



The Clubhouse Family Handbook

WELCOME! to The Clubhouse @ Bright Horizons! We are pleased to have your family join our program and are certain your child will enjoy participating in many projects and activities. If there is anything we can do to enhance your experience at The Clubhouse, please let us know. Thank you for choosing The Clubhouse @ Bright Horizons.

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ABOUT OUR PROGRAM: We offer a Before- and After-School Program as well as full day, weekly camp sessions for students on any type of school calendar, public or private. Parents may choose to enroll in all weeks that best suit their family's needs. *Reservations constitute a commitment to payment regardless of whether or not your child attends.* The Clubhouse has a 1:14 teacher/child ratio.

HOURS OF OPERATION: The Clubhouse hours are from 7:00 a.m. to 6:00 p.m. Fieldtrips are posted in advance on The Clubhouse camp calendars. All activities and fieldtrips begin on time, so please check your child's camp calendar and daily notes to be sure your child arrives promptly and so that your child does not miss any special events or activities. The annual holiday schedule is posted at the front desk and copies are available. Changes, though rare, may occur at any time with 30 days' notice.

REGISTRATION, RESERVATIONS, TUITION AND FEES: The initial, non-refundable registration fee is \$150 for families using the program on a weekly basis. For families using camp programs only, the initial non-refundable registration fee is \$50. An annual re-registration fee (currently \$50) is due each September after initial enrollment.

Tuition is due each Thursday before a week begins. There is a \$25 fee on checks returned for insufficient funds. If this occurs more than once, The Clubhouse reserves the right to refuse payment by check. If payment is overdue, The Clubhouse reserves the right to disenroll for non-payment.

During the fall, winter, and spring, families make reservations for Track Out Camp by contacting an administrator at The Clubhouse via e-mail, phone or in person. For summer months, families complete a Summer Camp Registration Form to secure reservations.

- Tuition fees: please contact The Clubhouse for a complete list of fees. Employees of sponsoring companies pay at different rates, so be sure to let us know where you are employed.
- Payments: All tuition is due in advance, the Thursday before a week begins. Payments received after that time are subject to a \$15 late fee the following Monday and each Monday thereafter until payment made. Acceptable methods of payment include check, money order or Tuition Express, an electronic funds transfer program. Please make checks payable to "The Clubhouse". For your convenience, a tuition drop-off box is located in the lobby, beside the front door. This box can also be used for suggestions.
- Reminder: *Reservations constitute a commitment to payment regardless of whether or not your child attends.*

Late pickup (after 6:00 p.m.) can be distressing for children and disruptive to staff. A penalty fee of \$1 per minute, per child is assessed if your child(ren) remains after closing. This fee does not constitute an agreement for after hours care. Please allow enough time to pick up your child and leave by closing time. If your child is not picked up by closing time, and we have not heard from a parent or guardian, attempts will be made to contact parents/guardians first, and then to contact the emergency contacts listed on the Child Release Form. A Clubhouse staff member will stay with your child as long as possible, but if after two hours no one responds to our calls, a call will be made to the appropriate local child protective services agency.

BEFORE- AND AFTER-SCHOOL PROGRAM

The Clubhouse expects that children enrolled in the Before- and After-School program attend daily. Should your child be absent from school, please notify The Clubhouse as soon as possible via phone or e-mail. If your child takes the bus from school to The Clubhouse, the following rules apply:

- Children are picked up within 15 minutes of the release bell at the school.
- Our buses are the transportation, driven by Clubhouse counselors.
- Children are served an afternoon snack.
- Children are given 30-45 minutes of assisted homework time.
- Children enjoy a weekly rotation of our various interest rooms throughout the building.

Our buses will not leave a school to come to The Clubhouse until all children who are supposed to be on the bus are accounted for or a parent or school official notifies us otherwise. It is imperative to let The Clubhouse know of any changes to the bus schedule at least 30 minutes before the school releases. Failure to notify The Clubhouse in advance that your child does not require bus transportation will result in a \$15 penalty applied to your account.



REQUESTS TO CHANGE: The Clubhouse requires two weeks prior notice to withdraw from the Before- And After-School Program. To make schedule changes to the Before- and After-School program and the Weekly Camp Program, families must contact a Clubhouse administrator to request reservation changes by the Thursday before a week begins. Requests to change your child's schedule are permitted during the non-summer months of September through May, but must be received by the Thursday prior to attendance in order to obtain tuition credit. Requests to change your child's schedule during the summer months of June, July and August are not permitted except as set forth under the Drop/Add policy set forth below.

Consideration of late reservations occurs on a space available basis.

DROP/ADD REQUESTS: During the summer season, to make any changes to your reservation, families must complete a Drop/Add Request Form. This form is located on our website and at the front desk. Requests for Drop/Add must be made at least two weeks in advance and may only be added or dropped by a full week of camp (no partial weeks). Drop requests are only granted when the reservation can be filled from our waitlist. *If the space cannot be filled from our waitlist, then payment remains due for the originally reserved week.* Add requests are granted on a space available basis. The Clubhouse works to fulfill all requests then notifies families of acceptance or denial by returning the bottom of the Drop/Add Request Form to the family. If you do not receive a reply from us, be sure to inquire about it with a Clubhouse administrator.

CAMP CALENDARS: Camp calendars help families prepare for each week. Calendars list the fieldtrips and projects that accompany the many activities in our various interest rooms.

CIT PROGRAM: Our Counselor in Training Program is a year-round program designed for youth ages 14-17 years. CIT applicants must have completed ninth grade and be responsible young adults with good demeanor and rapport. CITs must be able to work in a team atmosphere and have the desire to work with elementary or middle school youth. A separate application form and further information is included on The Clubhouse website or at the front desk for those interested.

SWIMMING: Swim trips take place weekly (please refer to the camp calendar for times). Each child needs a one-piece bathing suit and towel on swim days. Water shoes are allowed. You may wish to provide a separate bag for wet items.

CAMP CLUBS: The Clubhouse assigns all children to a "Club" for the week with children of similar age. Because attendance varies, children may not have the same counselor every week. Please refer to the Parent Communication Wall for weekly Club lists.

PARENT COMMUNICATION WALL: The Parent Communication Wall is located in the hallway leading to our school age core area. This wall contains information about Club assignments, schedules, and map of our facility. Be sure to check this wall regularly. The documentation board (found in our main lobby) supplies information about each themed session. The monthly newsletter (available at the front desk) contains additional important information.

FIELDTRIP GUIDELINES: It is extremely important for parents to sign the weekly field trip permission slip. Fieldtrip permission forms are located at the front table as you enter the building. (Please make sure you sign on your child's correct fieldtrip permission slip.) Your signature is imperative! The Clubhouse cannot transport children without written permission. If a weekly field trip permission slip is not completed, your child will not be permitted to attend the field trip. Because we are not able to plan alternative activities for your child, the child will not be permitted to remain at The Clubhouse for the day unless space is available.

To ensure safe arrival and departure, all children must be dropped off or picked up on The Clubhouse campus, not at a fieldtrip location. Please plan to arrive at The Clubhouse on time for weekly fieldtrips because if the bus has left without your child, the child cannot remain at The Clubhouse for the day.



Safety is our first priority. Our counselors participate in trainings and take written and driving tests before transporting children. Additionally, our busses stop at railroad tracks and do not make right turns on red. All children must remain seated facing forward and wear a seatbelt until the counselor instructs them it is safe to disembark. Please review with your child the importance of following directions on fieldtrips, as this is essential to the safety of the entire group. Also, we ask that children not bring money on our fieldtrips.

INCLEMENT WEATHER POLICY: In the event of inclement weather, The Clubhouse will make every effort to remain open to serve our families. If schools release children early, we will pick them up from their schools at the time of release unless The Clubhouse is forced to close early. If The Clubhouse is forced to close early, we will contact each family and it will be that families' responsibility to arrange for your child's early pick up. Please make sure we have your current emergency numbers. Families may call The Clubhouse voicemail to hear any updates about The Clubhouse opening or closing. In any event, there will be no tuition credit for any time The Clubhouse is closed.

PERSONAL BELONGINGS: Please discuss with your child the importance of keeping their belongings in their book bags and in their cubbies. The Clubhouse counselors do not watch over the personal belongings. If an item goes missing, we do our best to locate it, but we do not accept responsibility for lost items. Found items are kept in the front office. Label all items with child's name. Children should not bring cell phones or other electronic items to The Clubhouse.

MEALS: The Clubhouse provides a morning and afternoon snack. Children bring a bag lunch and drink labeled their name and the current date. Packed lunches must be shelf stable or supplied with an ice pack. Children should bring no other food from home.

APPROPRIATE DRESS: In an effort to provide a safe and positive environment where children feel comfortable fully participating in the program, The Clubhouse asks that children adhere to the following dress guidelines. Children should dress in comfortable, unrestrictive clothing. Presenting a bodily appearance or wearing clothing which is disruptive, provocative, revealing, offensive, or which endangers the health and safety of the children or others is prohibited. Examples of this include

- shorts that expose legs above mid-thigh level;
- jackets with drawstrings
- hoop earrings, necklaces, bracelets
- tight garments;
- sagging pants;
- bare midriff shirts;
- strapless shirts;
- “spaghetti” strap shirts;
- exposed undergarments;
- attire with inappropriate messages or illustrations;
- and any other attire The Clubhouse deems inappropriate in its discretion.



Additionally, we ask that children wear comfortable, sturdy shoes, preferably sneakers (no “heellies”). These shoes should freely enable a child to run, jump and play outside while also allowing him/her to walk safely indoors. During water activities, please dress your child in a securely fitted one-piece bathing suit. *Please also remember to have a change of clothes here at The Clubhouse for your child.*

SUNSCREEN/INSECT REPELLANT: Our children enjoy outdoor activities daily, so we strongly suggest that each child apply long-lasting Sunscreen/Insect Repellent before arriving at The Clubhouse. Parents must complete a Topical Ointment form to request the application of Sunscreen/Insect Repellent during Clubhouse hours. Request a Topical Ointment form at the front desk. Label all containers with child’s name and give it directly to their counselor; *do not leave it in book bags or cubbies.*

MEDICAL POLICIES: If medication is necessary at The Clubhouse, a completed Medication Form, including the child’s doctor’s signature must accompany the prescription or non-prescription medication. Request a Medication Form at the front desk. Give all medication, in its original container with measuring device, directly to a Clubhouse administrator. Furthermore:

- Prior to enrollment, families must provide a current immunization record. Children without appropriate, current medical records may not attend The Clubhouse.
- If notified that your child is ill, you must pick up your child *immediately*. If your child is absent due to a reportable disease, your child may return only with a physician’s note indicating that he or she is no longer contagious.
- If a minor injury occurs while attending the program, parents receive an Occurrence Report upon pick up. The report details the occurrence and care provided. In case of emergency, the Authorization and Consent Child Release form required upon registration provides permission to The Clubhouse to administer first aid or to obtain emergency medical treatment in the child’s best interest.
- Costs incurred from the treatment of any injury or illness occurring to a child within the program is the responsibility of the parent/guardian. Bright Horizons provides secondary insurance to pay most expenses not paid by a family’s primary insurance.

MISCELLANEOUS: In an effort to maintain the professional status of our staff and prevent any potential conflict of interest, babysitting by The Clubhouse staff is discouraged. However, should you hire any Clubhouse staff, it must be outside The Clubhouse premises and with the understanding that such arrangements and payment for services are solely between you and the staff member. The arrangements are not sanctioned by The Clubhouse, Bright Horizons, and any clients of Bright Horizons, and you agree to hold such parties harmless from any such agreement. In addition, if you hire an employee (or someone who was an employee within the prior six months of hire) to work for you on a permanent basis, you agree to pay a placement fee of \$2,500.

If The Clubhouse has concerns that your needs or your child’s developmental needs are not being appropriately met in the daily program, every effort will be made to involve you in the process of identifying the problem and working toward resolution. However, if after reasonable and appropriate interventions have been tried, The Clubhouse determines that the program is not in the best interest of you or your child, you will be required to withdraw your child from the program. Similarly, a child may be withdrawn for any acts of a parent/guardian that Bright Horizons believes, in its sole discretion, are inappropriate or inconsistent with its best interests. We will help to prepare the child for withdrawal, consistent with the child’s ability to understand. Implementation of withdrawal procedures will be effected in the time frame that is deemed appropriate by The Clubhouse.

CLEANING SCHEDULE: The Clubhouse employs Professional Cleaning Services to handle daily, weekly and monthly cleaning. Daily services include trash removal, sweep/mop/vacuum, dusting, bathroom sanitation and all surface areas. Weekly services include interior windows, spot cleaning carpet, blankets washed and toys cleaned. Monthly or bi-annual services include floor waxing, exterior windows washing and baseboard cleaning.

This Family Handbook may not be inclusive and is subject to changes in whole or in part by The Clubhouse @ Bright Horizons at any time.

SAFE ARRIVAL AND DEPARTURES

- The Clubhouse has coded entryways to enter the building. Families receive the door codes on the first day of enrollment. Door codes change annually.
- Please do not hold the door open for the next person to come in. Each person should enter the code or if unknown, the doorbell should be rung to allow an administrator to use the intercom and identify that person.
- Please do not give children the code to enter. Our secure door code is for adults only.
- Parents and children receive a computer check-in code. Children must be checked in and out daily on the computer.
- Upon arrival, an adult must accompany all children inside the facility, and the adult must then hand off responsibility to the child's counselor.
- Upon the child's departure, an adult must come inside the facility and notify staff that the child is leaving.
- Children are only released to parents/guardians or persons listed on the Child Release Form. Written authorization is required for anyone other than previously designated adults to pick up the child. Photo identification is required – no exceptions!
- In custody disputes, it is illegal for The Clubhouse to deny access to or withhold the release of a child to either parent/guardian unless an active restraining order or specific schedule of court ordered visitation rights is on file. Please use the court system to resolve differences and to clarify custodial issues.
- Children must never be left unattended.