

BUFFALO GROVE PARK DISTRICT  
CLUBHOUSE PROGRAM  
PARENT/GUARDIAN HANDBOOK  
2023 - 2024





Dear Parent/Guardian:

Welcome to the Clubhouse program. This parent/guardian handbook is designed to provide detailed information about Clubhouse activities, procedures, and guidelines. Please read this handbook carefully and keep it as a reference throughout the school year. Extra copies of the parent/guardian handbook are available on our website [bgparks.org](http://bgparks.org) under the Programs tab.

Clubhouse is a before and after school program committed to providing a safe and recreational program for families that need extended day care. We are excited to meet the needs of you and your family and are hopeful that Clubhouse will be a fun and exciting recreational experience.

Please feel free to contact us if you have any questions.

Sincerely,

*Amanda Busch*

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### Program Description

Clubhouse is a before and after school program committed to providing a safe and recreational program for families that need extended day care. The Clubhouse program offers a wide variety of recreation activities. Participants can partake in physical fitness games, arts and crafts projects, team sports, and many other activities. Clubhouse also provides homework help and the opportunity to work on school projects and assignments. A snack is provided during the afternoon program. Participants with food allergies or restrictions are permitted to bring their own snack. Clubhouse partners with ten elementary schools in three school districts. Clubhouse provides services in the following elementary schools: Country Meadows, Ivy Hall, Kildeer, Kilmer, Longfellow, Meridian, Prairie, Pritchett, Tripp, and Willow Grove.

### Hours of Operation

School	Morning Hours Of Operation	Afternoon Hours Of Operation
Country Meadows	7 – 8:25 am	3:05 – 6 pm
Ivy Hall	7 – 8:25 am	3:05 – 6 pm
Kildeer	7 – 8:25 am	3:05 – 6 pm
Kilmer	7 – 9 am	3:30 – 6 pm
Longfellow	7 – 9 am	3:30 – 6 pm
Meridian	7 – 8 am	2:30 – 6 pm
Prairie	7 – 8:25 am	3:05 – 6 pm
Pritchett	7 – 9 am	3:30 – 6 pm
Tripp	7 – 9 am	3:30 – 6 pm
Willow Grove	7 – 8:40 am	3:05 – 6 pm

### Attendance Options

Clubhouse attendance is determined based on the needs of each family. Attendance options include the morning service, afternoon service, or a combination of morning and afternoon services. Days of service can vary from one to five days per week. Once enrolled in Clubhouse, it is possible to make changes or adjustments to the schedule by submitting a Change of Schedule form.

Days Per Week	AM or PM Service
1	AM
1	PM
1	AM & PM
2	AM
2	PM
2	AM & PM
3	AM
3	PM
3	AM & PM
4	AM
4	PM
4	AM & PM
5	AM
5	PM
5	AM & PM

### Registration

It is required to submit completed registration forms at least 48 business hours prior to the anticipated start date. Registration forms will be accepted in the order that they are received. The maximum enrollment amount at each site is based on availability and staffing. Enrollment numbers are determined by an adequate staff to participant ratio and will not exceed this ratio at any site. If a site has maximized its staff to participant ratio, parents/guardians have the option of completing a registration form and being placed on a waiting list.

### Contact Information

Each site has a cell phone to communicate absences, late pick-up, or other Clubhouse related information. Cell phones are available for voicemail and text messages at all times, but will only be used to make and accept calls during program hours.

School	Cell Phone
Country Meadows	224.354.5535
Ivy Hall	224.354.5809
Kildeer	847.980.5183
Kilmer	224.354.5807
Longfellow	224.354.5808
Meridian	224.354.5495
Prairie	224.354.5806
Pritchett	224.354.5812
Tripp	224.354.5493
Willow Grove	224.354.5810
<u>Clubhouse Office</u> Amanda Busch Recreation Supervisor <a href="mailto:amanda@bgparks.org">amanda@bgparks.org</a> Phone: 847.850.2134 Fax: 847.459.0674	

### Staff

The Clubhouse program is administered and directed by the Buffalo Grove Park District. All staff receives job specific training and must complete orientation prior to employment. Site Directors and Assistant Site Directors are trained in basic first aid and are CPR/AED certified. Staff receives additional training throughout the year to continue to provide outstanding services and care.

### Schedule Changes

A Schedule Change Form should be completed to adjust or change the attendance schedule for a participant. Only a parent/guardian is authorized to make these changes. This form is available at the Clubhouse sites and online. Completed and signed forms can be submitted to the Clubhouse office. Each schedule change is subject to a \$5 service fee. Please contact the Site Director and you must notify the participant's school office when any changes are made to ensure accurate attendance rosters.

### Change of Information

A Change of Information Form should be completed to update or change any information on the registration form including; phone numbers, change of address, authorized pick up or newly diagnosed allergies. A Payment Agreement Form must be completed to update or change any payment information. Only the parent/guardian is authorized to make these changes. These forms are available at the Clubhouse sites and online. Completed and signed forms can be submitted to the Clubhouse office or turned into the Site Director at the participant's school.

### Extra Day of Service

Morning and afternoon service attended by a participant that is not a regularly scheduled day of attendance will be considered an extra day of service. An additional fee will be charged along with the monthly tuition amount for each extra day of service. These additional fees do not permanently affect the monthly tuition amount. Please contact the Site Director and you must notify the school office when extra days are needed to ensure accurate attendance rosters. The Site Director will require a signature on the Extra Service Fee Agreement form that grants the Buffalo Grove Park District permission to charge the extra day of service along with the monthly tuition.

### Early Dismissal & Half Days

Clubhouse services are available on early dismissals and half days. No additional fees will be issued to participants that are regularly scheduled to attend the afternoon program on that day. Participants, who are not regularly scheduled to attend the afternoon program, may attend Clubhouse free of charge until the time that school is normally dismissed. If a participant needs to stay beyond the normal school dismissal time, an extra service fee will be issued. A parent/guardian must notify the Site Director and the school office if extra service is needed. Participants should bring a lunch on all half days unless otherwise noted.

### Absences

A parent/guardian must notify the Site Director via a phone call or text message to the site cell phone, of all absences to ensure an accurate attendance roster. Parents/guardians also need to notify the school office of the absence. Reporting the absence to the school office does not guarantee Clubhouse being notified.

### Sign-In Procedures

Clubhouse participants can be dropped off any time after 7 am up to the start of the school day. Clubhouse will not allow entrance to the building prior to the start of program. A parent/guardian must accompany all participants to the program area and sign them in daily.

### Sign-Out Procedures

Clubhouse participants can be picked up at any time after school dismissal up to 6 pm. Clubhouse staff will not release a participant to anyone other than the parent/guardian unless they are an emergency contact or authorized pick up listed on the registration form. A photo ID is required upon pick-up. Parents/guardians should notify the Site Director if they would like to add anyone not listed as an emergency contact or authorized pick up. Please notify Clubhouse staff if unable to pick up a participant by 6 pm. There is no fee the first time a participant is picked up late within 15 minutes. Any occurrence after that will be subject to a \$25 charge for every fifteen minutes or portion thereof.

### Field Trips

Clubhouse offers full days of service from 7 am through 6 pm on select school holidays, institute days, winter break, spring break, and other school breaks. On full days of service, Clubhouse participants have the opportunity to attend a field trip. All field trips require a separate registration form and are purchased at an additional cost. Field trip registration forms will be distributed via email and will also be available at each Clubhouse site prior to the date of the trip. Each field trip costs \$45 per trip for Clubhouse participants and \$55 per trip for Field Trip Only participants. No late field trip forms will be accepted. Any field trip registration forms submitted after the deadline will be placed on a waitlist. Parents/guardians will be notified if we are able to accommodate your request. Clubhouse will allow participants to bring additional money to utilize during the field trip, however we recommend that you do not send more than \$10. Staff will not be permitted to hold money for any participant.

### Field Trip Dress Code

Clubhouse participants will receive one free Clubhouse shirt to wear on Field Trip days upon registering for the first field trip of the year. Shirts will be distributed on the first trip participants register for. Participants are required to wear the Clubhouse shirt on all subsequent field trips throughout the school year. If a participant shows up for a field trip without their Clubhouse t-shirt, parents/guardians will be asked to retrieve the t-shirt or purchase an additional t-shirt for \$8. Field Trip participants are also required to wear gym shoes or shoes with a rubber sole and socks.

### Field Trip Lunch

On some fieldtrips lunch will be provided, while other fieldtrips participants will be required to bring a lunch. When lunch is not provided on the trip, participants should bring a non-perishable lunch in a disposable bag clearly labeled with participant's name and school.

### Field Trip Cancellation

Full refunds will be distributed to those that cancel a Field Trip prior to the registration deadline. Cancellations made after the registration deadline will receive a 50% refund. Please call the Clubhouse office or notify your Site Director to cancel registration. Refunds will not be issued without notification of the cancellation to your Site Director or the Clubhouse office.

### Field Trip Only Registration

Field Trip Only registration is available for participants that only need Clubhouse on days that school is not in session. Field Trip Only participants cannot exceed sixth grade and is only offered to participants who attend a school district our program services. All field trips require a separate registration form in addition to the Field Trip Only registration form. Field trip registration forms will be distributed via email prior to the date of the trip. Each field trip costs \$55 per trip for Field Trip Only participants.

## Technology Policy

The use of electronics will be permitted for all educational/homework purposes. The use of electronics for other purposes will be permitted on a limited basis at the discretion of each Site Director. Any games or applications that encourage violence of any type will not be permitted. Any violation of this policy will result in confiscation of the device for the duration of the day(s). This is a program where we encourage participant interaction. In most cases, the use of these devices limits that interaction. The Buffalo Grove Park District is not responsible for lost, stolen, traded or damaged property.

## Extracurricular After School Activities

Clubhouse staff should be notified of any extracurricular activities that occur during program hours. Parents/guardians need to complete and submit an Extracurricular Activity Form for each activity that the participant will be attending. Participants will not be dismissed from Clubhouse to attend any activity unless this form has been completed prior to the start of the extracurricular activity. Participants need to check-in with their Site Director before attending their program. These forms are available at each school site. Any participant that will return to Clubhouse following their activity needs to report to the Site Director for attendance. It is the participant's responsibility to remember to attend their activity.

## Payments

Clubhouse tuition payments are processed in nine monthly installments from September through May. Tuition will be processed on the last business day of each month. It is possible to pay by an electronic fund transfer (EFT) or by debit/credit card. This information must be included on the Payment Agreement Form that is attached to the registration form, in order for your registration form to be processed. The Buffalo Grove Park District may charge a \$25 decline fee for any payment that has declined. Participants will be temporarily removed from the Clubhouse program for any outstanding balances on their Clubhouse account.

## Receipts and Year-End Tax Statements

Monthly tuition receipts will be distributed via email at the end of each month. Field trips, extra days of service, and any other charges to your monthly tuition amount will be included on the monthly receipt. A Year-End Tax Statement will be handed out at the Clubhouse sites or mailed to the address listed on the registration form by January 31. The Clubhouse FEIN number is 36-2697723 and is included on the monthly receipts and Year-End Tax Statement.

## Dependent Care and Flexible Spending Statements

All dependent care and flexible spending statements should be submitted to Amanda Busch. Once the amounts are compared and verified, a signed copy will be distributed by email, mail, Clubhouse site, or available for pick up at the Alcott Center.

## Refunds

Refunds may be given when a participant withdraws from the program or for extended medical reasons documented by a physician. The refund will be pro-rated based upon the last day of attendance and date of notification of withdrawal. Refunds will not be given for emergency school closings, family trips and vacations, absences, extracurricular activities, or for alternate childcare arrangements. Please allow 2-3 weeks for your refund to post.



## Clubhouse Behavior Policy

It is the Clubhouse program's philosophy to teach participants to take responsibility for their own actions. We try to accomplish this through direction, redirection, positive reinforcement and motivation. To ensure a pleasant and safe environment for every participant, the Clubhouse program has the following procedures in place regarding disruptive, dangerous or negative behaviors:

- 1<sup>st</sup> Offense – Verbal Warning: Depending on the severity, several warnings may be given.
- 2<sup>nd</sup> Offense – Situation Report: A report will be filled out and filed in the participants file, documenting the behavior. Clubhouse staff will work with the participant and parents/guardians to correct this behavior. This may be issued immediately, without warnings for serious infractions.
- 3<sup>rd</sup> Offense – Suspension: The participant will be suspended from the program for one to three days, depending on the severity of the situation. The suspension will be in effect the first program day following the offense. The parent/guardian will be notified by the Recreation Supervisor via a phone call and follow-up email. Upon return from a suspension, if behavior continues, the Buffalo Grove Park District may permanently postpone participation in all Park District programming. Depending on the situation and degree of the offense or repetitive inappropriate behavior, the participant may be permanently dismissed from the program. There will be no refunds for the days missed due to disciplinary infractions.

Participants and parents/guardians are also expected to follow the behavior policy set by the Buffalo Grove Park District. That policy can be viewed [here](#).

## Clubhouse Violence Policy

At Clubhouse, we hold a zero tolerance to violence policy. A participant that is physically or verbally abusive or exhibits any other behavior that causes harm to themselves, another participant, Park District staff or NWSRA staff will be immediately suspended without any prior warning. Bullying, biting, verbal abuse, threatening or physical violence towards Park District staff, NWSRA staff or any other participant will not be tolerated. All threats and threatening behavior will be taken very seriously and will result in an immediate suspension and possible dismissal from the program.

## Clubhouse Code Of Conduct

Participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to ensure the Clubhouse program remains a safe and enjoyable experience for all participants.

- Bullying, verbal abuse, threatening or physical violence will not be tolerated
- Participants and parents/guardians will refrain from using abusive or foul language
- Participants and parents/guardians will show respect to all staff, participants, property, equipment and facilities
- There may be no physical contact with any other participants/staff
- Participants will not place themselves or others in dangerous situations through actions or behavior
- Participants and parents/guardians are responsible for their actions and belongings (bags, jackets, school supplies, electronics, etc.)

### Special Recreation Participants

Participants who need special accommodations or attend an alternative school are able to attend the Clubhouse program located at their "home" school. The Buffalo Grove Park District partners with the Northwest Special Recreation Association (NWSRA) to provide inclusion services. This request should be made at the time of registration and requires a minimum of two weeks' notice. Families are encouraged to speak directly with Amanda Busch, who will then contact NWSRA, if circumstances permit. A follow-up will be communicated by NWSRA upon final determination.

### Emergency School Closings

Clubhouse will be cancelled for any emergency school closing. Please contact the emergency closing center for all school closings and updates. No refunds will be provided for emergency school closings.

### Medication

Parents/guardians are required to complete a Medication Authorization Form for any allergies, chronic illness, existing medical conditions, medications/dosages and time to administer medical information, and any additional information necessary to understand and care for your participant. This form is necessary to allow staff to administer the medication during program hours. Completed forms should be submitted to the Site Director or the Clubhouse office. Clubhouse reserves the right to refuse to dispense certain types of medication. If your participant requires medication on a Field Trip day, please bring the medication with you. Staff will not be able to transfer medication from their school site to the Field Trip site. All medication needs to be provided in a Pharmacy issued container, stating the name of the medication and dosage.

### Illness

Parents/guardians will be notified if a participant becomes ill during program hours. Clubhouse staff will request that the participant be picked up from program as soon as possible. If the parent/guardian is unavailable, those listed on the emergency contact and authorized pick up form will be notified. As mandated by the school districts, a participant must be without a fever and/or taking an antibiotic for 24 hours before returning to the program. A participant may not return to the program until the following day after sickness. In case of contagious disease, please notify Clubhouse staff immediately. All parents/guardians at that site will be notified as soon as possible.

### Outdoor Activity

Clubhouse will participate in outdoor activities when the weather permits. Temperatures must be above 25 degrees for participants to play outside. Participants will not be permitted to go outside without proper attire during cold temperatures.

### Sunscreen

It is the parent/guardians responsibility to apply sunscreen to your participant prior to program. Clubhouse staff has permission to re-apply sunscreen to the participant's face, neck, back, shoulders and arms. It is the responsibility of the participant to re-apply sunscreen to other areas, such as chest, abdomen and legs.

### Suspected Abuse or Neglect

It is policy of the Buffalo Grove Park District to fully comply with the State of Illinois Abused and Neglected Child Reporting Act. The Park District will make every reasonable effort to prevent, detect, and report cases of suspected child abuse and neglect for participants who come in direct contact with Park District programs, areas and facilities.

### Custody Orders

To honor specific custody orders and/or orders of protection, it is the responsibility of the parent/guardian to provide a copy of the custody order and/or order of protection. The document must be signed by the court with the legal seal present, date effective and ending date if applicable.

### Confidentiality

Clubhouse will maintain confidentiality and respect family privacy, refraining from disclosure of confidential information. Disclosure of participant's records beyond family members, program personnel and consultants having an obligation of confidentiality shall require parental/guardian consent. However, in cases of suspected abuse or neglect, it is permissible to reveal confidential information to agencies and individuals who may be able to act in the participant's interest.

### Parent/Guardian Communication with Participants

Parents/guardians are to refrain from speaking with other participants regarding behavioral issues. Please bring all concerns regarding conduct and behavior to the Site Director or the Clubhouse office. Only Buffalo Grove Park District staff is permitted to manage participant conduct and behavior.

### Movies

Movies will be shown periodically. Clubhouse will show G-rated or PG-rated movies. Please contact the Site Director or Clubhouse office if you have any concerns about the types of movies that your participant is permitted to watch. Participants are not required to watch the movie. Other activities will be available to those that do not want to watch or are not permitted to watch the movie.

### Lost & Found

Clubhouse requests that all personal items are labeled. Any item found at Clubhouse sites will be held for up to 30 days. After that time, any unclaimed items will be donated to charity. This policy also applies to Field Trips. Clubhouse is not responsible for any lost or stolen items.

### Cancellation

Parents/guardians wishing to withdraw their participant from the Clubhouse program should submit a Cancellation Request form to Amanda Busch. A Cancellation Request can also be mailed, emailed or faxed. Parents/guardians are responsible for fees incurred until a cancellation notice is received by the Clubhouse office. Re-enrollment is dependent on availability at the specific program site.