



FAMILY HANDBOOK 2025



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SECTION I

GENERAL INFORMATION

Welcome to the Boys & Girls Clubs of Central and Northern New Hampshire! We offer infant, toddler, and preschool child care, as well as before-school, after-school, and summer camp programs throughout Central and Northern New Hampshire.

If you are looking for caring, professional staff dedicated to bringing out the best in every child, then you have come to the right place.

We look forward to welcoming you into our family!

Mission-Driven

We are a non-profit organization with a mission to inspire and enable all young people, especially those who need us most, to reach their full potential as productive, caring, and responsible citizens.

Safety-Driven

Children's safety is our priority. Approximately ninety percent of our sites are state-licensed, and all of our programs follow strict protocols for staff screening and training at the Boys & Girls Clubs of Central and Northern New Hampshire:

- FBI Fingerprint Background Checks are conducted on every staff member. Volunteers who may be left alone with members or are included in child-to-staff ratios will also submit to FBI Fingerprint Background Check.
- In addition to FBI Fingerprint Background Checks all staff and volunteers also submit to a State of NH Background Check annually and FirstAdvantage continuous monitoring.
- Exceptions to this rule are one-time volunteers who come only once for storytelling, art projects, etc., and are monitored by a staff member at all times. Outside therapists with approved waivers.
- A staff member is generally prohibited from being alone with one minor. This includes all of our service sites, bus rides to and from the Club, mentoring services, etc.
- A staff member is not to be alone with a child in the bathroom with the door closed. In some instances, a staff member may be required to assist children with bathroom needs.
- All staff receive training on preventing sexual harassment, sexual grooming, and recognizing the signs of child sexual abuse.
- All staff receive and are responsible for reviewing policies and procedures, including the employee toolkit, policy manual, safety manual, and child protection policy.
- All program staff are required to receive professional development each year.

Inclusion

The Boys & Girls Clubs of Central and Northern New Hampshire believes that embracing, honoring, and validating diverse life experiences is essential to fulfilling our mission. We are committed to building an inclusive culture that values respectful listening and learning. We encourage Club members and staff to explore their individuality and utilize their distinct voices. We will continue to establish both emotional and physical safe spaces so that everyone in our community can flourish.

We invite you to look over this handbook to better understand the policies and guidelines set forth at all of our facilities.

New Enrollments and Center Transitions

When a child is newly enrolled in any of the Boys & Girls Clubs of Central and Northern New Hampshire programs, we encourage caregivers/guardians to visit the space with their child to meet the staff and get a feel for the schedule and atmosphere. Some children may benefit from attending half-days on the first day or two (ECE-specific).

Transitions in ECE programs from younger to older age groups can happen throughout the year. Caregivers/guardians will be notified in advance, and children who are transitioning between spaces within the center/program will be given the opportunity to visit their new space as needed, prior to being considered fully transitioned. This will give the children some familiarity with the child who is becoming a part of a new group, and it will provide the “new” child the opportunity to get to know their new classmates as well as to get acquainted with the staff and the space. If you have any questions or concerns with this process, please see your director. It is typically a function of a child care center to combine children from various classrooms at the start and end of the day. Children may be moved any day without caregiver notification.

5 Key Elements

We want the club experience to make a difference. That's why we follow the Boys & Girls Club's Five Core Program Areas, which focus on Education and Career Development, Character and Leadership Development, the Arts, Sports, Fitness and Recreation, and Health and Life Skills. These key elements are modified to meet the needs of all age groups that the organization serves, such as early child care and out-of-school time.

For all age groups, our programs offer a safe and inviting environment designed to meet the social-emotional, cognitive, and physical developmental needs of the age group served. We believe in an adaptive curriculum that modifies lessons to fit the learner, while still meeting NH Early Learning Guidelines.

Staff members plan fun-filled days that incorporate everything from painting and playing games to cooking and community service. Structured activities are mixed with supervised recreation to ensure members enjoy downtime as well as opportunities for learning and enrichment.

Holidays

Boys & Girls Clubs of Central and Northern New Hampshire will be closed for the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents' Day (programs are closed for staff training)
- Memorial Day
- Summer Camp Training (early June, dates to be determined)
- Independence Day (the Independence Day holiday may be honored with 2 days, depending on where it falls, as announced on the annual calendar)
- Labor Day
- Columbus Day
- Veterans Day (programs are closed for staff training)
- Thanksgiving (2 days)
- Christmas (the Christmas holiday may be honored with 2 days, depending on where it falls, as announced on the annual calendar)

Different locations may have different schedules, so please make sure to follow the schedule that is provided by the center that your child(ren) attends.

Delays and Closings

The Boys & Girls Clubs of Central and Northern New Hampshire understands that our decision to open or close our programs in severe weather or other conditions affects families. We also believe that our members are better served academically, emotionally, and socially while in our care. However, as always, the safety of our members, staff, and families is a priority.

Should severe weather or other conditions (e.g., snow, storms, floods, earthquakes, blizzards, loss of power, and loss of water) prevent us from opening on time or at all, notification to the families will be announced on WMUR TV, Facebook, and the Class DOJO App. If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

Health Policy

Infections and illnesses spread quickly and easily in child care settings. Our goal is to minimize illness in children and staff, as well as lost work time for caregivers, by keeping our environment as germ-free as possible. We will do so with cleaning procedures, hand washing, and maintaining a policy that requires children to stay at home when they are ill. Children will be monitored throughout the day for signs or symptoms of illness, as required by the New Hampshire Child Care Licensing regulations. *If you are notified of any of the symptoms listed below, you must arrange to remove your child from the program as soon as possible, or within 30 minutes. We are required by regulation to separate an ill child from the other children, and we are not set up to do so for a long period of time. We will make every effort to keep your child comfortable while we wait for you to arrive; however, we cannot disrupt programming to do so.*

Your child will be sent home if any of the following symptoms occur. **Important: A doctor's note, by itself, does not guarantee a return.** The Boys & Girls Clubs of Central and Northern New Hampshire policy states that all children and adults can return 24 hours after they have been symptom-free without medication for an illness that does not require a medical note, as stated below. For contagious illnesses such as strep throat, pink eye, etc., children must be on medication for at least 24 hours before returning to the program. In some cases, a medical note will be required. Please see specific details below.

- Fever:
 - A temperature of 100 degrees or higher, in combination with a sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
 - The temperature of 101 regardless of other symptoms.
 - Please keep your child home the following day. They may return when they are symptom-free.
- Diarrhea:
 - Two or more watery stools in a 24-hour period.
 - Please keep your child home the following day; may return when they are symptom-free.
- Rash:
 - Any unidentified body rash, especially with fever or itching.
 - A note from your child's doctor, confirming that the rash is not contagious, will be required to clear your child to return to care.
- Sore throat:
 - If combined with fever and/or swollen glands
 - In case of a strep throat diagnosis, a medical note may be required.

- **Eye discharge:**
 - Thick mucus or pus draining from the eye or “pink eye.” Blocked tear ducts must be on file to allow the child to stay in care. We must have a doctor’s note with instructions for return.
- **Head lice:**
 - Any live lice or nits found on a child’s head or in their hair will require that the child be removed from the early child care program immediately.
 - Please note that we have a “no nit” policy in our early childcare programs, meaning that a child may not return to our center until a head check by a staff member reveals no nits.
 - For our out-of-school time programs, we have a “no live bug” policy, meaning that a child may not return to our program until a head check by a staff member reveals no live bugs (The Club follows the same policy as the school district that we are in for our school-age programs).
 - We will provide educational materials to all families; in chronic situations, directors will refer families to local resources and determine the process for return.
- **Not feeling well:**
 - Unusually tired, pale, lack of appetite, confused, or irritable.
- **Vomiting:**
 - Other than infant spit-up or related to coughing or phlegm.
 - Please keep your child home the following day, and may return when they are symptom-free.
- **Hand, Foot, and Mouth**
 - Have no fever for 24 hours.
 - Feel well enough to participate in class.
 - Have no uncontrolled drooling with mouth sores.
 - Can’t have any open blisters.

Per the State of NH Child Care Licensing rules, your child should not be brought to the program if they are not feeling well enough to participate in all regular activities.

Personal Belongings

What to bring will depend on the age and needs of your child. Items for ECE programs may include, but are not limited to, clean bottles, diapers, and at least a few changes of clothes. For our out-of-school time programs, items may include water bottles, lunch boxes when applicable (please include an ice pack), change of clothes, etc. For more specific information, please check in with teachers and/or out-of-school time staff at the location where your child attends.

Please label all items brought from home with your child’s name (i.e., clothes, bottles, diapers, pacifiers, crib sheets, blankets, etc.) to prevent items from becoming misplaced or lost. Upon enrollment, we will provide each child with a place where they can store their belongings. Please check in with your child’s site or center director as to what items are applicable to bring in from home.

We are not responsible for lost or damaged items. You can look for lost items in the Lost-and-Found Box. Please check in with teachers and/or after-school staff at the location where your child attends.

SECTION II

FINANCE/MEMBERSHIP

Registration

At the time of enrollment, caregivers must provide the following completed documents:

- Membership Application and Program Registration form(s). The final tuition cost is found on the Program Registration form(s) (if you are applying for financial assistance, you will need to provide us with copies of all household income, which may include three most recent pay stubs, Social Security benefits, food stamps, explanation of benefits, etc., or applicable paperwork for the State of NH childcare scholarship).
- Child Health Form signed and dated by a physician based on a physical exam completed within the last 12 months upon initial enrollment, including immunization records. A new health form will be required annually through and including your child's six-year-old physical exam. If your child has a life-threatening food allergy, we require a special dietary needs form, which you can get from your after-school director, center director, or teacher.
 - Throughout the year, please turn in updated immunization records when your child/ren receives new vaccinations.
 - If applicable, please include an allergy action plan and medication needed for treatment with your Membership Application.
- A non-refundable annual membership fee of \$40.00 per child.
- ACH/Returned checks will incur a \$20.00 fee.
- If you dispute club charges with your credit card company prior to contacting the billing department, you may be responsible/charged fees that the club incurs.
- CACFP (Child and Adult Care Food Program) participation form and income eligibility with racial/ethnic data when applicable.

Updates to paperwork are completed on an annual basis; in addition, it is your responsibility to keep us updated with current information, including any changes regarding your contact information or that of your emergency contacts, to ensure that we are able to contact you at all times. This includes instructions for how to reach you and an alternate contact at all times.

*****Siblings of the existing Club members will be given priority registration/enrollment.**

Fees and Payments

Our membership staff will review rates, scholarships, and payment policies at the time of program registration. Finance invoices a week after the week of service. Payments are processed weekly on Fridays, by ACH, debit, or credit card only. It is your responsibility to ensure that sufficient funds are available for payment.

We do not prorate weekly fees. Regular weekly payment is required when we are closed for a holiday, staff training, or for any reason outside of our control (i.e., entering/exiting a program, heating/cooling, weather, power outages, etc.). For Early Childhood families, before school, and our after-school programs located at the following sites: Andover, Belmont Elementary, Christa McAuliffe, Epsom Jr., Holderness, Hopkinton, Lisbon, New London, Newport, Penacook Community Center, Penacook Elementary, Pittsfield, Pleasant Street, Sutton, and Warner weekly payment is required even if your child is not able to attend our program for any reason (i.e., illness, vacation, etc.). For after-school programs at the following sites: Bradley Street, Suncook, Lakes, Weare, and Epsom Senior, weekly payment is due when your child attends at least one day in a given week.

For summer camp families, weekly payment is required for weeks signed up for, even if your child is not able to attend for any reason (i.e., illness, vacation, etc.) without following our cancellation policy.

If you do not comply with our payment policies, we will send out weekly invoices, alert you via email, and/or phone. Please keep in mind that your child may not participate in club activities/attend/be removed from the program if your account becomes delinquent for 14 days. In addition, you will not be able to register for future programs until all your payment obligations, past and present, have been satisfied.

ECE Enrollment Process

Once the member application and program registration form are confirmed and there is a mutually agreed-upon start date for the member, fees will be applied, and the member is considered enrolled. The weekly slot fee will be charged regardless of attendance or closings to cover the cost of care. As stated in our application, we do not pro-rate the cost of the slot.

If, for some reason (such as a significant change in circumstances/loss of job, or moving out of the area), the member is unable to start upon the mutually agreed date, the program director must be informed. If there is an extenuating circumstance, a waived fee may be approved at the discretion of the management team.

Attendance

Absences

If your child is going to be absent, we encourage you to contact the classroom teacher, center, or site director of the program/location that your child attends.

School Vacation

*All after-school program caregivers must complete an online registration form for their child/ren to attend our programs during school vacation weeks. This will help us plan for staffing, bus transportation, field trips, etc. Online registration opens approximately four weeks before each school vacation. To register, the member **MUST** have an active membership application on file.*

Please keep in mind that we may close some of our smaller sites during vacation weeks if we have low enrollment numbers. You will still have the choice to bring your child to one of our clubhouses, such as the Boys & Girls Clubs at Bradley Street, Boys & Girls Club of Suncook, and Boys & Girls Club of the Lakes Region.

Drop-off and Pick-up

Please check with your site director for hours of operation. Please do not drop off your child prior to the opening. Caregivers are expected to accompany their children inside our buildings and sign them in/out.

Plan to allow enough time to arrive, sign your child out, and leave by closing time. If you need to check in with staff and have a conversation, please plan to arrive 15 minutes prior to our closing time.

New Hampshire state law (NH RSA 265:72) requires that you turn off your ignition and take your keys out of your vehicle when you enter the building.

Caregivers are required to park in one of our designated parking spots and are not to park in front of our entrances.

Please see the site director for more options if parking is limited.

Please be aware that the **New Hampshire Child Passenger Safety Law** requires that **ALL CHILDREN under the age of 18 riding in a motor vehicle be properly fastened in a safety belt.** (NH RSA 265:107-a). In addition, children under the age of 7 years and less than 57 inches tall must be restrained and properly secured in a child passenger safety seat that meets federal safety standards.

Late Pick-up

Late pick-ups will result in a charge of \$10.00 for every 15-minute interval or any portion thereof past site closing time, **per child**, which must be paid along with your child's tuition the following week. Caregivers are responsible for the payment of late fees, regardless of eligibility for the State of NH scholarship. If a caregiver exceeds a total of three (3) late pick-ups for the after-school program (September-June), or a total of three (3) late pick-ups during the summer program (July-August), or a total of six (6) late pick-ups in a one-year period for early child care, then, in addition to being required to pay the late pick-up charges described above, the child will not be allowed to attend the program for one (1) full week. Please keep in mind that the summer camp weeks, slot-based programs, and early child care weeks are pre-confirmed, and you will be responsible for the weekly payment. We may ask you to find alternative care for your child/ren if repeated late pick-ups occur.

Authorized and Unauthorized Pick-up

We will release your child to you only, or those persons you have pre-authorized. If you want a person who is not identified as a contact to pick up your child, you must notify us in advance, in writing. We will not release your child without prior written authorization. Parents/guardians shall add the newly authorized pickup to Daxko prior to pickup. The person picking up your child will be required to show a picture ID as verification for the protection of your child and the other children in our care. Please notify your pick-up person of our policy.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you and the contacts listed. Accommodations will be made for someone to stay with your child as long as possible, but if, after one hour, we have not been able to reach you or a person listed as a contact, we will call the local child protective services agency.

Withdrawal Policy

Before/Out-of-school and Early child care programs require a minimum of two (2) weeks' written notice, in advance, when a child is being withdrawn from the program. Please email membership (membership@nhyouth.org). **No changes or cancellations will be accepted by phone, fax, mail, or verbally.** If you do not follow the cancellation policy, you will be responsible for the full weekly fee up to the notice period.

Summer camp cancellations will be accepted through emailing membership (membership@nhyouth.org) up to three (3) weeks before the Monday of the scheduled week, AND a \$25.00 per child/per week cancellation fee will apply. **No changes or cancellations will be accepted by phone, fax, mail, or verbally.** If the member is registered for a summer camp week but does not attend and you do not follow the cancellation policy, you will be responsible for the full weekly fee.

Extenuating circumstances may be applicable and will be determined by the finance office based on individual circumstances.

SECTION III

FAMILY EXPECTATIONS

Cell Phone Usage

The time you spend dropping off and picking up your child is the primary window of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting our facilities.

Family Communication

Please remember that the priority for our employees is to supervise and engage with our members. They will not be able to respond to your questions or requests immediately. Employees may check work email or Dojo messages a couple of times throughout the day. For anything that needs immediate response, please call the main office number for your location, and your message will be communicated to the employee/classroom. If there is a subject matter that requires more time with a teacher/out-of-school time personnel, we highly suggest a meeting that can be arranged by the site or center director.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released, except as required by our regulatory and partnering agencies. Those agencies may include DCYF and the police department, but a subpoena may be required.

Please keep in mind that in situations involving your child and another child, our staff will not disclose names.

Gift Giving

This organization prohibits employees and volunteers from gift-giving directly to members and families.

Items/opportunities may be given under the following circumstances:

1. The family indicates the need for assistance (clothing, tuition assistance, food) and communicates with the Center/Unit/Branch Director.
2. Center/Branch/Unit Director communicates with either the manager, the finance department, or the CEO about the cost limit or assistance available.
3. The caregiver is notified about the decision. In general, communication will include at least two BGCCNNH employees.
4. There may be occasions when a staff member might identify an opportunity without family indication, and in those cases, staff must submit a request or intent for giving items/opportunities to their supervisor for prior approval. This intent needs to be communicated to the family.
5. Some occasions include organization-wide fundraisers that may assist families with school supplies, holiday shopping, summer camp scholarships, etc.

Families Gifting Employees

The organization is grateful that the families we serve will, on occasion, want to thank staff with gifts. The organization asks that any gift with a value greater than \$25.00 instead be made as a donation to the many programs that serve our families and communities through the Summer Camp Scholarship or the Boys & Girls Clubs of Central and Northern New Hampshire Endowment. The staff will not be able to accept gifts above \$25.00

that are not donations to the program to ensure our commitment to the Boys & Girls Club tenets. Prior to offering your gift, please consult with a Site Director or Center Director for appropriate ideas to gift.

Picture and Videotaping

Many families request that we do not post pictures of their child/ren in any of our Facebook posts or promotional materials. In light of these requests, we must kindly inform you that picture taking and videotaping is not permitted at our facilities or events. Events this may affect include, but are not limited to, dances, talent shows, caregiver days, etc. However, the Boys & Girls Club staff may take pictures of the individual members and share them with their families should families have such a request.

It is imperative that every individual on our sites or at one of our events follows this policy. Social media platforms transfer information extremely fast, and individuals could unknowingly expose another child to a dangerous situation by including their picture in the background. This is something you must take seriously to ensure the privacy of each child.

Communication & Family Partnership

Club Notices/Postings: are visible throughout our locations; whiteboards provide news, upcoming events, staff changes, holiday closing dates, general announcements, etc.

Email: We encourage you to provide an email address that you use regularly so we may send you announcements, event invitations, newsletters, account statements, annual payment statements, and general updates.

Family Communication: We welcome feedback from caregivers in our efforts toward continuous improvement. Each year, we offer caregivers the opportunity to fill out a survey and evaluate our programs. Caregivers are encouraged to share the joys and concerns that children express about their experiences in communications with staff. Caregivers can also reach site directors by email. A number of classrooms/programs use a tool called Class DOJO to communicate. Please check in with teachers or site directors to find out their preferred method of communication.

Open Door

Boys & Girls Clubs of Central and Northern New Hampshire offers an Open Door Policy. This policy allows caregivers to visit their children in our facilities at any time they wish. We do ask caregivers who plan to visit their children frequently to follow the classroom routine, to avoid disturbing classroom schedules and activities. We also ask that visitors be respectful of the other students in care; we suggest short visits or watching from the hallway. This is to ensure that the students are not distracted from their learning activities and classroom rules/routines.

Family Involvement

Each family is a child's first teacher. We value families as partners in the growth and development of children in our programs. We offer a variety of ways in which families can be involved. Family activities may include:

-Open houses, talent shows, NAEYC family week (National Association of Education for Young Child), community events, family engagement activities, etc.

SECTION IV

PROGRAM EXPECTATIONS

Coachable Moments Around Boundaries

As an organization, we are invested in ensuring that we meet the emotional, cognitive, and physical needs of the members that we serve. Part of this process is having well-defined industry standards for boundaries within our programs. If we have well-defined policies, employees, volunteers, families, and members can easily recognize when defined boundaries are being crossed. If we all work as partners in this process, we will have a more proactive approach and be able to learn and minimize incidents from happening, while supporting the needs of the children that we serve.

Examples of boundary violations can help clearly define the boundaries we should be keeping with members. See examples below:

Physical violations

- Tickling
- Horseplay/piling on top of one another
- Prolonged hugging (follow ECE rules and side hugs for school-age)
- Allowing youth to cling to an adult's leg (follow ECE rules when applicable)
- Massaging
- Wrestling
- Going overboard with affection
- Poking/patting/stroking heads when not appropriate
- Intentionally violating the No One-on-One Policy
- Showing affection in isolated areas
- Staff cannot allow children/youth to play with staff's hair, or allow children to apply sunscreen on staff, etc.

Emotional violations

- Making members feel overly important and cared about
- Spending too much time with a particular member(s)
- Choosing favorites
- Giving gifts
- Acting possessive
- Sending text messages to members
- Being friend with members on social networking sites like Facebook, Instagram, Snapchat, TikTok, or any other social media platform, including online gaming platforms.
- Sharing personal information to make the members feel like they have a special relationship.
- Promising extra coaching time, a college scholarship, or other special opportunities on the employee's own accord without management approval.

Behavior Violations

- Sneaking around and saying that they will be in one place when they are in another
- Keeping secrets
- Looking at child pornography or exchanging any pictures with members
- Using and coming in under the influence of drugs or alcohol
- Name-calling
- Inappropriate jokes (adult-only content)
- Harsh language that might frighten, threaten, or humiliate youth

We are working together as a team to make the club the best environment possible for our members. We ask every caregiver to inform us of anything that their child may share that may be of concern. If an employee is found to have taken one of the above actions, it will be addressed with them by their supervisor. When possible, this will be handled as a coaching opportunity. The severity of the action will determine how it is handled and could result in disciplinary action, up to and including termination. We will follow the necessary steps related to reporting to the Child Care Licensing Unit, DCYF, police, or any other authority as per applicable regulations.

Curriculum and Assessment

Early Childhood Education Programs

Classroom teaching teams meet on a regular basis to set goals and design integrated learning experiences that are innovative and developmentally appropriate. Our programs are designed to address all areas of development: social, emotional, physical, and cognitive, language, and literacy, with a focus on meeting each child's unique developmental needs. The NH Early Learning Standards and developmental screenings (Ages and Stages Questionnaires) are the basis for planning and goal setting in our ECE programs.

Teachers perform annual screenings and assessments using the ASQ's (Ages and Stages Questionnaire) for each infant, toddler, and preschool child. Teachers will discuss with caregivers the possibility of referrals when a child may be eligible for services based on screening results. We offer caregiver-teacher conferences at least once a year to discuss the developmental progress of children, and we routinely discuss ongoing strengths and goals for all children regularly. Because it is important that developmentally appropriate practices stay in place at all times, all activities will remain open-ended, relevant, and respectful to each child and family regardless of the time of year.

We understand the importance of family values and traditions. We believe that teaching religious, cultural and family values are best done within the context of the family and community. If and when holidays are introduced into our programs, we will try to do it in a way that is supportive to all children and families. We also believe in being inclusive for all family types and encourage celebrations that will fit any and all families we serve (for example, instead of muffins with mom or donuts with dad, we would say muffins in the morning, donuts with grownups, lunch with loved ones).

Early Childhood Programs Age Groups

Quality care for infants through preschool encourages basic trust through nurturing and positive interactions, offers time for uninterrupted play, provides plenty of freedom to explore, and offers a chance to be an active participant. Our early childhood educators provide a variety of activities and developmentally appropriate programming that is based on the needs and interests of the children.

We implement strategies organizationally-wide that lead to problem-solving skills, social and emotional competency, and the ability to feel safe and accepted with a strengths-based approach. We set clear expectations and use a tiered approach supporting individuals. The universal system starts with using our Be Safe, Be Kind, Take Care Member Code of Conduct (Program Wide Expectations) followed by a targeted approach for those who are at risk for social/emotional delays, and also with a focus on individualized behavioral support for those with skill deficits or challenging behaviors.

Universal practices help us demonstrate/role model program-wide expectations. The first tier is where our youth learn to engage in a team approach and recognize that our behaviors have consequences and can leave an impact on others (positive or negative). We use a lot of repetitive language, celebrate, and use recognition to

follow the expectations, and they eventually hold each other accountable. The second tier is where we use small group instruction and games to teach acceptable social behaviors such as taking turns, asking for help, and taking ownership of actions. The third tier can be where we look for additional resources or supports, schedule family meetings, implement individualized action plans, and determine what behaviors might need to be retaught. This tier is primarily for persistent behavior challenges when our typical coping strategies and tools aren't working.

These Strategies intend to support individuals in building self-esteem, identity, and strengths, worthwhile helping them navigate the perplexity of social norms, cultural differences, and socially acceptable behaviors. We do this through equity and inclusion practices (everyone is welcome and valued), providing evidence-based research practices (documentation and assessments, environmental triggers, etc), training and development of skills (social and emotional understanding, such as labeling emotions, taking turns, peer-to-peer communication, adult support, and positive behavior guidance.

Infants – Exploring the senses is a strong foundation in cognitive learning for infants. By stimulating senses through visual, auditory, and tactile experiences, children can explore and try to make sense of the world around them. Providing opportunities for children to actively use their senses as they explore their world through 'sensory play' is crucial to brain development – it helps to build neural connections in the brain. This leads to a child's ability to complete more complex learning tasks and supports cognitive growth, language development, gross motor skills, social interaction, and problem-solving skills.

Toddlers – This is such an important time in a child's life when it is key to work on social and emotional well-being. Toddlers learn through play how to understand what a friend is, how to play with friends, and how to express emotions in healthy ways. They learn self-control and self-regulation. Self-esteem, life skills, concentration skills, and social skills are continuing to develop at a rapid rate, and we are inclusive of all the individual needs of each child we care for. We also begin to learn about important early cognitive skills, such as colors and shapes.

Preschool and Pre-K – On the surface, it might seem like all we do is play all day, but under the surface, the structured environment and community we have in the classroom is an entirely different world! Play is crucial for all areas of development. We believe in an interest-driven curriculum, meaning that teachers observe the children's group and individual interests and then change the environment, introduce new materials, and scaffold learning, according to the group and/or individual goals. All activities must be developmentally appropriate.

We offer activities that are open-ended and flexible, where there are no right or wrong ways to approach or complete the activity. We continue to help children learn about the social skills needed to make and be friends.

We learn about emotions- how to recognize them, label them, understand, and regulate them. We work with families to teach children self-help skills and independence, and what it means to take care of ourselves. While we learn cognitive skills involving letters and numbers, phonics, counting, and more, we do this through a creative, hands-on approach.

Before School and Out-of-School Time Programs

Our after-school activities and programs engage, inspire, and empower our members daily. In addition to the focus on meeting the developmental needs of children, our out-of-school time programs include a focus on Sports & Recreation, Education, The Arts, Health & Wellness, Career, Character & Leadership Development. Youth also participate in a variety of activities, including outdoor games and free play, creative crafts, small and large group games, S.T.E.A.M. activities, member interest programs, and occasionally, field trips.

Our early childhood and after-school programs will be using the Environment Rating Scales (ITERS, ECERS, & SACERS) as a tool to assess and improve the learning environments for all children we serve. The Environmental Rating Scales are a nationally recognized tool that measures the “process quality” of the learning environment. Process quality includes the materials that children have available, the structure of the program, and the interactions the children have with the materials and their teachers/staff.

Screen Time and Use of Technology with Out-of-School Time Members

The use of screen time and technology can be a valuable tool within Boys & Girls Club programs. Our goal is to use these resources in a guided, intentional way. Programs like My.Future, STEM activities involving tech, coding classes, graphic design, or research projects can be a great way to integrate technology into our clubs.

Participatory games that encourage team efforts/friendly competition, or physical activity, like Go Noodle, Just Dance, or sports video games, can also be a fun way to bring groups together. In general, we want to use our programming to provide opportunities for youth to engage...with each other, with new ideas and experiences...and do not want them being occupied by screens during our time with them. We want screen time and the use of technology to be used to enhance programs, when appropriate, rather than replace them.

All clubs and age groups will use these resources a little differently. With very young children, we may use a tablet to play music or an audio story. In our school-age programs, we may utilize more of the BGCA programs like My.Future, or sites such as Cool Math Games & ABCya, to work on computer skills. In teen programs, we understand their connection to their phones, but want to work to engage and interest them in alternate activities while at the club. We also want to look at how we can stretch and scaffold the program teens will participate in, by integrating more advanced tech options or content that will expose them to broader societal topics, college and career opportunities, and the greater world.

There are some general guidelines BGCCNNH will follow in the use of screen time and technology.

- Content will be age-appropriate and non-violent.
- All members are required to complete BGCA digital citizenship training prior to being able to participate in technology use.
- Use should be intentional, scheduled, and limited. Daily “free time” on devices is not allowed. A little time at the end of a tech program to have a free choice is ok.
- Use of screen time must be closely monitored by staff at all times, per BGCCNNH, Child Care Licensing & Praesidium.
- The use of member personal devices is discouraged and, at times, may be prohibited (Please check with the site or center director where your child attends).
- FaceTime, Skype, Zoom, and other video chat apps are not allowed unless they are being used as a programming tool by staff or for remote learning. Members using these alone, on personal devices would allow unsupervised access to our clubs and members.
- No online gaming is allowed at the Club, and there can be no interactions between staff and Club members through online gaming platforms.
- Staff are not allowed to bring in or share personal gaming or other electronic devices with members.
- No social media use by members. This provides unsupervised/unknown contact with our members. Staff should never be friends on any social media accounts with members, it is against BGCCNNH policy.
- Members are not allowed to photograph or video each other. This includes but is not limited to TikTok or other forms of social media.
- Staff are not allowed to give their personal devices to members to use. This may include personal cell phones, tablets, laptops, etc. Staff at remote sites that do not have access to a landline are allowed to give members supervised access to company-provided cell phones to make calls to their caregiver.

- Use of movies should be periodic (once a month “Movie Night”, end of a vacation week, or a rainy day). This can be a great curriculum tool, tied to a book the group reads together or content being covered in a particular program. Written permission must be given by caregivers for any PG or above content. G movies can be used and should be announced to caregivers whenever possible.
- Music in the clubs, whether individual or used in the program, should be reviewed and vetted by staff for content and language. Site directors are encouraged to share their approved song lists with other directors.
- We are working with a broad audience. We need to be considerate and respectful of viewpoints in terms of what is acceptable. On the flip side, regardless of what media members access at home, we need to set a positive example in terms of what we share with them. Even if it’s on the radio, it may not belong in the Club.
- Staff need to lead by example, limiting their engagement with screen time and tech as well.

Digital and other Electronic Media

Club programs do not use digital and other electronic media with children under three years of age, with the exception of educational purposes. Age groups from three to eighteen have limited access to digital and other electronic media with adult permission. Phones and tablets are discouraged and should not be used during program time. Please check with the site or center director where your child attends.

Guidance/Behavior

Children are best able to learn self-control, and develop and show respect for themselves and others with trusted staff members in a caring and supportive environment. By building positive relationships with children through developmentally appropriate activities and a child-centered environment, children will become engaged learners, develop a positive sense of self, gain independence, and enjoy successful interactions with peers and staff members. Learning these skills takes practice for children, and we recognize this as a normal process that takes varying lengths of time, depending on the child.

Should a child’s behavior escalate to the point where they become a danger to themselves or others, or their language becomes obscene or abusive, the caregiver will be called and must pick the child up, or make arrangements for someone else to pick up the child, within a reasonable amount of time agreed upon with Club personnel.

The Boys & Girls Clubs offers the following trainings and documents (this list is not all-inclusive) to help our employees provide developmentally appropriate behavioral guidance strategies for the members we serve.

- Employee Toolkit – This document addresses conflict resolution between members, behavior management protocols, tips for behavior management, our programs discipline process, handling member behavior in aggressive situations, examples of behavioral situations and when to ask for help, as well as de-escalation strategies to help minimize aggressive behavior and problematic situations.
- Child Abuse and Neglect trainings – What are the signs of this and what to do when someone suspects abuse or neglect with a member.
- De-escalation trainings – Exploring different methods of helping our members regain control before a problem behavior escalates.
- Trauma-Informed Care – A training that helps staff better understand what a member is going through when they have experienced abuse, neglect, or witnessed domestic abuse. This equips staff with new tools to work with children and families going through tough times.

For children who need more focused attention, we will collaborate with families to address the child’s individual needs and make referrals to support specialists and other community resources if necessary; this may be a

contingency for continued care. However, there may be circumstances where the safety of the class/program as a whole is not being met. Should the behavior be extreme or develop into a pattern, the Boys & Girls Clubs of Central and Northern New Hampshire will take the time to review the records, assess the situation, consult as a team, as well as directly communicate with the family when deciding to suspend or end care with or without prior notice.

Outings and Field Trips

Weather permitting, we conduct supervised outdoor play and/or walking trips around the neighborhood. Staff will provide caregivers with advance notice regarding scheduled field trips as follows:

1. Date of trip
2. Drop-off, departure, and return times from the program
3. Description of the field trip, including where they will go, activities, special clothing required, etc.

For field trips, please dress your child appropriately and make sure to arrive on time. Please check with your child's center/site director for drop-off time during field trip days. Please keep in mind that if a child is late or doesn't attend a field trip for any reason, the Club may choose not to provide child care services for that day.

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather and field trips. Walking shoes are necessary. Sandals and flip-flops are welcome for beach time.

Caregivers will be required to sign a permission form for their child to attend the field trip. If there is a field trip fee, it will be the responsibility of caregivers, regardless of our fee schedule or eligibility for the State of NH Child Care Scholarship and financial assistance, and will need to be paid in order for your child to attend a field trip.

Sunscreen/Bug Spray

At the Club, there is a lot of outside activity throughout the year. To protect the children from UV rays and insects, the Club requires parents to provide the staff with sunscreen and/or bug spray for reapplication as needed throughout the day. The Club recommends that the first use of the product be applied at home before sending it into the Club to ensure that there is no allergic reaction. For children under six months, sunscreen will not be applied unless there is a doctor's note on file.



Hand Washing

Hand washing has been shown to be the most effective way to prevent and control the spread of disease. All center staff members are required to wash their hands, and to teach the children to wash their hands, according to the following procedures. Family members are encouraged to participate in our efforts to reduce illness by following these procedures, as well.

Steps for effective handwashing:

1. Wet hands under warm running water, in a sink that drains
2. Use liquid or foam soap
3. Rub wet and soaped hands together for 20 seconds, to remove germs
4. Hold hands with fingers pointing down and rinse well under warm running water until all soap is gone
5. Dry hands thoroughly with a clean paper towel
6. Turn off the faucet with a paper towel, to avoid re-contaminating hands
7. Throw all paper towels into a lined trash container

Times for hand washing as required by licensing:

- Before and After the following:
 - Petting animals
 - Eating and handling food
 - Giving medication
 - Using sensory table
 - Treating a wound
- Upon arrival at your child's care facility
- After the following activities:
 - Using the toilet, helping a child use the toilet, changing a diaper
 - Handling body fluids such as vomit, spit-up, mucus, blood, or stool
 - Blowing your nose, coughing, sneezing, or helping a child with a tissue
 - Cleaning, sanitizing, or handling trash
 - Being outside
 - Removing gloves used for any purpose
 - Hands are visibly soiled

Medications

BGCCNNH recognizes that members may occasionally need medication administered while at the club. Whenever possible, caregivers are responsible for administering all medications to maintain the health of their child. When a medication is prescribed and requires a time-sensitive distribution, i.e., such as something that must be taken at 3 p.m. for the most effective dosage, or required 4 times per day, the Club staff will support families in assuring that the member receives the medication necessary.

Under no circumstances are staff allowed to distribute medication that belongs to them personally (prescribed or over the counter) to club members (for example, pain relievers, allergy/Benadryl, cough drops/throat lozenges, etc.).

All members who need to take a prescribed or over-the-counter medication while at the club MUST have the Authorization to Administer Prescription and Non-prescription Medication form signed by the child's caregiver. Contact Club personnel at your specific location to obtain the form. Staff is responsible for completing and maintaining current medication disbursement training (Pro Solutions) to support members. Upon disbursement, staff will verify medication and dosage, verify the member, and complete the Child Care Program Record of Medication Administration at the bottom of the above form, indicating dosage, time, and the initial of who supervised/administered.

Prescription medication must be in its original container with a current date, the child's name, exact dosage instructions, and a pharmacy label.

All over-the-counter medications must come in their original, unopened packaging labeled with the member's name. We require a doctor's note for over-the-counter medication such as Tylenol, Ibuprofen, etc., with dosage

and frequency included, for children who are not included in the factory directions due to age or weight, including children under the age of 2.

We will not administer any expired medication, and it should be returned to the caregiver as soon as possible.

Due to the possibility of an allergic reaction, we will not administer the first dose of any medication or cream at any time.

Before School/Out-of-School Time Programming~

All medications will be held by club staff and locked, and distributed at the appropriate times. Medications such as inhalers, Epi-pens, and insulin are permitted to be in the possession of a school-age child as long as we obtain written permission from both the prescribing health care practitioner and the child's caregiver. If the child is with children younger than 6 years of age at the club, the medication cannot be in their possession but will be held by and immediately accessible to staff.

At the time that the medication is needed, after verifying all information, the staff will supervise the member self-administering the medicine, and document as detailed above. Members carrying their own inhaler, etc., should inform staff of when they need to use it so it can be documented.

Early Childhood programming~

Staff will administer any medications necessary with appropriate documentation and the process above. Inhalers and Epi-Pens will be kept available (but out of reach of children) such as a med bag hanging out of reach or on top of the cabinet. Other medications will be locked and distributed at appropriate times as well.

In our early childhood programs, due to the risk of exposure to medications such as nebulizers, BGCCNNH will request an inhaler with a chamber to be administered while in the program. If a child requires an individualized medication plan or is too young to receive a chamber, the caregiver needs to speak with a center director to make alternate arrangements.

Rest time

Our ECE programs are required to provide children with an opportunity to rest, relax, or sleep for one hour each day.

For Infants:

- We ensure that infants will sleep according to their own individual sleeping patterns. We check on each infant at least every 10 minutes.
- Infants up to 12 months shall be placed on their backs to sleep in a crib unless there are written medical orders from the infant's primary health practitioner requiring alternate positioning.
 - Any infant that rolls to their stomach on their own is allowed to sleep in that position.
 - All staff working with children under 12 months have received SIDS training and are required to renew their training annually.
- Infants up to 12 months shall not nap or sleep in a car safety seat, bean bag chair, bouncy seat, infant seat, swing, jumping chair, highchair, chair, futon, or any other type of furniture or equipment that is not a crib that meets the licensing requirements of He-C 4002.22(x) and (y).
- If an infant up to 12 months falls asleep in any place that is not a safe sleep environment, including entering the program asleep in a car safety seat, staff shall immediately move the infant and place them on their back in the crib.
- Cribs used by infants up to 12 months shall not have bumper pads, blankets, flat sheets, pillows, quilts, comforters, sleep positioners, or any soft items or toys.

- We check to ensure that the temperature in the room is comfortable for a lightly clothed adult, check the infants to ensure that they are comfortably clothed and not overheated or sweaty, and that bibs and garments with ties or hoods are removed.
- Children older than 2 months shall not be swaddled or placed in restrictive or weighted sleep suits or devices unless there are written medical orders from the child's primary health practitioner.

For Children 24 months to 5 years of age:

- Programs shall provide children who attend for more than 5 hours with an opportunity for at least one hour of quiet activities, rest, or sleep, in any combination to equal one hour, depending on the needs of each child.
- During nap time, licensing permits us to have one less staff person in a classroom to cover breaks as necessary, provided more than half of the children are asleep in the classroom. When programs utilize this, there will be an assigned staff "on call" in the building to maintain the child-to-teacher ratio.
- If children fall asleep, staff will sit with the children, pat their backs outside the blanket, and soft music will be played in the background. The lights will be off or low (still allowing visibility), and the shoes will be on. Lying down next to a child is only permitted if the child has a specific plan in place.
- A small blanket may be used, a fitted crib sheet to cover the mat, and one stuffed animal. We allow children to fall asleep and wake up at their own pace during rest time, meaning we cannot force a child to stay awake or try to awaken a child who is too tired to wake up.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once. Children may bite for a variety of reasons, but most often do not intend to hurt another child. We take preventive measures, but in the event that a child bites another child, we will first tend to the child who was bitten with appropriate first aid and comfort. In the event that a bite breaks the skin, we will notify the caregiver and encourage you to contact the child's physician. If a child bites other children, more than sporadically, the teacher will attempt to keep that child close by at all times (shadow) to prevent further incidents and document patterns or triggers to the behavior. This is not a punishment, but an effort to prevent injury and provide support for that child to learn to respond in ways that are more appropriate. We will also enlist the caregivers support in addressing the situation in a developmentally appropriate way. In extreme situations, we will handle biting as a behavior management issue and implement a plan to develop changes.

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. We are committed to working with you to make sure that our employees carry out toilet learning in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Please check with teachers and center staff to find out if particular classrooms/locations only accept toilet-trained members into their programs.

Child Body Safety

BGCCNNH strives to promote policies and practices that will encourage, support, and allow children to be open with trusted adults. In order for us to effectively identify and support children in the area of body safety, we need

to be willing to bridge the conversation that sometimes is uncomfortable. BGCCNNH will use anatomically correct language to avoid confusion when identifying genitals (penis or vagina/vulva) and promoting child safety. Research shows that proper language from a young age promotes and supports clear understanding when identifying genitalia and encourages them to accurately identify when something inappropriate is occurring.

It is natural for young children to explore and question what they see as they grow and develop. Especially in early childcare, as children are beginning to use the bathroom and learn new skills, they will often see a child of a different gender. It is common for them to compare differences and similarities as they identify and process these experiences. How we handle these situations is essential in determining if a child will develop a strong sense of self, create a positive body image, and promote healthy social-emotional development, or begin to develop shame at a young age. When we give them the correct language and teach them about safety and awareness, we deter opportunities for people who may take advantage of our members.

SECTION V

Child and Adult Care Food Program (CACFP)

The Boys & Girls Clubs of Central and Northern New Hampshire adheres to the rules and regulations of both CACFP and NH Child Care Licensing. Each meal and snack that we provide is comprised of the required components set by the USDA. We feed infants according to their individual needs. Our early childcare programs provide infant formula and jarred food. Caregivers who wish to provide their own formula and food are welcome to do so and should talk with their director. We generally begin to transition a child to our meal/snack program at one year of age, in consultation with the child's caregiver. Due to the possibility of an allergic reaction, we will not introduce a new food to an infant transitioning to solid food. Communication between caregivers and staff is very important in this process. All of our child care centers are breastfeeding-friendly. We provide space for mothers to feed their children and are aware of milk-handling procedures for those families who choose to provide us with breast milk (frozen or fresh). Please speak with your teacher and/or director regarding your needs in this area.

The meals that we serve differ from location to location. At some of our locations, we serve breakfast, lunch, and an afternoon snack, and at others, we serve afternoon snacks and dinner. Please confirm these times and meal patterns with your child's teacher or an after-school staff member. Please plan to send your child with a nutritious lunch if we do not provide lunch at the location where they attend. You may receive a call from our staff in case your child does not have sufficient food for the day. Check with your child's teacher or an out-of-school time staff member if the location where your child attends is nut-free.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442;
- (3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Please find below the requirements we follow for meal components and portion size based on age:

Infant Meal Pattern~

Ages 0-5 Months

Breakfast	Lunch/Dinner	Snack
4-6 fl oz. breastmilk or formula	4-6 fl oz. breastmilk or formula	4-6 fl oz. breastmilk or formula

Ages 6-11 Months *required when an infant is developmentally ready

Fruit/Vegetable	Grains	Meat Alternate
Apple slices, banana, peaches, pears, melon, berries, oranges, grapes (sliced in 1/2 if under 2), mango, fruit cup (in water), applesauce, apricots, figs/dates, papaya, nectarines, plums, kiwi Potatoes, green beans, onion, celery, carrots, broccoli, cauliflower, zucchini, peppers, lettuce, asparagus, cabbage/slaw, corn, squash, tomatoes, pickles, cucumber, avocados (guacamole)	Crackers, bread, cereal, oatmeal, pasta, rice, pretzels, tortillas, waffles, pancakes, cous cous, barley, rice cakes, quinoa, cornbread	Eggs, yogurt, cottage cheese, hummus, cheese stick, pepperoni/sausage/lunchmeat, chicken/beef/pork/fish, tofu, lentils/beans Nut or spread (check with staff for any restrictions)

Breakfast	Lunch/Dinner	Snack
6-8 fl oz. breastmilk or formula	6-8 fl oz. breastmilk or formula	2-4 fl oz breastmilk or formula
0-4 tbsp. infant cereal, meat, fish, poultry, whole eggs, cooked dry beans or peas; OR 0-2 oz. cheese; OR 0-4 fl oz. (volume) cottage cheese; OR 0-8 oz. yogurt; OR a combination*	0-4 tbsp. infant cereal, meat, fish, poultry, whole eggs, cooked dry beans or peas; OR 0-2 oz. cheese; OR 0-4 fl oz. (volume) cottage cheese; OR 0-8 oz. yogurt; OR a combination*	0-1/2 oz. bread slice; OR 0-2 crackers; OR 0-4 tbsp. infant cereal or ready-to-eat cereal*
0-2 tbsp. vegetable, fruit or both*	0-2 tbsp. vegetable, fruit or both*	0-2 tbsp. vegetable, fruit or both*

Child Meal Pattern~ typically introduced around 1yr (pending developmental readiness).

Sample Components~ When packing a lunch box, please choose some of these great options!

This list does not include everything.

BREAKFAST pattern~ must serve 3 components (May substitute meat alternate up to 3 times per week for grain). MILK REQUIRED

	Ages 1-2	Ages 3-5	Ages 6-18
Milk	1/2 cup	3/4 cup	1 cup
Meat Alt.	1/2 oz.	1/2 oz.	1 oz.
Fruit/Vegetables	1/4 cup total (either/both)	1/2 cup total (either/both)	1/2 cup total (either/both)
Grains	1/2 oz eq*	1/2 oz eq*	1 oz eq*

LUNCH/DINNER pattern~ must serve 5 components.

	Ages 1-2	Ages 3-5	Ages 6-18
Milk	½ cup	¾ cup	1 cup
Meat and/or Meat Alternates	1 oz.	1.5 oz.	2 oz.
Vegetables	1/8 cup	1/4 cup	1/2 cup
Fruit	1/8 cup	1/4 cup	1/4 cup
Grains	1/2 oz eq*	1/2 oz eq*	1 oz eq*

SNACK pattern~ must serve 2 components. Milk Optional

	Ages 1-2	Ages 3-5	Ages 6-18
Milk	1/2 cup	1/2 cup	1 cup
Meat Alt.	1/2 oz.	1/2 oz.	1 oz.
Fruit/Vegetables	1/2 cup (either one)	1/2 cup (either one)	3/4 cup (either one)
Grains	1/2 oz eq*	1/2 oz eq*	1 oz eq*

If your child has a particular dietary need (outside of the meal pattern above), we require a **Special Dietary Needs Form**, signed by a physician or recognized medical authority. This form must be completed annually and state the nature of the condition that restricts the child's diet, with specific dietary limitations. We will need a list of foods to be omitted from the child's diet and/or foods that we can provide as substitutions. Please see the director of your child's program if you have cultural/religious/dietary restrictions and we will provide the required form. The following scenarios, with a Special Dietary Needs Form, are how we will respond to the child's needs.

- **If your child has a food allergy~** Food allergies can be life-threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician. We will provide substitutions for a child with an allergy.
- **If your child has a religious/cultural exemption~** We will honor the required substitution and provide a substitution for the required component.
- **If your family has chosen dietary restrictions or other family practices (such as vegetarianism or gluten-free) ~** We may request that you provide substitutions for the item that your child does not eat. The substitution must meet the child care licensing and CACFP guidelines above. For example, dairy-free mac & cheese on a day when we serve mac & cheese for lunch.

SECTION VI

Safety

Emergency Statement

All of the Boys & Girls Clubs of Central and Northern New Hampshire locations have an Emergency Operations Plan in effect that outlines steps that employees should take to protect children and other adults in our facilities. Our organization holds emergency fire drills monthly and two additional emergency drills per year at all of our facilities. The branch, center, or site directors conduct the drills, ensure that the children and staff evacuate in a timely manner, record results, and address concerns related to the process. Drills can, and will, happen regardless of the time of day, weather, and or season. The Emergency Operations Plan is available to caregivers for review.

Any caregiver who may have concerns related to the emergency drills due to their child/ren experiencing trauma in the past, or not being exposed to emergency drills in the past, should reach out to the branch, center, or site director or their child's teacher to express those concerns.

Respectful Behavior

We believe in treating all children and families with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile, aggressive, or harassing behavior toward any person at any of our programs or locations. If this occurs, we reserve the right to ask you to control your behavior or to remove your child/ren from our care.

Violence

The Boys & Girls Clubs of Central and Northern New Hampshire does not tolerate any type of violence committed by or against our employees, volunteers, contractors, members, or vendors. Consistent with this, acts or threats of physical violence, intimidation, harassment, coercion, intentional destruction of property, etc., will not be tolerated on any of the BGCCNNH properties.

The Club prohibits possession of weapons while on Club property for all members and staff.

Injuries

Safety is of utmost importance in child care. Staff supervise children in our programs; however, injuries do sometimes occur. In the event that one child in our program causes injury to another, it is our policy not to disclose that child's name in an effort to protect the family's privacy. You will receive an accident report outlining the incident and the course of action taken. If the injury needs medical attention or if we would like to discuss it with you, we will contact you immediately. Each classroom is equipped with a first aid kit meeting the state regulations. We require that staff working with children be certified in infant and child CPR/FirstAid, and trained in the administration of medication.

In the event of a serious medical emergency, we will call 911 to have the child taken to the hospital by ambulance, while we will try to contact you or emergency contact.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Outside Professionals and Member Interactions

The Boys & Girls Clubs of Central and Northern New Hampshire has the safety of our members as the number one priority. We believe that members need a safe, inclusive, and nurturing environment. While the Boys & Girls Clubs of Central and Northern New Hampshire has a policy that prohibits one-on-one interactions, we understand the importance of early intervention, such as speech therapy or any other therapy based on the needs of the child and the family. Research shows that children who do not have their needs met will often seek out and engage in higher-risk behaviors without fear or boundaries to protect them.

- With the best interest of our members in mind, the Boys & Girls Clubs of Central and Northern New Hampshire is making the exception to the no one-on-one policy for licensed professionals, or other professionals from partnering organizations such as Riverbend Mental Health, and Lakes Region Mental Health that may not be licensed professionals. When in our programs, these professionals will be in an open space where our Club employees can see them, but there may be occasions when testing is being conducted, or other situations may arise where there may be one-on-one interactions with our members. Each individual who is participating in the one-on-one interactions with ECE members will need the member's family to sign off Permission and Waiver for Child to See Therapists and Other Providers.
- For outside services professionals assisting members in the out-of-school time program, the member's family will need to sign off on the Boys and Girls Club Request for Waiver of No One-on-One Policy. Each outside professional will undergo the minimum Boys & Girls Clubs of America background check requirement and the required training called **Foundations: Preventing Abuse in Youth Serving Organizations**.

As another preventative measure, our staff will check in with members to make sure that there are no indications of inappropriate interactions. We will continue training and awareness, with supervision strategies and reflective practices.

No other individual within our organization can be one-on-one with a child.

No One-on-One Policy

The Boys & Girls Clubs of Central and Northern New Hampshire is committed to providing a safe environment. As such, all Club activities shall be under continuous supervision by an appropriate adult at all times.

Staff shall:

- Only have one-on-one contact with members when in an open area and in plain view of others. Ensure that all meetings and communications are never private. This includes in-person and virtual communication such as texting, video chat, and social media.
- Abide by the Organization's disciplinary policies and procedures.
- Ensure at least three individuals are present when supervising members; for Club closings, each director should make sure to have another staff person with them.
- Some instances, such as restroom supervision, may require extra staff or members to maintain the rule of three and me(staff)
- Maintain proper ratios at all times.
- Be trained on appropriate supervision tactics and behavior patterns.
- Ensure all youth volunteers are supervised by an adult staff member.
- Immediately notify Club leadership and/or submit written reports detailing supervision issues or incidents.

If an emergency arises that necessitates an exception to this policy, communicate with your manager and follow the steps listed in the Exception to No One-On-One Policy listed below.

Exceptions to No One-on-One Policy for Employees

The Boys & Girls Clubs of Central and Northern New Hampshire has a No One-on-One Policy regarding our interactions with members, but in our work, there may be some extenuating circumstances in which it cannot be maintained. Examples include an emergency situation when the second staff person has to leave unexpectedly, coverage at a club with low enrollment where only one staff person is necessary, nap time when a single ratio is allowed during sleep, or coverage with the last pick up at the end of the day. In these cases, we ask the staff to follow some of the following practices which can help to support the safety of both our members and staff.

- When there is a single member left staff must go to an area where there are other school/building staff around until the caregiver picks up.
- Maintain space from the youth and avoid physical contact/consoling, if possible. Be up and moving around.
- Use a more audible tone of voice and describe what is occurring out loud if other staff are nearby, so you are being heard.
- Move to a more public, visible location such as a lobby or a common space. If your building or school is equipped with video surveillance, position yourself and the member in view.
- Go outside to the playground or another area outside the club where you are visible if other school/building staff are around.
- If a child needs bathroom assistance, we require a second staff person, but if staff are one-on-one, to the best of their ability, they will stand in a cracked doorway and coach & assist the child minimally, while giving as much privacy as possible.
- Zoom/video in the moment with another staff person.

In the event of a one-on-one circumstance, we are required to document the details on our One on One Log. Each location will maintain this log which will be turned in on a regular basis and stored with membership. Our staff will document all aspects of the circumstance; date, time frame, location, name of staff, name of the member, the response to the circumstance (example: moving to common space), pick up person & any other important information.

Transportation

The safety of children, employees, and drivers is of utmost importance in transportation provided by the Boys & Girls Clubs of Central and Northern New Hampshire. Only insured, registered vehicles will be used to transport children, and the number of passengers will not exceed the vehicle manufacturer's recommendation. All children transported by the program will have completed the signed transportation waiver that is located on our membership application. Smoking, alcohol, drugs, and any substances or materials that could be considered harmful to or inappropriate for children are prohibited in transportation vehicles at all times.

Procedures

1. Teachers and out-of-school time employees will obtain completed, signed permission forms for all field trips.
2. Children will not be left unattended in a vehicle, even for brief periods.
3. A staff member will be present for all children to walk to and from vehicles to ensure safe passage.
4. On trips departing from the program, children will be counted when entering the vehicle and again when entering the facility in both directions.
5. Proper restraint systems, seat belts, car seats, and booster seats will be used as required by state law.
6. Caregivers may be required to provide a car or booster seat for field trips.

7. Staff will ensure that car and booster seats are installed properly and that restraint systems are fastened securely.
8. We will try to make reasonable accommodations for children with special needs.
9. All travel routes will be planned in advance and navigated by a staff member who is not operating the vehicle.
10. A first aid kit, cell phone, and list of emergency contacts will be in the vehicle while transporting children.

The driver is not permitted to talk on, text, or otherwise use a cell phone, tablet, laptop, or other electronic devices while operating the vehicle. In case of an emergency, the driver must pull over and contact the appropriate authorities.

Suspected Child Abuse or Neglect

The Boys & Girls Clubs of Central and Northern New Hampshire employees are mandated reporters and are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. The agency will determine if the report is substantiated and work with the family to ensure the child's needs are met. The Club will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect. The Club's Child Protection Policy is included at the end of this manual for parent review.

Zero Tolerance Policy

This organization has zero tolerance for abuse and will not tolerate the mistreatment or abuse of members in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

Prohibition of Bullying

The Boys & Girls Clubs of Central and Northern New Hampshire 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 repeated behavior or behavior that has the potential to be repeated in the form of written, electronic, verbal, or physical 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. The Club personnel will inform the caregiver of any member who was observed as a victim or perpetrator of bullying. Depending on the frequency and severity of the conduct, mentoring, 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.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an emergency and release contact pick up the child, call DCYF, or we may call the police to prevent potential harm to your child. Recurring situations may result in the withdrawal of your child from the program.

Below you will find our Child Protection Policy. This document outlines prevention steps, defines the roles and responsibilities of our staff in relation to child protection, and provides steps for reporting and responding to potential harmful incidents. Please take the time to review the document to better understand our organizational practices and the steps that we take in child abuse prevention. We review our policies and practices regularly, following the latest safety recommendations.

SECTION VII

Child Protection Policy(For your information, we are sharing a policy that our employees abide by)

The objective of the Child Protection Policy is to ensure the safety of children and adults at all times. This policy applies to all members who are clients of the Boys & Girls Clubs, as well as staff, donors, board members, volunteers, and management of the company.

A Child's Rights

Anyone under the age of 18 is legally considered to be a child in the United States.

- All children have rights. No one can take away a child's right to be safe.
- All children have a voice.
- All children have the right to say 'no' if any person tries to do something to them that they feel is wrong.
- All children have the right to be supported against bullies.
- All children should feel safe to tell an adult of any incident that frightens or confuses them or makes them unhappy.
- All children must know that if they go to an adult for help, they will be listened to seriously and supported.
- All children have the right to be treated with respect and to be safeguarded from harm.
- All staff of the Boys & Girls Clubs under the age of 18 will have the same rights as children as stated above.

Definitions of Child Abuse

The Boys & Girls Clubs of Central and Northern New Hampshire defines child abuse as when a parent or caregiver, staff, volunteer, or any adult, whether through action or failing to act, causes injury, death, emotional harm, or risk of serious harm to a child. There are many forms of child maltreatment, including neglect, physical abuse, sexual abuse, exploitation, and emotional abuse.

Physical Abuse

Physical abuse is a non-accidental act on a child that results in physical harm. This includes but is not limited to, beating, hitting, shaking, burning, drowning, suffocating, biting, poisoning, or otherwise causing physical harm to a child. Physical abuse also involves the fabrication or inducing of illness.

Emotional Abuse

Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. This can include a pattern of rejecting, degrading, ignoring,

isolating, corrupting, exploiting, or terrorizing a child. It may also include age or developmentally inappropriate expectations being imposed on children. It also includes seeing or hearing the ill-treatment of others.

Sexual Abuse

Sexual Abuse involves forcing or enticing a child or young person to take part in sexual activities as well as non-contact acts such as involving children in the looking at or production of sexual images, sexual activities, and sexual behaviors. Staff should be aware of their 'duty of care' which precludes developing a sexual relationship with or grooming of a child. A sexual relationship between an adult and a child will always be wrong, unequal, and unacceptable.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, causing long-term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs. Neglect is a lack: of action, emotion, or basic needs.

Human Trafficking

Human trafficking is knowingly compelling a child against their will to perform a service or labor, including a commercial sex act or a sexually-explicit performance, for the benefit of another.

Policies and Procedures for Suspected Child Abuse or Neglect

This section of the child protection policy clearly outlines what should be done if there is a concern that a child is suffering, or at risk of suffering, from abuse or neglect. These procedures must be followed in all circumstances, including if the allegation is made against a parent or caregiver, a member of staff, or someone else. Included in this section are guidelines for confidentiality and information sharing, and relationships with external agencies.

As mandated reporters, it is our job to report any suspicions of child abuse or neglect concerning a child in our organization. Whether this is abuse or neglect from a parent, caregiver, or staff employed by the Boys & Girls Clubs of Central and Northern New Hampshire.

Here are the steps we take as an organization involving suspected child abuse or neglect:

If a Child Confides in You That Abuse Has Taken Place:

- Remain calm and in control but do not delay taking action.
- Listen carefully to what has been said. Allow the child to tell you at their own pace and ask questions only for clarification. Don't ask questions that suggest a particular answer.
- Don't promise to keep it a secret. Use the first opportunity you have to share the information with your supervisor. Make it clear to the child that you will need to share this information with others to keep him or her safe. Make it clear that you will only tell the people who need to know and who should be able to help.
- Reassure the child that 'they did the right thing' in telling someone.

If a child has suicidal thoughts, or a staff member is concerned about a child having suicidal thoughts, please follow the same guidelines above and below. No staff person is to singularly attempt to assess or manage on their own a youth who indicates that they are thinking of committing suicide or performing homicidal acts.

Follow the steps below for reporting:

To report child abuse or neglect, please call (800) 894-5533 (in-state) or (603) 271-6562.

**Intake lines are staffed 24 hours a day, including weekends and holidays.
If this is an immediate emergency, please call 911.**

1.) Gather all the information you can about the suspected incident or incidents and write it up in factual and behavioral terminology (this means no opinions, interpretations, assumptions, or guesses, just factual observations or information i.e. the child said... I directly observed... There were black and blue marks on their legs.)

2.) Notify your direct supervisor immediately of the information that you have that caused you to suspect abuse or neglect. Here again, verbalize only facts. At this point, the supervisor will assist you in making a report to DCYF (Division for Children, Youth and Families).

****If the employee who witnesses a concern is not willing to make a direct call to DCYF, if there is any suspicion, a supervisor will need to make the call, and the employee needs to sit there and may need to answer questions. Employees are made aware upon hire that, as witnesses, they may need to speak to DCYF.*

Please note that all incidents of suspected abuse must be reported immediately. If you are the one to call, keep the following information in mind:

- Once you have a counselor on the phone, immediately ask for their name and note the time and date of your call.
- Inform the counselor that you believe you have a suspected case of abuse or neglect. They will ask you some basic questions for their records and then ask you what evidence you have to suspect that something has taken place. You are able to make this call anonymously.
- Again, report only facts and direct observations.
- You will need to provide the following information
 - The child's full name
 - The address of the child
 - The child's birth date
 - The parent's/guardian's first and last names
 - The child's telephone number
 - The parent's/guardian's work number if known
 - Other siblings in the house and their ages
 - Number and nature of any previous reports

3.) After DCYF gathers all the information, they may assign a case number, so be prepared to write down the case number. They will inform you that they will be passing the case on to a local caseworker who will be in touch with the family and/or police.

4.) Depending on the nature of the report, you can ask, or DCYF may instruct you if they feel that the child can go home or if the center should retain the child until the caseworker arrives. If the child's health or safety will be compromised in any way by returning home, call the police for this.

**Many times the caseworker from DCYF will come immediately if it is deemed a serious case and will speak with the child before the end of the day. A home visit is usually made within 24 hours or less if the case is considered serious.*

5.) DCYF will be in contact regarding any more information needed for the investigation or if they have any questions. They will send a written notice or notify you by phone whether the investigation found any evidence. In some instances, DCYF personnel may indicate that a case does not sound reportable as abuse or neglect. They may indicate that it does represent poor judgment on the part of parents, but does not constitute abuse or neglect.

6.) Document the incident from beginning to end using the incident report, including the reasons you suspect child abuse, any conversations that happened with the child(ren), the call to DCYF to report the suspected

abuse, and anything thereafter. Remember to use only factual information when writing the documentation. Please ensure that this documentation is kept in the member's file in the membership department.

- 7.) If warranted, only trained staff (i.e., managers, directors, lead teachers) must be the ones who are speaking to the family, and not all situations warrant a conversation or a call with the family (i.e., anonymous call).

Suspicion of Abuse While in Our Care

- If you see or suspect abuse of a child while in the care of the Boys & Girls Clubs, please make this known to your supervisor.
- Document what you witnessed as well as your response in case there is a follow-up in which you are involved.
- If a serious allegation is made against any staff, volunteer, etc., of the Boys & Girls Clubs of Central and Northern New Hampshire, action will be taken to ensure the individual does not have further contact with the child until the investigation is concluded. The individual may be placed on administrative leave during this time. Administrative leave may or may not be paid. A report will be made to DCYF and the police to assist with investigating the accusation.

If a Child Accuses Another Child in our Program of Abuse

- Separate the children immediately.
- Document what was brought to your attention regarding the child that declared the abuse or if something was seen by yourself, another staff member, or a child.
- Refrain from interviewing the child accused of the abuse.
- Follow the steps stated above in reporting an accusation like this to your supervisor, DCYF, the parents, and the police if necessary.

What Can Adults do to Prevent Sexually Harmful Behavior Between Children?

- Set and respect physical boundaries.
- Ensure active supervision at all times.
- Encourage children to also respect themselves and others.
- Demonstrate to children that it is all right to say "no" and that they need to accept "no" from others.
- Stay aware of how children are interacting with one another.
- Talk with children, and listen to what they have to say.
- Set clear interpersonal guidelines for Club youth.
- Regularly remind children of other trusted adults whom they can talk to.

Boundaries

As an organization, we are invested in ensuring that we meet the emotional, cognitive, and physical needs of the members that we serve. Part of this process is having well-defined industry standards for boundaries within our programs. If we have well-defined policies, employees, volunteers, families, and members can more easily recognize when defined boundaries are being crossed and recognize the signs when the needs of the children that we serve are not being met. If we all work as partners in this process, we will have a more proactive approach and be able to learn and minimize incidents from happening.

In some cases, boundary issues may pose dilemmas for an employee/volunteer and there may not be a clear or obvious answer.

In determining how to proceed, the following questions may be helpful:

1. Is this in the member's best interest?
2. Whose needs are being met by my actions?

3. Will this have a negative impact on the service I am delivering?
4. Should I make note of my concerns or consult with a colleague?
5. How would the member's family view this?
6. How would I feel telling a colleague about this?
7. Am I treating this member differently from other members for their benefit or mine? (i.e. spending a disproportionate amount of time with a member)?
8. Would my action or intervention make me uncomfortable if I were in the member's place?
9. How would others perceive my behavior?
10. Would I feel uncomfortable if another employee/volunteer were to do the same thing to my own child or to a child in my family?

Examples of boundary violations can help guide answers to these questions and clearly define the boundaries we should be keeping with members. See examples below for boundary violations:

Physical violations

- Tickling
- Horseplay/piling on top of one another
- Prolonged hugging (follow ECE rules and side hugs for school-age)
- Allowing youth to cling to an adult's leg (follow ECE rules when applicable)
- Massaging
- Wrestling
- Going overboard with affection
- Poking/patting/stroking heads when not appropriate
- Intentionally violating the No One-on-One Policy
- Showing affection in isolated areas
- Members can not play with staff hair, apply sunscreen, etc.

Emotional violations

- Making members feel overly important and cared about
- Spending too much time with members
- Choosing favorites
- Giving gifts
- Acting possessive
- Sending text messages to members
- Being a friend with members on social networking sites like Facebook, Instagram, Snapchat, TikTok, or any other social media platform including online gaming platforms.
- Sharing personal information to make the member feel like they have a special relationship.
- Promising extra coaching time, a college scholarship, or other special opportunities on your own without management approval.

Behavior Violations

- Sneaking around and saying that they will be in one place when they are in another
- Keeping secrets
- Looking at child pornography or exchanging any pictures with members
- Using and coming in under the influence of drugs or alcohol
- Name calling
- Inappropriate jokes (adult only content)
- Harsh language that might frighten, threaten, or humiliate youth

In regards to your fellow employees, it is important to bring any concerns to your supervisor. We are working together as a team to make the club the best environment possible for our members. In some cases, a reminder or a different perspective could be a significant help to an employee in reflecting on their work and its impact on the members. If an employee is found to have taken one of the above actions, it will be addressed with them by their supervisor. When possible, this will be handled as a coaching opportunity. The severity of the action will determine how it is handled and could result in disciplinary action, up to and including termination.

BGCA CRITICAL INCIDENT REPORTING

Every staff member or volunteer of Boys & Girls Clubs of Central and Northern New Hampshire who becomes aware of or has suspicion of child abuse or neglect must immediately report to Club leadership. The incident must be reported to the appropriate authorities according to statewide mandated reporting laws, as well as to Boys & Girls Clubs of America (BGCA) within 24 hours via the critical incident system. The Chief Executive Officer is responsible for making reports that occur at the Club to BGCA via the critical incident system. The following critical incidents shall be reported to BGCA within 24 hours:

1. Any instance or allegation of child abuse, including physical, emotional, or sexual abuse; sexual misconduct or exploitation (Club-related or not) against any child by a current employee or volunteer; or any Club-related instance by a former employee or volunteer.
2. Any instance or allegation of child abuse, including physical, emotional, or sexual abuse; or sexual misconduct or exploitation by a youth towards another youth at a Club site during a Club-sponsored activity.
3. Any child who might have been abducted or reported missing from a Club site or Club-sponsored activity.
4. Any major medical emergency involving a child, staff member, or volunteer at a Club site or during a Club-sponsored activity leading to extended hospitalization, permanent injury or death; or a mental health crisis with a child requiring outside care.
5. Any instance or allegation of abuse, including physical, emotional, or sexual abuse, sexual misconduct, harassment, or exploitation (Club related or not) involving any staff member, or any Club-related instance or allegation of abuse, including physical, emotional, or sexual abuse, sexual misconduct harassment or exploitation against a volunteer or visitor.
6. Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
7. Any known or suspected felony-level criminal act committed at a Club site during a Club-sponsored event.
8. Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
9. Any criminal or civil legal action involving the organization, its employees, or volunteers, as well as any changes in the status of an open organization-related legal action.
10. Negative media attention that could compromise the reputation of the Member Organization or the Boys & Girls Clubs of America brand.
11. Any other incident deemed critical by the Member Organization.

Employee Assistance Program

The Boys & Girls Clubs of Central and Northern New Hampshire offers an Employee Assistance Program (EAP) to all employees and their family members and any other individual residing in their home. Family members under the age of 18 years will need parental authorization to speak to one of the EAP counselors. The confidential consultation and counseling services to employees and their family members who are experiencing challenges that may be impacting their life at work and/or at home. Employees who experience difficulty with coping or processing an emergency, a situation of child abuse and neglect, child abduction, etc. are reminded that they have access to EAP. Any employee having a difficult time making the initial call is encouraged to ask for

assistance from their supervisor, or HR. All calls and information shared with EAP is confidential and never shared back with the Boys & Girls Clubs of Central and Northern New Hampshire (**Refer to 6.23 policy in the Employee Policy Manual for full details on the EAP offerings**)

Confidentiality Regarding Suspected Child Abuse or Neglect

Keeping children safe requires the appropriate sharing of information, subject to legal restrictions and what is in the best interest of the child. Information sharing will be restricted to those who have a need to know in order to protect children. Staff may be asked to provide information to the Division for Children, Youth and Families, the police, courts or lawyers, and psychologists. When you are contacted regarding confidential information, the manager should be made aware of the request and will contact the Chief Executive Director, who will, with legal counsel, decide if and what information can be shared.

We **never** share information with the parents of another child involved in an incident regarding their child, or any other child in the classroom, whether this is through verbal or written communication. We do not talk to employees about an incident in which they were not directly involved. This would include, but is not limited to, teachers and employees at different centers/sites, and teachers at the same location but working in different classrooms.

When documenting an event or incident, please use only the facts, and do not state opinions. Do not include other children's names in the documentation, as this breaks confidentiality. If you are unsure about documentation, ask your manager, branch, center, unit, or program director.

Relationships with External Agencies

The Boys & Girls Clubs of Central and Northern New Hampshire will maintain a good working relationship with the Division for Children, Youth and Families and with police, and be familiar with the laws that serve to protect children from abuse. We will consult with the Division for Children, Youth and Families, the police, and other appropriate agencies that have specialized knowledge to help us protect children from abuse. We believe that in order to keep children safe, people who suspect or uncover abuse should not be tempted to deal with cases themselves. When there is a relationship of trust and understanding with the statutory agencies, people are more likely to report and enable a professional investigation to ensue.

Safety Practices, Policies and Procedures

In our organization, there is a need for high standards of staff behavior in order to protect children from abuse and at-risk situations and to protect staff from unwarranted suspicion. Adhering to the following practices is in the best interest of all staff, volunteers, children, and families.

Safety During the Hiring Process

The Boys & Girls Clubs of Central and Northern New Hampshire ensures that all adults working with children, both paid and voluntary, have been appropriately vetted and screened. We have each new hire submit to live scan fingerprinting, State of NH background check, and First Advantage - a National Sexual Offender search. We conduct personal interviews, as well as working interviews for employment. The Boys & Girls Clubs of Central and Northern New Hampshire completes thorough reference checks for employment and volunteer candidates before placement. All job offers and volunteer placements are contingent on the successful completion of the above requirements.

Training our Staff in Recognizing Abuse and Neglect

At the Boys & Girls Clubs of Central and Northern New Hampshire, we recognize that training for new employees is critical to the safety of children. All staff and volunteers will attend the designated orientation to the organization and additional required trainings that will help with the prevention and awareness of child abuse and neglect. All staff will read and have a copy of the Child Protection Policy and will be trained on how to use the policy.

Reference to the Child Protection Policy will be made in staff meetings and training sessions so that staff remain familiar with and up to date with the policy statements and procedures. The ability of staff to protect children in their care is critical. All employees will be expected to undertake annual training in child protection at a level appropriate to their position. The Boys & Girls Clubs of Central and Northern New Hampshire believes that trained employees are essential and will provide time, resources, and funding to support this process. Some of the required trainings include Recognizing and Reporting Suspected Child Abuse in New Hampshire through Prosolutions, as well as Foundations: Preventing Abuse in Youth Serving Organizations through BGCA.net.

The Boys & Girls Clubs of Central and Northern New Hampshire will ensure that such knowledge is kept up-to-date and relevant. The updated annual training will ensure that all employees are able to:

- Recognize the different types of child maltreatment
- Identify when children are at risk
- Take thorough and effective preventive action
- Respond in the most appropriate way to children who are suspected of being abused
- Report their concerns appropriately
- Support children, staff, and family members
- Recognize their responsibilities for suspected poor practice or possible abuse

Staffing and Accountability

Staff are never to be left alone with any one child at the Boys & Girls Clubs of Central and Northern New Hampshire. We follow a policy of one staff member with at least three children or two staff with one child. All staff shall work in an open environment (e.g., avoiding private or unobserved situations and encouraging open communication with no secrets).

Open Doors in Classrooms

Classroom doors should remain open unless this would jeopardize the safety of children. A window in the door or a window beside the door is sufficient for observing children and staff in a classroom. Doors should never be locked while persons are inside the room, except for an emergency or a planned safety drill.

Bathroom Assistance Policy

Staff should never be alone with a child in the bathroom with the door closed and never be in a closed stall with a child. Proper precautions need to be practiced when assisting young children with toileting or diapering. This includes keeping the door ajar while assisting children on the toilet and diapering children in a place that provides a level of privacy for the children but is also in an open area so staff can be observed during these routines.

If a child in an after-school program requires assistance with toileting and/or diapering, written documentation for these circumstances needs to be approved by the parent/guardian and staff upon enrollment. Before making any determinations, please make sure to communicate with your manager and reference the ADA accommodations steps.

Emotional Wellbeing for Staff and Volunteers

Sometimes interactions with children can become very frustrating. If you ever find yourself in a situation where you are getting angry or frustrated with a child or a group of children, take a break. Contact your supervisor/leader and ask for a break, or ask another group to combine classes while you take a break. Ensure you are calm and no longer emotional before returning to the children.

It is best for you, the staff working with you, and especially the children you are working with, that you are emotionally able to handle hard situations.

Check-in and Check out

All children are to be checked out by an authorized pickup person. Each authorized pickup must check in at the front desk/checkout area for the dismissal of their children. A picture ID or an introduction from the family may be required to accommodate the dismissal of a child.

We will release a child to the parent/guardian only, or those persons pre-authorized. If a parent wants a person who is not identified as a contact to pick up a child, they must notify us in advance, in writing. We will not release a child without prior written authorization. Parents/guardians shall add the newly authorized pickup to Daxko prior to pickup. The person picking up will be required to show a picture ID as verification for the protection of your child and the other children in our care. Please notify your pick-up person of our policy.

Children in the Early Childhood Programs must be walked into the classroom at the time of drop-off and retrieved by an authorized pickup. School-age children are to be walked into the Club when being dropped off.

Behavioral guidance with children

The Boys & Girls Clubs of Central and Northern New Hampshire follows a developmentally appropriate behavioral guidance strategy for children of all ages. Our policies around discipline forbid any use of corporal punishment, as we do not condone these practices and state licensing regulations strictly prohibit them. Here is our behavioral guidance policy around expulsion:

The Boys & Girls Clubs of Central and Northern New Hampshire believes that by building positive relationships with children, providing developmentally appropriate activities, and having a child-centered classroom, children will develop a positive sense of self, gain independence, enjoy successful interactions with peers, and adults, and become engaged learners.

When we help children understand their emotions and the emotions of others, understand how to resolve conflict, problem-solve, and develop relationships with peers, we see a decrease in problem behaviors and improvement in social skills.

We understand that there may be children who lack social and emotional skills or whose challenging behaviors require individual interventions.

For children who need more focused attention, we will collaborate with families to address the child's physical and mental needs and offer referrals to support specialists and other community resources if necessary. We will work together to create an individualized behavior support plan.

The Boys & Girls Clubs will exhaust every effort to be inclusive of all children. However, there may be circumstances where the safety of the class as a whole is not being met. In these circumstances, we may ask the child/family to leave our program.

Behavioral Guidance Strategies

- Teachers may not use abusive, neglectful, corporal, humiliating, frightening, or physical punishment under any circumstances.
- Respect children's personal boundaries.
- Try to ask, not order a change in behavior. Give choices that are appropriate responses.

- Do not discipline members for your personal dislikes.
- Differentiate between what is appropriate for that age and what is inappropriate universally.
- The member is part of the problem and needs to be involved in the solution.
- It is best to discipline privately and quietly when possible so as not to add embarrassment in front of peers while still following all Club safety policies. It is best practice to have more than one person when handling a discipline situation.
- It is sometimes best to ignore a minor infraction – learn to identify when to intervene.
- Discipline the member’s behavior, not the member. Articulate the difference to the member.
- Be consistent with all members.
- Keep your voice, tone, and language under control – otherwise, request support from another coworker. (Take a break if needed).
- Use age-appropriate responses.

Social or Overly Familiar Interactions with Children

- Staff working with children have supportive relationships with members while preserving boundaries outside the work environment. Personal relationships and care-taking of members outside the work environment, which may include but are not limited to babysitting, personal mentoring, transporting members, etc., is against the Club policy.
- There will be no parent/guardian relationship allowed as a direct result of employment with the Boys & Girls Clubs of Central and Northern New Hampshire. Examples include, but are not limited to, the following: staff members becoming friendly with a family of a member that they care for, intimate relationships between staff and a parent/guardian of a member.
- This policy also applies to having a relationship with either families or members on any form of social media or gaming platforms. If a staff member has a pre-existing relationship with a Club member outside of work, due to having a preexisting friendship or a family relationship, a Request for Waiver of Boys & Girls Club Policy Prohibiting One-On-One Interactions with Members must be completed.
- All members of staff, whether paid or voluntary, are expected to follow guidelines that clarify appropriate behavior. We will review these regularly with staff to ensure that the guidelines meet the needs arising from ever-changing environments and situations.
- All staff members are to have a clear understanding and agree to the code of ethics that is located in the Employee Policy Manual.
- Staff members must inform their supervisor and HR of any potential situations of possible compromise such as public events, community gatherings, or other conflicts of interest that arise as part of their work.
- It is assumed that involvement by our staff with persons formerly served will be in ways that are professional and ethical. The following guidelines have been developed:
 - The former member must have received no services from the Boys & Girls Club for at least two years. Employees of the Boys & Girls Clubs of Central and Northern New Hampshire should take steps to protect the former member and are responsible for setting clear, appropriate, and culturally sensitive boundaries to prevent the risk of exploitation or potential harm to the member.

Personal Care of Children

Some job responsibilities necessitate close physical contact with children, for example, assisting young children with toileting, providing care for children with disabilities, or in the provision of medical care. The nature, circumstances, and context of such contact should comply with the no one-on-one policy or guidance and/or be part of a formally agreed plan, which is regularly reviewed. The additional vulnerabilities that may arise from a physical or learning disability should be taken into account and be recorded as part of an agreed care plan. The

emotional responses of any child to intimate care should be carefully and sensitively observed, and where necessary, any concerns passed to supervisors and p

arents/caregivers. Any exception to the no one-on-one policy must be recorded and reported to both the supervisor and the family (i.e., one-on-one log).

All children have a right to safety, privacy, and dignity when contact of a physical or close nature is required, and depending on their abilities, age, and maturity, should be encouraged to act as independently as possible. The views of the child and family should be actively sought, wherever possible, when drawing up and reviewing formal arrangements.

As with all individual arrangements for close care needs, agreements between the child, parents/caregivers, and your organization must be documented.

Physical Interaction with Children

There are occasions when it is entirely appropriate and proper for staff to have physical contact with children, but it is crucial that they only do so in ways appropriate to their professional role.

When physical contact is made with a child this should be in response to their needs at the time, of limited duration, and appropriate to their age, stage of development, gender, ethnicity, and background. Appropriate physical contact in organizations will occur most often with younger children.

Examples of appropriate physical contact include comforting children who are grieving with an arm around their shoulder, or giving a child a high five for a great moment. Physical interactions should never be given to any child who does not want the interaction. Ask “Do you need a hug?” and if they say yes, offer a hug to the side, not putting yourself in front of their body.

The Boys & Girls Clubs of Central and Northern New Hampshire is committed to the prevention of abuse and to the well-being of members, children, youth, vulnerable adults, and their families. We believe in protecting children's rights and have their best interests at the forefront. We will place the child as the first priority when dealing with all identified or suspected cases of child abuse. As an organization, we will integrate child protection into all aspects of our organizational strategy, structures, and work practices.

The Boys & Girls Clubs of Central and Northern New Hampshire are committed to keeping our policies and procedures up to date with the most current and best practices including trainings, tools, and other methods to ensure the safety of all children, staff, volunteers, and all other people affiliated with the Club.

SECTION VIII

VIDEO SURVEILLANCE

The Boys & Girls Clubs of Central and Northern New Hampshire recognizes that maintaining the safety and security of Club members, staff, volunteers, and Club property is best implemented with a multifaceted approach. Modern technology, including video surveillance, can provide tools to maintain safety and security. While video surveillance does not replace appropriate supervision by Club personnel, it can provide an additional layer of protection.

Video surveillance, without audio recording capabilities, may be utilized in and around the Club facilities, on Club property, and on Club transportation vehicles. Video surveillance shall be in accordance with all applicable laws pertaining to such use.

PLACEMENT AND NOTIFICATION

Video surveillance equipment may be installed in and around Club facilities, property, and vehicles. The system provides constant monitoring 24/7 (is activated and records when motion is detected).

Video surveillance equipment will not be used or installed in areas where Club Members, staff, and parents/guardians have a reasonable expectation of privacy, such as locker rooms and restrooms. Video surveillance equipment may always be in operation, whether the Club is operational, and whether the facilities or buildings are in use at all.

Video monitors shall not be in an area that enables public viewing.

The Club shall notify Club members, parents/guardians, staff, and the public that video surveillance systems are present by signs prominently displayed in appropriate locations throughout the facilities and grounds and provide any other notification or consent as required by applicable law.

ACCESS TO VIDEO IMAGES

The use of video surveillance equipment on Club grounds shall be supervised and controlled by the Director of Operations and Club Site Directors. The actual recording equipment will be maintained in an area or room that is locked and secure to only be accessed by authorized personnel. Live video monitoring may randomly occur as needed.

Video data is recorded and stored digitally. Video recording data is considered confidential and secure. Access to live and video-recorded data is strictly limited to the following authorized full-time Boys & Girls Club personnel: CEO, Director of Operations, Club Site Directors, and other personnel as deemed applicable. All authorized personnel must have a full understanding of the video surveillance policy and how video data should be used during any official investigation.

Video recording data may be used as evidence that a Club member, parent/guardian, staff member, volunteer, or other person has engaged in behavior that violates state or local law, policies, and/or Club rules. Video footage is not accessible to parents/guardians, and if law enforcement or any other third party is requesting access to video footage, production of such footage is subject to a valid subpoena or other court order.

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

Confidentiality and privacy concerns limit the general public, including parents and relatives of Club members, from viewing video recording footage and/or data involving Club members, staff, and volunteers. Only the

authorized personnel provided above can view and/or export video recording data. No unauthorized recordings are permitted of video recording data through cell phones, portable devices, or any other means. Any Club personnel who becomes aware of unauthorized disclosure of video recording data from the Club and/or a potential privacy breach must immediately inform the CEO.

Club personnel and volunteers are prohibited from unauthorized use of, tampering with, or otherwise interfering with video surveillance equipment. Violations will be subject to disciplinary action that may include, but are not limited to, written warning, suspension, or termination of employment.

Video recording data will remain the property of the Boys & Girls Clubs of Central and Northern New Hampshire and may be reproduced only in accordance with applicable law and board policy.

RETENTION OF DIGITAL IMAGES

Video recording data shall be kept for approximately 30 days, except for appropriate still shots or selected portions of the recorded data relating to any incidents under investigation by authorities. The latter shall be retained for one year after the incident or until such time as any legal matters pertaining to the recordings have been resolved. The stored media should be kept on a secure computer or Ring cloud, depending on which system is being used. All accounts for stored media will be associated with the bgccnnh_security@nhyouth.org email account and will be accessible through this email.

In situations involving banned parents/guardians, former employers, or volunteers, or visitors, stored still images may be shared with Club personnel and appropriate officials.

CLUB MEMBER PRIVACY

Video recording data will not be used directly or indirectly to identify the activities of individual Club members except as viewed in relation to a specific event or suspected criminal activity; suspected violation of Club policy or rules; incidents where there is a reasonable basis to believe a claim may be made against the Club for civil liability; or if otherwise compelled by law.

Authorized Club personnel may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a potential crime on Club property. A copy of this policy will be shared with any Club member, parent/guardian, or staff member upon request.

“There is joy and wonder everywhere when you see the world
through the eyes of a child.”
-Katrina Mayer

Thank you for being part of the Boys & Girls Club family!



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