application will need to ensure payment is made in full in order for the child to participate in the program, and this may include late fees.

**Scholarships**

Partial scholarships are available for certain programs and/or classes. You must be a member of the Club to apply for a scholarship. Those interested in applying should complete and submit a Scholarship Application Form and requisite tax returns, as well as W2 forms. Allowance should be made for at least a 4-week waiting period for scholarship determination. Those who choose to attend the program(s) before receiving notification of eligibility will be charged full cost of program(s) until scholarship takes effect. A limited number of scholarships are available for those families who qualify; therefore, it is strongly recommended that completed documents be submitted on or before the Application Deadline. Please Note: Not all families who apply will receive a scholarship, as the scholarship awards will be based on applicant's eligibility and available funds and total number of members awarded. Financial assistance is provided through donations to our Scholarship Fund. When scholarship funds are no longer available, the Boys & Girls Club will maintain a waitlist so that those families who may be eligible for scholarship will be granted same in the order of their waitlist date (the date on which completed registration and scholarship packets were received by B&GC).

Scholarship deadlines are as follows:

Summer Program:	Monday, April 21, 2025
Before/After School Program:	Friday, June 6, 2025
Full Day Camp:	Friday, June 6, 2025

## **Spanish-English Assistance**

The Boys & Girls Club of Oyster Bay-East Norwich has a bilingual staff member to guide and inform parents on how to register their children, apply for scholarships, interpret/translate written communications and/or answer any questions they may have about the Club's programs.

## **Child Care Tax Credit**

According to tax regulations, the Federal Employer Identification Number of your child care provider must be reported. To receive child care tax credit, the following number should be used: 11-2136505.

## **Absences**

Please call the office, at 516-922-9285, or email [Childcare@bgcoben.com](mailto:Childcare@bgcoben.com), if your child will not be in attendance on any given day. It is the obligation of the parent to advise the Club of this information.

## **Text Notifications**

"Remind" is an App that provides an easy way for parents to receive text notifications on Club events, deadlines, inclement weather, emergencies, and programs. Phone numbers are not shared during this process. Text @bgcoben to 81010 to join the Club's "Remind" group.

## **Images and Photographs**

We are proud of our members and like to highlight their many positive accomplishments. During their time at the Club, members will be involved in many activities where they may be photographed, video recorded and/or voice recorded. Images/recordings of members may be used in a variety of media to celebrate a success in a particular area or to promote activities at the Club. The Club gives notice of intention to provide, release, and/or publish, member's name, age, grade, photographs/digital images, parents'/guardians' names, recognition of activities and participation, awards received, etc. in printed materials such as brochures, news releases, as well as videos, websites and/or social media venues. From time to time, the Club partners with other organizations and/or brings in vendors who provide services or activities to members, at which time, photographs, video recordings and/or voice recordings, may be taken and used for promotional material by both the outside organization/vendor and the Club. The Club will not give out details, such as, full name, address, telephone number, etc. Parents/Guardians must make a specific request in writing to the Executive Director within one week of membership activation date should they choose to deny permission for their child to be photographed, videotaped or voice recorded.

## **Information Exchange**

I give permission to the Boys & Girls Club of Oyster Bay-East Norwich to exchange information regarding my child with the school listed on my child's Membership Record. I also give permission for the Boys & Girls Club of Oyster Bay-East Norwich to exchange information with my child's health care providers, counselors and/or case workers. I understand that the purpose of this is to help both organizations do a better job of helping the member, if deemed necessary.

## **HEALTH, WELLNESS AND SAFETY**

### **Snacks and Meals - Please read, respect and adhere to guidelines listed in the Food Allergy Section.**

Before School Program: Breakfast will be provided daily. A calendar outlining breakfast offerings will be available at the Club.

After School Program: An afternoon snack will be provided daily. A calendar outlining healthy snack offerings will be available at the Club. On school half days, if you sign your child up to attend the program early, you must send your child with a lunch to eat here at the Club.

Early Dismissal Program: During Early Dismissal Program, you have the option to either send your child with their own lunch, or purchase lunch from the Club, for an additional fee.

Full-Day Program: During Full-Day Programs, you have the option to either send your child with their own lunch, or purchase lunch from the Club, for an additional fee.

Summer Camp: Summer Programs, you have the option to either send your child with their own lunch, or purchase lunch from the Club, for an additional fee.

Friday Night Fun: During Friday Night Fun events, pizza is served for dinner. At times, snacks will be served, too. On occasion, program activities will include having the children prepare their own snacks. On party days, special snacks will be served.

### **Posting of Menus**

All snack and meal menus will be available at the Club. Menus will be dated and kept on file for at least three months afterward. Any changes in a planned menu will be recorded on the copies of the menu kept on file and posted for parents.

### **Food Allergies**

Certain members of the Boys & Girls Club have severe food allergies to dairy, peanuts, tree nuts and eggs. As you know, food allergies are a growing concern, as millions of children -- children who are perfectly healthy and normal in every other way -- must watch every single bite they eat or risk suffering a severe or even life-threatening reaction.

A major health issue such as this must be taken very seriously, and it is important that there is strict avoidance of these foods in order to prevent a life-threatening allergic reaction. While emergency treatment is available for allergic reactions, there is no cure yet. The only treatment for food allergies is strict avoidance of allergens. Sometimes even a small amount of an allergen can cause a deadly reaction.

To reduce the chance of this occurring, we have implemented the following safety guidelines and ask your help to provide a safe environment:

- Please do not send any peanuts or tree nuts, peanut butter or foods containing peanut/tree nuts or peanut butter to be eaten as snacks or for lunch/dinner. When choosing snacks or food to send with your child, please read the ingredient list on the labels very carefully to ensure that nuts or peanuts are not listed as actual ingredients. This means product(s) cannot contain peanuts and cannot have the following warnings: "may contain...," "processed in a facility...," and/or "manufactured on shared equipment..."
- We will not conduct any projects that involve foods containing peanuts and/or nuts, or foods manufactured in a facility that processes peanuts or tree nuts.
- Only store bought, prepackaged foods with an ingredient label may be sent to the Club to share with other children.
- Many nut allergies are most serious and can be "airborne." If your child ate a peanut product for breakfast or lunch; we would greatly appreciate your making sure that his/her hands are washed with soap and water and that his/her teeth are brushed before leaving for school.
- We would ask that you discuss food allergies with your child. Please ask them not to share or trade food with any of their friends.
- Field trips, guest speakers and visitors are the highlight of our programs for many children, but can pose challenges for families managing food allergies. Please be advised that when members travel off site for trips, those venues may not be safe for children with certain allergies. While we are dedicated to being allergy sensitive, there are instances on field trips when nuts may be served at vending machines/concession stands, or may be brought in accidentally, or by other groups visiting the facility. While we cannot guarantee an allergy-sensitive environment on trips, we will do our best to work with families.

This is a learning process for all of us, but we trust that you understand how deeply important it is to respect and adhere to these guidelines. While we cannot guarantee an allergen-free environment, we, at the Boys & Girls Club, are an allergy-sensitive facility.

#### Allergy and Anaphylaxis Policy:

Upon enrollment and whenever there is a change, parents/guardians will be required to provide the Boys & Girls Club with up-to-date information regarding their child's medical conditions, including allergies the child may have and emergency medications prescribed for potential anaphylaxis. The parents/guardians will work in conjunction with the Child Care Director and the child's physician to complete the documents required for any allergy that the child may have. These documents will guide all staff in the necessary actions to take during an allergic or anaphylactic reaction. The Boys & Girls Club will keep these documents and all emergency medication stored in a blue cabinet located in the main lobby of the building, as outlined in the Program Health Care Plan and will ask for up-dated paperwork, as necessary. These documents and medications will be checked monthly by the Child Care Director to ensure all paperwork is up to date and medication has not expired. Members will not be permitted to attend the program if their required paperwork is not complete and up to date, or if their medication is expired.

In the event of an allergic reaction, the child's Individual Health Care Plan will be followed. If the child experiences anaphylaxis, 911 will be called, and the child's medication will be administered. If the child does not have a known allergy or Individual Health Care Plan, 911 will be called and staff will follow their directions. The child's parent and/or guardian will be called, and the New York State Office of Children and Family Services will be notified.

The New York State Good Samaritan Law (Public Health Law Section 3000-a) protects day care programs who have designated one or more individuals who have completed epinephrine auto-injector training from liability when administering lifesaving treatment in an emergency, unless injuries or death was caused by negligence, or intentional misconduct by the unlicensed individuals responding to the emergency.

The complete Allergy and Anaphylaxis Policy is located in the Club's Health Care Plan and available upon request at the Control Desk.

#### Individualized Health Care Plan (I.H.C.P.) OCFS form 7006, Individual & Anaphylaxis Emergency Medical Plan OCFS form 6029 and Medical Consent OCFS form 7002

If a child has an allergy and requires the use of emergency medication, such as an Epi-Pen or inhaler, members must have an I.H.C.P. on file that is signed by the parent/guardian, an Individual & Anaphylaxis Emergency Medical Plan OCFS form 6029 and Medical Consent OCFS form 7002 completed and signed by the the child's doctor. These forms stay with the child's medication, when it is onsite. The Club requests that you provide us with the emergency medication, in its original container, with your child's



information clearly marked from the pharmacy to be left onsite for the duration of your child's membership in the event of an emergency.

### Medication Administration Training (M.A.T.)

The Boys & Girls Club of Oyster Bay-East Norwich is not a M.A.T. certified site. This means we CANNOT administer medication to members. Parents must make arrangements for children to take medication prior to arriving at the Club, or arrange for someone to come to the Club and administer the medication for them. This authorization must be in writing in order for the Club to allow the medication to be administered.

### Health Care Plan:

Each year the Club will review its Health Care Plan and make adjustments and amendments as needed. A copy of the Health Care Plan will be emailed upon registration to the email address provided on your child's Member Record form. The Health Care Plan is available upon request at the Control Desk or by emailing the Child Care Director at [Childcare@bgcoben.com](mailto:Childcare@bgcoben.com) or calling 516-922-9285.

### **Other Dietary Restrictions**

Parents whose children have dietary restrictions or special diets, due to religious beliefs or other practices, should submit documentation to the Club. A copy of these restrictions will be placed in the child's individual file. All staff members having direct contact with the child shall be informed about a child's dietary restrictions, special diet or food/other allergies.

### **Special Health Needs**

Parents are to provide the Club with any information on a child's special health needs or conditions upon enrollment or upon the onset of the condition. A copy of the information will be placed in the child's file, and all staff who are responsible for the child's care will be properly informed. This includes any allergies and/or health issues a Club member is diagnosed with, including developmental disorders, as well as the proper method of treatment (i.e., asthma: treat with inhaler-child should administer him/herself).

### **Health Policies**

Parents will be contacted to pick up their children if any of the following health problems occur: high temperature, vomiting, uncontrollable or persistent coughing, diarrhea, symptoms of acute illness, or complaint of severe pain. The staff will provide appropriate emergency health care. The care will include the administering of CPR and/or first aid in the case of injury, the obtaining of emergency health care, and arranging for the transportation of children in need of emergency health care, with immediate notification of the custodial parent, guardian, or person having legal custody. If the member experiences a fever of 100.0F or higher, he must remain at home until fever free without fever reducing medication for the time period for a minimum of 24 hours.

The program staff will provide a child who has or develops symptoms of illness a place to rest quietly that is in view of, and under the supervision of staff. In the event that a child has or develops symptoms of illness, the custodial parent, guardian, or person having legal custody will be notified immediately. The home, cell and work telephone numbers of parents and individuals designated as emergency contacts must be provided with registration materials. Be sure to add or correct information, as needed, during the school year or during the Summer Camp program. As a result of staffing requirements, a child cannot always be kept inside when the rest of the group is outside.

If your child has a communicable disease, you must notify the Boys & Girls Club. Children with infections or communicable diseases may return to the program only with the permission of the Child Care Director. For readmission, some diseases may require a statement from the child's physician affirming that the child is not contagious.

In case of accident or injury, I authorize any and all emergency medical, dental, and/or surgical care and hospitalization advised by the physicians, surgeon or hospital necessary for the proper health and well being of my child. I agree to the transportation of my child for off-site field trips, as well as in the event of a need of emergency health care, with immediate notification of the custodial parent, guardian, or person having legal custody.

### **Safety of Members**

Our greatest priority is to provide a safe environment and have a positive impact on the lives of our members. We want to make you aware of the great lengths we go to to assure the safety of all members.

1. All staff, adult volunteers and interns have completed background checks prior to working with the youth, as well as have participated in an orientation and training.
2. If you, as a parent or a guardian, have any concerns or issues with staff, interns or volunteers, we welcome you to speak with the Child Care Director, or with the Program Director. There will be no repercussions to your children if you voice a concern, and confidentiality is, of course, maintained.

## **Video Monitoring Policy**

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our facility, our Clubhouse is equipped with a 24-hour video surveillance system. Security cameras are installed at the main entrance doors, gamesrooms, classrooms, gymnasium, kitchen, hallways, and outdoor play areas. Cameras are used to help promote the safety and security of children, staff and our building and grounds. If the Boys & Girls Club feels it is necessary to aid in an investigation or search, small video clips or image stills may be released to the media or the public. Prior to releasing the video clip or image still, the face and identifying features of all those on video but not of interest to the investigation should be blurred. Because we respect the privacy of all children, parents, and staff, our 24-hour video surveillance system/security cameras are for internal purposes only.

## **Parent/Guardian Behavior Information**

Boys & Girls Club of Oyster Bay-East Norwich is committed to fostering a positive and enriching environment for both children and our staff members and will address inappropriate or unacceptable behaviors by parents/guardians on a case-by-case basis. Our concern for both children and staff extends beyond program hours. If a staff member suspects a parent or guardian of questionable behavior that threatens the safety of the child(ren) or staff members, he/she will contact the Boys & Girls Club of Oyster Bay-East Norwich's administrative office, Child Protective Services, and/or the local authorities.

Inappropriate or unacceptable behaviors may include, but are not limited to:

- Appearing intoxicated or smelling of alcohol;
- Appearing impaired due to drug use or other issues;
- Actions that are threatening or intimidating towards children, staff and/or volunteers;
- Words threatening or intimidating toward children, staff and/or volunteers; and
- Any words or actions that could be interpreted as sexual advancement towards another person including staff, children or other adults.

Inappropriate parent/guardian behaviors may result in termination of child(ren)'s enrollment.

## **Mandated Reporter**

The Boys & Girls Club of Oyster Bay-East Norwich is a Mandated Reporting Agency. If there is suspicion of child abuse or neglect, the Office of Child Protective Services (C.P.S.) and the Office of Children and Family Services (OCFS) will be contacted.

## **Visitors**

Parents, business professionals, public officials and other interested persons may visit the Club during the normal Club hours. All visitors must complete visitor's log, providing the Club with their contact information.

## **Child Protective Services and Social Service Visits**

Families who are working with outside agencies may, from time to time, have a case worker or social service representative visit with their child for a routine check while at the Club. The Club will allow for these visits, but must be notified in advance to plan accordingly. A Boys & Girls Club staff member will be present during these visits. If a Club staff member is not permitted to stay for the visit, the visit may not take place at the Club. A Social Service worker may make an unannounced visit to the Club to speak with a child(ren). The Club cannot deny these visits, but again, will not leave the child unattended. The Club is prohibited from notifying parents or guardians of these visits, as they are part of an open case. All visitors must have proper identification in order to enter the building.

## **Phone Calls**

We ask that members use the Club's phone or receive calls in an emergency situation only. Our lines need to remain open in the event of an emergency. Please make any necessary arrangements for the day with your child before he/she leaves for school in the morning. Parents' assistance regarding phone use will be greatly appreciated.

## **Clothing**

Children should come dressed for action. We recommend washable, comfortable play clothes, which the child can manage, as much as possible. Sneakers or other soft-soled shoes are the safest. Clogs, jellies or hard-heeled boots are not allowed. Considering that members do go outdoors daily (weather permitting), we ask that you please dress your child appropriately for the weather. Clothes with inappropriate graphics or writing may not be worn. We ask that all female members wear a one-piece bathing suit and all male members wear swim trunks on water play days.

## **Inclement Weather and Emergency Closing**

If Oyster Bay-East Norwich Schools are closed due to inclement weather, all Club programs will **not** be in operation. In the event the Oyster Bay-East Norwich schools have a delayed opening, there will be no Before School Program on that day. Should inclement weather begin and persist during the day, parents will be expected to pick up their child at the earliest time possible. It would be advisable to make arrangements with someone who lives locally to pick up your child in such an instance. (Be sure the

name of this contact person is listed on the "Pick-Up Authorization" section of the Membership Record.) The most up-to-date information will be posted on the Club's website and Facebook page. "Remind" texts will also be sent out.

**Power Failure/Natural Disasters** (for example: earthquake, tornado, hurricane, and blizzard)

Children will remain in the building whenever possible. If Club administrators determine that the building must be evacuated, parents/guardians or emergency contacts will be contacted to pick up children. The program staff will stay with the children until a parent/guardian or emergency contact arrives at the site. If it is not possible to remain at the site, a note will be posted on the front door explaining the whereabouts of the children and staff.

Primary Evacuation Site:  
St. Dominic's High School Auditorium  
110 Anstice Street  
Oyster Bay, NY 11771  
(516) 922-4888

Secondary Evacuation Site:  
St. Dominic's Chapel  
93 Anstice Street  
Oyster Bay, NY 11771  
(516) 922-4488

**Fire Evacuation**

Fire drills will be conducted monthly. As in all fire drills, children will not be permitted to collect coats, toys, or any other personal items. As part of their orientation to the Club, the children will be taught to stop anything they are doing when they hear the fire alarm and meet their instructor immediately at a designated place. Exits, hallways and other evacuation routes will be clear at all times to permit a prompt and safe exit from the building, and members will exit and line up in the field across the street.

In the event of an actual fire, all members, staff and any other building occupants, will be required to leave the Club and go to an alternative location. This may mean going across the street to the field until the "all clear" signal is given, or in some circumstances, members and staff will walk to a designated evacuation site.

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Regardless of the apparent size of the fire or the amount of smoke, the staff will promptly lead the children out of the building using the closest and safest exit.

The Child Care Director and the Program Director will be the last people to leave the building after checking the bathrooms, hallways, etc.

**Shelter in Place**

Members are kept in the building if the conditions are unsafe outside and the building is the safest place to be. Designated areas of the building are identified as the safest for members and staff in certain situations, and they will remain in these areas until otherwise notified. Members will be supervised by staff at all times during the Shelter-In-Place Plan. Shelter-In-Place drills are conducted every six months.

**Member Behavior Guidelines**

**Positive Behavior Management**

To maintain a constructive atmosphere, the program must establish rules of behavior. Using positive, non-threatening techniques, staff members will guide children to become responsible for their own actions and to respect the rights and feelings of others. Children will be encouraged to resolve conflicts through effective communication. Staff shall use only positive, age-appropriate methods of discipline and guidance of children which encourage self-control, self-discipline, self-esteem and cooperation. When a discipline issue presents itself, we initiate the following: redirection, verbal warning, time out and disciplinary write ups. When time out and write ups are used, the reason will be discussed with the member. During this process, the child is encouraged to understand that his/her behavior is important for a successful, safe and fun program. When these tactics are not successful, a staff person will discuss the issue with the child's parent/legal guardian to help create a solution. Inappropriate behaviors, such as hitting, fighting, stealing, vandalism, disrespect to staff or other members, not following directions or leaving the facility without permission, will not be tolerated and may result in automatic immediate suspension. When a child's behavior risks safety to themselves or others, a parent/guardian will be called and asked to pick up their child immediately. This behavior can automatically result in removal from the program and will be handled on a case-by-case basis.

- If a child is written up, he/she may lose privileges.
- Three Discipline Reports may result in a 1-day suspension and a meeting with the parent/guardian to discuss a behavior plan.

- If a child is suspended a second time, it may result in a 3-day suspension.
- If a child is suspended a third time, it may result in a 5-day suspension.
- If a child's behavior deems a fourth suspension, it may result in removal from the program.

At no time will the staff members use corporal punishment as a means of discipline. Staff members will model positive behavior management techniques and respectful communication.

Rules to be followed:

- Members must respect the Club, staff and fellow members.
- Abusive and foul language, swearing, and fighting will not be tolerated.
- Drugs, alcohol or smoking in the Club or on Club property is forbidden.
- Members may not borrow anything from another member without permission.
- Members may not borrow money from Club staff.
- Members are expected to play safely and play fairly.
- Members are expected to keep the Club clean.
- Members are responsible for Club games, equipment and furnishings.
- Members are not to be in any unsupervised areas.
- Shirts and shoes must be worn at all times. (Only sneakers will be permitted in the gymnasium.)
- Members may not misuse, deface, or damage any equipment at any time. If afore-mentioned damage occurs, parents will be responsible for cost of damage to property.
- Horseplay, running in the Club, or talking back to staff will not be tolerated.
- Members will be suspended for violating Club rules for inappropriate behavior.
- Cell phones and electronic devices can only be used in designated areas and during designated times. The "Acceptable Use Policy" and the "Bring Your Own Device Policy" must be followed, or members will lose the privilege to have and use these devices at the Club.

### **Restorative Practices**

"Restorative Practices can change behavior by challenging core beliefs, rather than simply just managing behavior." Restorative practices create a positive learning environment where members have the necessary skills to self-regulate their own behavior and re-calibrate their learning experiences. Restorative practices have been found most effective when implementing as a whole Club approach by aiming to:

- Develop-emotional literacy, truth telling, accountability, responsibility
- Improve-behavior, attendance, learning environment, and teaching
- Increase-empathy, happiness, social and communication skills
- Reduce-bullying, exclusion, conflict, need for sanctions

Restorative Practices are based on four key features:

- Respect-for everyone by openly receiving opinions and learning to value them
- Responsibility-taking responsibility for one's own actions
- Repair-developing the skills within a Club community so its individual members have the necessary skills to identify solutions that repair harm
- Re-Integration-working through a structured, supportive process that resolves the issue and ensures behaviors are not repeated, allowing members to remain in mainstream education while also achieving all of the above

Youth place significant attention on how they are treated. When punished, it is easy for them to fixate on the harm they experience rather than how their behavior may affect others. This focus on self leads to resentment towards the punisher, and resentment turns into resistance to participation in activities and disassociation and/or aggression towards others.

Through Restorative Practices, members will:

- Have an opportunity to be heard
- Understand the greater impact of one's actions
- Learn to take responsibility
- Repair the harm one's action may have caused
- Recognize one's role in maintaining a safe Club environment
- Recognize one's role as a positive contributing member of the Club and community

### **Bullying Prevention Policy**

Boys & Girls Club of Oyster Bay-East Norwich is committed to providing all members with a safe and civil environment and will not tolerate any form of bullying at any Club activity - on or off Club property.

Bullying shall mean any written, electronic, verbal, physical or social act that willfully harms another. Aggravated bullying shall mean willful harm motivated by race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity, mental disability, physical disability, appearance or socioeconomic status.

Staff and volunteers who observe an act of bullying are expected to take immediate, appropriate steps to intervene. If the staff member or volunteer believes his/her intervention has not resolved the matter, they shall report it to his/her supervisor and document the incident in writing. The Club Director or appropriate staff member will inform the parent or guardian of any member who was observed as a victim or perpetrator of bullying. If the issue has not been appropriately resolved, depending on the frequency and severity of the conduct, intervention, counseling, correction, discipline and/or referral to law enforcement will be used to remedy the impact on the victim and change the perpetrator's behavior.

### **Cell Phones/Electronic Devices**

Members are encouraged to have their cell phones at the Club, but turned off or in their book bags during programming. Members must follow the Club's "Bring Your Own Device Policy" when at the Club. Staff members are conscious of mobile technology, but want to provide the safest environment for all Club members.

### **Acceptable Use Policy**

The Boys & Girls Club of Oyster Bay-East Norwich computer network and Internet access (referred to as Technology Network) are available to members to enhance their educational experience and become literate in an increasingly technological world. The purpose of the Acceptable Use Guidelines is to foster the appropriate use of the Technology Network, e-mail and Internet. The following guidelines apply to all users whenever they access any of the Boys & Girls Club of Oyster Bay-East Norwich computer equipment or use a personally-owned device.

An **Acceptable Use Policy** defines appropriate use of computer equipment and the internet for members.

#### Educational Purpose:

The Boys & Girls Club of Oyster Bay-East Norwich had established its technology program with the following expected outcomes:

- Understand how computers work, the types of opportunities they provide and their role in modern society;
- Utilize technology to support and advance intellectual development;
- Use the Internet safely to access information and communication;
- Use basic productivity applications and multi-media applications to create projects and communicate complex ideas;
- Use technology ethically; and
- Explore technology-related careers and understand that mastering technology is integral to their economic success; In other words, in the future, the more people know about technology, the more they will earn.

#### Unacceptable Uses and Personal Safety:

You must not post personal contact information about yourself or other people. Personal contact information includes, but is not limited to, home, school or work addresses, telephone numbers, and email addresses. You must never agree to meet with someone you have met online without your parent's approval. A parent or guardian should always accompany you to such meetings. You must promptly disclose to a Club staff member any message you receive that is inappropriate or makes you feel uncomfortable.

#### Illegal Activities:

You must not attempt to gain unauthorized access to the Club's network, or to any other computer system through the Club's network. This includes attempting to log in through another person's account or accessing another person's files. These actions are illegal, even if only for the purpose of "browsing." You must not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses. You must not use the Club's network to engage in any illegal act, including, but not limited to, arranging for the purchase or sale of alcohol, tobacco or other drugs, engaging in criminal activity, or threatening the safety of another person.

#### System Securities:

You are responsible for your individual user account and should take all reasonable precautions to prevent others from being able to use your account. Under no circumstances, should you provide your password to another member. You must immediately notify a Club staff member if you have identified or witnessed a possible security problem. Do not look for security problems, because this may be construed as an illegal attempt to gain access.

#### Inappropriate Use:

Restrictions against inappropriate use apply to public message, private message and material posted on web pages. Within reason, freedom of speech and access to information will be honored.

The following are not permitted:

- Sending or displaying unkind or offensive messages or pictures, pornography or hate literature;

- Using unkind or obscene language;
- Harassing, insulting or attacking others;
- Intentionally damaging computers, computer systems or computer networks;
- Violating copyright laws;
- Using another person's password;
- Trespassing into another person's folders, work or files;
- Intentionally wasting limited resources (i.e., distributing mass email messages, participating in chain letters, creating or participating in unauthorized newsgroups, and storing files on file servers without proper authorization);
- Employing the network for commercial purposes, political activities or lobbying;
- Installing additional software without prior approval; or
- Using portal or proxy websites.

Violations may result in the loss of access, as well as other disciplinary or legal action.

#### Respect for Privacy:

You must not re-post a message that was sent to you privately, without the permission of the person who sent the message. You must not post private information about another person.

#### Plagiarism and Copyright Infringement:

You must not plagiarize works you find on the internet. Plagiarism is taking ideas, writings or pictures of others and presenting them as your own. It is dishonorable, and it is a prohibited use of this facility.

You must respect the rights of copyright owners. Copyright infringement occurs when you reproduce a work that is protected by a copyright without authorization. If a work contains language that specifies appropriate use of that work, you should follow the expressed requirements. Copyright law can be confusing; therefore, if you have any questions, please ask a Club staff member.

#### **Bring Your Own Device Policy**

The Boys & Girls Club of Oyster Bay-East Norwich adopts this policy to maintain a safe and secure environment for members, staff, volunteers and others.

A personally-owned device includes all member-owned existing and emerging technologies and devices 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.

Emerging technologies and devices include, but are not limited to, cell phones, computers, tablets and storage media (i.e., flash drives), as well as communication tools, including social media sites, text messages, chat and websites. Not all devices are covered within this policy. Unacceptable devices in this policy include, but are not limited to, gaming devices or consoles, laser pointers, modems or routers and televisions.

Club purposes include program activities, career development, communication with experts and/or Club peer members, homework and Club activities. Members are expected to act responsibly and thoughtfully when using technology resources. Members bear the burden of responsibility to ask staff when they aren't sure of the permissibility of a particular use of technology prior to engaging in the use.

Personally-owned devices are permitted for use during Club time for Club purposes and in approved locations only. The Club expressly prohibits the use of personally-owned devices in restrooms and other areas where there is an expectation of privacy.

Any inappropriate use of a personally-owned device, as determined by Club staff, can lead to disciplinary action including, but not limited to, confiscation of the device, immediate suspension from the Club, termination of membership, or other disciplinary actions determined to be appropriate to the Club's existing disciplinary policies including, if applicable, referral to local law enforcement.

Inappropriate Communication: Includes, but is not limited to, obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language or images typed, posted or spoken by members; information that could cause damage to an individual or the Club community, or create the danger of disruption of the Club environment; personal attacks, including prejudicial or discriminatory attacks; harassment (acting in a manner that distresses or annoys another person) or stalking others; knowingly or recklessly posting false or defamatory information about a person or organization; and communication that promotes the destruction of property, including the acquisition or creation of weapons or other destructive devices. If a member is told to stop sending communications, that member must cease the activity immediately.

Members may not use any technology to harass, threaten, demean, humiliate, intimidate, embarrass, or annoy their peers or others in their community. This behavior is cyber bullying, which is bullying that takes place using emerging technologies and

devices. Examples of cyber bullying include mean text messages or emails, rumors sent by email or posted on social networking sites, and embarrassing pictures, videos, websites or fake profiles. Any cyber bullying that is determined to disrupt the safety and/or well being of the Club, a Club member, Club staff or community is subject to disciplinary action.

Members must be aware of the appropriateness of communications when using Club or personally-owned devices. Inappropriate communication is prohibited in any public messages, private messages and material posted online by members.

#### Monitoring and Inspection:

The Boys & Girls Club of Oyster Bay-East Norwich reserves the right to monitor, inspect, copy and review a personally-owned device that is brought to the Club. Parents/Guardians will be notified before such an inspection takes place and may be present, at their choice, during the inspection. Parents/Guardians may refuse to allow such inspections. If so, the member may be barred from bringing personally-owned devices to the Club in the future.

#### Internet Access:

Personally-owned devices used at the Club are not permitted to directly connect to the internet through a phone network or other content service provider. Personally-owned devices must access the internet via the Club's content-filtered wireless network. The Boys & Girls Club of Oyster Bay-East Norwich reserves the right to monitor communication and internet traffic, and to manage, open or close access to specific online websites, portals, networks or other services. Members must follow Club procedures to access the Club's internet service.

#### Loss or Damage:

Members are responsible for keeping track of their devices at all times. Staff are not responsible for the security and condition of the member's personal device. Furthermore, the Club is not liable for the loss, damage, misuse or theft of any personally owned device brought to the Club.

#### Parent/Guardian Notification and Responsibility:

The Boys & Girls Club's Internet Acceptable Use and Bring Your Own Device Policies restrict the access of inappropriate material. However, supervision of usage may not always be possible while members use the internet. Due to the wide range of material available on the internet, some material may not fit the particular values of members and their families. Because of this, it is not practical for Boys & Girls Club of Oyster Bay-East Norwich to monitor and enforce a wide range of social values in member use of the internet. If parents/guardians do not want members to access information beyond the scope of the Internet Acceptable Use and Bring Your Own Device Policies, parents should instruct members not to access such materials.

#### Disciplinary Actions:

Members who violate the Acceptable Use Policy and/or the Bring Your Own Device Policy may be denied future internet and/or network privileges for a defined period of time, and may be subject to other disciplinary measures, as set forth by Club policies.

#### **Personal Belongings**

The Club and/or Club staff are not responsible for any lost, stolen or damaged personal items. We strongly encourage members to guard personal items closely, label everything with your child's name, and not leave personal items unattended. It is a good practice not to bring valuable items to the Club. All personal items, including electronic devices, cannot be shared with other members.

#### **Homework Policy**

We strongly believe it is a shared responsibility between the Boys & Girls Club of Oyster Bay-East Norwich, the members and their parent to help assist in completing the homework. We will do our best to encourage each member to work diligently during the homework help time and provide them with as much assistance, as possible. Although it our greatest desire that all members will respond favorably to this opportunity, we cannot force a member to make the choice to complete his/her homework.

We look forward to joining with you to help foster your child's academic achievement. We cannot assure that each member will complete all of his/her homework during the allotted time. We will provide learning materials and access to the computers to assist in the completion of homework as part of our commitment. Please be advised that with the increase in assigned electronic work and school devices, the Club will not always be able to provide online opportunities for youth, and the WIFI can be limited. Please also note that Club electronics are not equipped with "Apps" and/or website subscriptions that school assignments may need to utilize.

If you do not wish for your child to complete their homework while at the Club, please indicate your wish in writing and submit your request to our Child Care Director. Please understand that during the assigned homework time, other games and activities will not be taking place and you child will be able to read quietly, color or draw, while others complete their work.

## **Equipment Usage**

The Club provides a variety of different equipment for members to use throughout their time at the Club. We recognize that basic usage does lead to wear and tear, and the Club tries to replace older, out-dated equipment, when needed. Members are expected to use equipment appropriately and for their designed purpose. Members who abuse, destroy, or break equipment on purpose, will be held responsible for its replacement. Members will also be held responsible for any vandalism they do at the Club. Members are expected to act responsibly and inform staff if they damage or break a piece of equipment during usage, either on accident, or on purpose.

## **PROGRAM SPECIFIC INFORMATION**

### **Before and After School Programs - Hours of Operation**

The Before/After School Programs will begin on the first day of school in September. The programs will be closed when the schools are closed.

- Before School Program - available to members in grades K-6, and will begin at 7:00 a.m. and run until the start of the school day. The program will be closed when there is no school or a delayed school opening because of inclement weather.
- After School Program - available to members in grades K-6, and will begin at dismissal time and close at 6:30 p.m. On half days, such as conference days, extended hours of care will be available, for an additional fee, paid in advance.

### **Before School Programs - Enrollment**

Enrollment in the Before School Program for those members who are in grades K-6 is available on a full-time basis, or on a part-time basis, with a minimum attendance of 10 days each month being required. Days must be selected in advance by the tuition due date -- the third Friday of each month -- and may not be switched. Part-time Calendars, with the date selections, not received by the tuition day, will be subject to a \$25.00 late fee per calendar. Part-time Calendars that are repeatedly received late, will either result in a child having to switch from a part-time status to full-time status and/or in cancelation of his/her registration.

### **After School Programs - Enrollment**

Enrollment in the After School Program for those members who are in grades K-2 is only available on a full-time basis. Members in grades 3-6 have the option of enrolling on a part-time basis, with a minimum attendance of 10 days each month being required. Please submit a note regarding your child's attendance in the After School Program directly to your child's classroom instructor. Days must be selected in advance by the tuition due date -- the third Friday of each month -- and may not be switched. Part-time Calendars, with the date selections, not received by the tuition day, will be subject to a \$25.00 late fee per calendar. Part-time Calendars that are repeatedly received late, will either result in a child having to switch from a part-time status to full-time status and/or in cancelation of his/her registration.

### **Before and After School Programs - Changes in Enrollment and Termination Policy**

There are a limited number of openings for participants in our programs; therefore, registration is on a first-come, first-serve basis. If you decide to withdraw your child(ren) from any program, we require written notice of termination in advance. For the Before and/or After School Program, written notification on the Termination Registration Form is required before the third Friday of the month prior to the month for which child care was to be provided. Such cancellation will only be considered official upon the receipt of the Termination of Registration Form. After completing and signing the Termination of Registration Form, it is the parent's responsibility to deliver same to one of the following employees of the Club: the Child Care Director, the Program Director, or the Administrative Assistant, who will sign off on the form and provide the parent/guardian with a fully executed copy for their records. Parents who fail to provide written notification of withdrawal by using the Termination of Registration Form will be billed as if still registered in the program(s). Once monthly tuition payment is submitted, no refunds will be approved should a child's registration be cancelled prior to the end of the month for which payment has been rendered. Parents who wish to switch between part-time and full-time status must do so by completing the "Changes in Enrollment Form" and must submit it before the third Friday of the month prior to the switch. Switching enrollment status will only be permitted one time during the course of the school year, and allows for members to switch back to original status, if needed, based on availability. The switch is not considered complete until it is signed off on by the Child Care Director.

### **Before and After School Programs - Transportation**

Transportation is provided for members enrolled in the Before and After School Child Care Programs to and from Theodore Roosevelt Elementary School and James H. Vernon Middle School. The Boys & Girls Club cannot assume responsibility for any youngster who misses the bus. Any Club member who misbehaves on the bus will lose bus riding privileges.

Members in grades K-2, enrolled in the Before School Program will be transported by Hendrickson Bus to Roosevelt School from the Club at 8:45 a.m. and arrive at school by 8:55 a.m. by way of Berry Hill Rd. crossing over South Street to N. Lexington and a left onto Main St. entering the school parking lot. Members in grades 3-6 enrolled in the Before School Program will be transported by Hendrickson Bus to Vernon School from the Club at 8:00 a.m. and arrive at school by 8:10 a.m. by way of Berry



Hill Rd. making a left onto Route 106 and entering the school parking lot on the right. Members in the After School Program in grades K-2, will be transported by Hendrickson Bus from Roosevelt School to the Club at 3:05 p.m. and arrive at the Club by 3:15 p.m. by way of Main St. making a right onto N. Lexington and crossing over South St. to Berry Hill Rd. making a right into the Club parking lot. Members in grades 3-6 in the After School Program will be transported by Hendrickson Bus from Vernon School to the Club at 2:45 p.m. and arrive at the Club by 2:55 p.m. by way of a left onto Route 106 and making a right onto Berry Hill Rd. and a right into the Club parking lot. However, due to bus driver shortages, Boys & Girls Club staff will be on site at schools if wait times exceed those mentioned. Any Club member who misbehaves on the bus will lose bus riding privileges.

#### Bus Rules:

- All children must remain seated with their seat belt fastened while bus is in motion.
- Children are not allowed to kneel on seats.
- Children are not allowed to stand in the aisle.
- No eating or drinking on the bus.
- All body parts must be kept inside the window at all times.
- Passengers are not allowed to throw anything out of the bus windows.
- Bus equipment must be respected at all times.
- No yelling/fighting allowed on the bus.
- If the above rules are not followed, children are subject to disciplinary action and in severe instances, suspension or termination of registration.

#### **Before and After School Programs - Staffing**

The program is coordinated by a Child Care Director with experience in administering a school-age child care program. Staff members are selected with the needs and safety of the children in mind. The N.Y.S. Central Register of Child Abuse and Maltreatment, N.Y.S. Justice Center SEL and Enterprise/First Advantage Proprietary National Criminal File clear all program staff members.

#### **Before and After School Programs - Parent Orientation**

The Club conducts a Parent Orientation for the parents/guardians of registrants in the Before and After School Program in the beginning of each school year. If a member joins later in the year, they are encouraged and welcomed to schedule an appointment to meet with the Child Care Director to receive the presented information.

#### **Summer Programs - Parent Orientation**

The Club conducts a Parent Orientation of the Summer Programs in the beginning of summer prior to the start of camp. If a member joined later in the summer, they are encouraged and welcomed to schedule an appointment to meet with the Camp Director, to receive the presented information.

#### **Friday Night Fun**

Most Friday nights during the school year, the Club conducts "Friday Night Fun." Your child(ren) does not have to be a participant of the Before and/or After School program in order to participate. You must sign up for the program on a weekly basis and pay the registration fee. An early bird discount is available. The fee increases after the Monday of the designated week. Space is limited, and we advise parents to sign up in advance. The Club reserves the right to cancel events with insufficient enrollment and to modify events, as necessary.

### **GENERAL INFORMATION**

#### **Miscellaneous**

- The Boys & Girls Club cannot assume responsibility for lost or stolen items. Please label personal belongings with your child's name. Items of value should not be brought to the program.
- Photographs, images or video clips of members may be used for public relations purposes.
- The children will spend time outside daily, weather permitting. It is suggested you dress your child in comfortable clothing suitable to the weather conditions. The only conditions that result in the children not being permitted outside will be rain, excessive wind, or temperatures below 32°F.
- Club members may only view movies with either a "G" or "PG" rating, and play video games rated "E" for everyone.
- In order to preserve both the parent/instructor and member/instructor relationships, the Boys & Girls Club requests that no parent solicit domestic child care/babysitting, or any other arrangement during which they might come in contact with staff outside of the Boys & Girls Club. This also includes, but is not limited to, housesitting, email/phone/social media contact, personal transportation, etc. Our staff has been advised to decline such requests.

#### **Mailing Address**

Mail should be directed to: Boys & Girls Club of Oyster Bay-East Norwich, One Pine Hollow Road, Oyster Bay, NY 11771.

## **Complaint Procedures**

If you have any issues or concerns, please address them with the Child Care Director and/or Program Director so they may be resolved in private as soon as possible. If we are unaware that there is a problem, we cannot work to resolve it. We want to provide an atmosphere where your child feels safe and has fun while learning. If you do not feel your issue or concern is resolved satisfactorily, please make an appointment to speak to the Executive Director.

## **Get Involved**

To learn more about ways in which you can give back and get involved in our fundraising and sponsorship opportunities, please contact our Fundraising Coordinator, at [admin@bgcoben.com](mailto:admin@bgcoben.com). If you would like to make a contribution to the Boys & Girls Club of Oyster Bay-East Norwich, please contact us at 516-922-9285 or visit our website to give online at [www.bgcoben.org](http://www.bgcoben.org).

## **Surveys and Questionnaires**

Boys & Girls Club of Oyster Bay-East Norwich will, from time to time, ask parents or guardians to fill out surveys to provide us with valuable feedback. We ask that you participate in these surveys, whenever possible, so that we can provide the highest quality of care for your child(ren). Additionally, the Club will ask members to complete surveys and evaluations to gauge their interest in programming and ensure we are meeting their needs. These surveys require passive parental consent; parents only need to notify the Club if they do not want their child to participate. Please contact the Child Care Director, at [Childcare@bgcoben.com](mailto:Childcare@bgcoben.com), or the Program Director, at [Cbarrund@bgcoben.com](mailto:Cbarrund@bgcoben.com), if you do not want your child to participate in surveys or questionnaires.

## **Confirmation of Receipt and Understanding Member/Parent Handbook 2025 Form**

The Member/Parent Handbook Confirmation of Receipt and Understanding is located on the back of your child's Membership Form and must be signed by the member's parent(s) or guardian and submitted as part of the membership application process. The Handbook lists all Club rules and expectations. Membership at the Club can and will be suspended or revoked if the Code of Conduct is violated.

## **More Questions, Comments or Suggestions**

Your questions, comments and suggestions are welcomed. You may speak to our staff when you are in the Club, leave a comment in the suggestion box or you may call the Club at 516-922-9285. The Child Care Director may be reached at ext. 19, and the Program Director may be reached at ext. 16. For questions concerning payments and/or outstanding balances, please contact our billing department, at ext. 15. For any questions or concerns about our New York State Registered Before and After School Child Care Programs, contact: Office of Children & Family Service, Denise DuBrino, Licensing Specialist, at 631-240-2544.