



# **BOYS & GIRLS CLUB OF LAKE SHORE**

2025-2026

**SCHOOL AGE CHILD CARE FAMILY  
HANDBOOK**

**W.T. Hoag Educational Center**  
42 Sunset Blvd Angola, NY 14006  
(716) 926-2475 or (716) 926-2119  
Revised 1/23.26/Replaces 3.20.25

## CONTENTS

LETTER FROM THE BOARD.....	3
WELCOME.....	4
ABOUT US.....	4
MISSION STATEMENT.....	4
NONDISCRIMINATION STATEMENT.....	4
RESPONSIBILITY OF THE PROGRAM.....	4
RESPONSIBILITY OF THE PARENT.....	5
SUPERVISION POLICY.....	5
PARENT COMMUNICATION.....	5
CODE OF CONDUCT.....	6
HEALTH & SAFETY.....	6
ACCIDENT/ INCIDENT REPORTS.....	8
ACCIDENTS- ON OR OFF SITE.....	8
EXCLUSION OF SICK CHILDREN.....	9
SENDING A CHILD HOME DUE TO ILLNESS OR INJURY.....	9
TOILETING.....	9
MANDATED REPORTERS/ STAFF.....	9
BEHAVIOUR GUIDANCE.....	10
MAJOR AND MINOR INCIDENTS.....	10
TRANSPORTATION.....	11
PICK UP, SIGN OUT AND DISMISSELS.....	11
WHEN A CHILD IS NOT PICKED UP.....	11
VALUABLES.....	11
CONTACT INFORMATION FOR OCFS AND CHILDCARE COMPLAINT LINE.....	11
ACCESS TO NYS OCFS SACC REGULATIONS.....	12
ADDITIONAL CONTACTS.....	12

## LETTER FROM THE BOARD

Our mission at our club houses is to inspire, enable and provide resources to all young people of the Lake Shore area to realize their full potential as productive, responsible and caring citizens. The Boys and Girls Club of Lake Shore is a nonprofit organization, which means we rely on generous donations as well as fundraising opportunities to cover the costs of running our clubs smoothly.

Our program offers a diverse learning experience, combining specialty clubs—Jr. Staff, Garden Club, and STEAM Club—with daily High-Yield Learning Activities, resulting in a fun and engaging environment.

The past few years have brought on challenging financial times: obstacles like inflation, rising utility expenses, facility upgrades, and staffing costs have heavily strained our ability to provide families with the highest quality youth services at the lowest price possible. If we are going to continue to operate to provide the quality and quantity of programs as in the past, we must exceed all of our current budget goals.

There are numerous ways to help. One of the most important ways is helping with our fabulous fundraisers. This year we are asking if any parents, family members or friends have the ability to give a little bit of your time to help with these fundraising events. Areas we are looking for you to help are selling tickets for events, coming to the events and volunteering your time, or any other qualities you have that would help us.

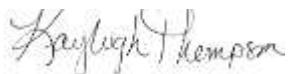
We understand time is lacking for all lately so if you rather send a monetary donation please visit <https://bgcedenlakeshore.org/donate-today>

This list is just a scratch of what we do, we are always looking for people to join our board committees to share any expertise they may have to help our organization. We also welcome any help fixing things around the club. If you are able, willing or have any ideas for us please let us know. I can be reached via email at [kthompson@bgcedenlakeshore.org](mailto:kthompson@bgcedenlakeshore.org).

You may also contact our Executive Michelle Wilson at 716-992-2702 X101,

We truly appreciate all the support we get from our members and their families, and we look forward to your help as we continue to grow and provide your children and our communities with as much as we can in the future.

Sincerely,



Kayleigh Thompson  
President of Board of Directors

## WELCOME

We are pleased that you have chosen the Boys & Girls Club of Lake Shore for your child's before and after school programming. This handbook is given to all parents and is designed to acquaint you with our policies and procedures. We are registered by the State of New York as a School Age Child Care (SACC) Program. A copy of the SACC regulations is available on-site for review or they can be accessed at [www.ocfs.ny.gov/main/childcare/daycare-regulations](http://www.ocfs.ny.gov/main/childcare/daycare-regulations).

## ABOUT US

For over 20 years the Boys & Girls Club of Lake Shore have been providing after school programming to youth ages 6-18. Our Club provides quality programming for more than 100 youth in the areas of character and leadership development, educational enhancement, career preparation, health and life skills, the arts, and sports, fitness and recreation.

## MISSION STATEMENT

To inspire and enable all young people, especially those who need us the most, to reach their full potential as productive, responsible and caring citizens.

The Boys & Girls Club of Lake Shore provides:

- A safe place to learn and grow
- Ongoing relationships with caring, adult professionals
- All programs stress character development, values of caring, honesty, respect, and responsibility.
- We provide an environment that teaches children the skills needed to build positive lives, attitudes & behaviors.

## NONDISCRIMINATION STATEMENT

It is the policy of the Club to comply with all existing statutes, regarding Equal Opportunity, as they relate to all program participants: Ensuring that program participation decisions are made without regard to race, color religion, gender, age, national origin, marital status, veteran status, sexual orientation, mental or physical disability, or any other basis prohibited by statute. We promise to work hard with every parent to provide a positive Club environment for all children. If for whatever reason the Club is not a good fit for a child, we will partner with the parents to try to find alternative programming.

## RESPONSIBILITIES OF THE PROGRAM

It is the responsibility of the Boys & Girls Club of Lake Shore that we will provide a safe and nurturing environment for all members. Daily we provide welcoming staff, healthy snacks, and purposeful program activities to our members. We implement safety measures to ensure that our members feel secure at our club locations. We will communicate efficiently with parents about the child's accomplishments, needs and any issues that arise.

We will always listen to the concerns of our families, and aim to create a learning environment for all families regardless of race, creed, religion, sexuality, gender, country of origin, disability, or citizenship.

## RESPONSIBILITIES OF THE PARENT

As a parent of a member of the Boys & Girls Club of Lake Shore, we are excited that you have joined us! We expect that you uphold our Code of Conduct and role model positive behavior in all aspects of the Club.

We expect that you communicate any needs of your child as they arise. This includes health or medical issues, changes to membership application information and any school related issues. Parents are expected to pick up their child at the appropriate program conclusion time or they could incur a late fee.

Parents must complete applications in their entirety before their children are accepted into the program.

We expect children to participate in programming

## SUPERVISION POLICY

All youth will be supervised by our staff at all times while in the program, with the exception of in the bathrooms. No more than one youth at a time may use any of our bathroom facilities to ensure privacy. **Staff will be within an “actionable distance”** (SACC Reg 414.8)

We will keep and maintain NYS OCFS ratios for classroom size and supervision (SACC Reg 414.8)

## PARENT COMMUNICATION

At the Boys & Girls Club of Lake Shore we strive to keep parents involved in their children's care. If there is an issue with a member the parent will be contacted by either the Clubhouse Director, Asst. Clubhouse Director, or their child's Youth Development Professional. If you have any questions or concerns please feel free to contact the Clubhouse Director.

The Boys & Girls Club of Lake Shore will generate and keep emergency contact lists to be updated annually. The parents will be notified by a designated individual such as a Clubhouse Director or Youth Development Professional in the case of an emergency. Phone calls could be made from the club phone, where applicable, or personal cell phones depending on the situation. Please note that all emergency contact numbers and addresses need to be kept up to date for this purpose. Contact your Clubhouse Director for any updates in information.

In the event of an accident or injury the primary emergency contact will be notified. It is imperative that this phone number and address are current. If signed off on the membership application, in the event of a serious injury your child could be transported to the emergency room for further medical attention. A staff member will stay with your child until a parent or guardian arrives. An incident report will be completed by the witnessing staff members and given to the parent within 24 hours of the accident or injury.

**If there is a change in your child's medical history or services they receive at school please notify the Clubhouse Director immediately. You may be required to fill out an Individual Health Care Plan to better help us serve your child.**

## CODE OF CONDUCT

At the Boys & Girls Club of Lake Shore, the safety of our members is our primary concern and therefore we have no tolerance for fighting or bullying. Acting in an aggressive manner with the intent of harm to another child they will be suspended. We understand each altercation is different and some incidents are more severe than others; therefore, our discipline may vary depending on each individual incident.

### **Code of Conduct:**

1. Positive Attitude! Be honest and respectful to other members, staff and all club equipment.
2. Respect each other by not doing harm to another person or object verbally or physically
3. Keep hands and feet to yourself at all times.
4. Use positive language at all times.
5. Remember to pick up after yourself and to leave spaces cleaner than when you arrived.
6. Lake Shore Clubhouse is a Bully Free Zone. Instances of bullying can result in a suspension at the discretion of the Clubhouse
7. Resolve disagreements in a positive way. Reach out to a staff member if you need help in resolving conflict. Come to a mutual agreement that is beneficial for both parties.
8. **Cell phones are NOT allowed except under explicit permission from the director** - If necessary any member needing to use a phone will be permitted to use the front desk landline.
9. Members can only leave the room they are in with the permission of staff and never alone.
10. Topics deemed as inappropriate by staff will not be disclosed unless in organized settings. (Drugs/alcohol, sexual and physical health, etc.)
11. Any member suspended from school may not attend the Club. They must have completed their suspension and are allowed back in school before returning to the program.
12. Display empathy! Try to understand how others feel.

## HEALTH & SAFETY

### **The Safety and Wellbeing of Young People is Our Number One Priority.**

We work every day to create a safe, fun environment so kids can have every opportunity to be successful in life. We have ZERO tolerance for inappropriate behavior of any kind, including child sexual abuse or misconduct, and we put resources behind that stance.

**Culture of Safety:** Boys & Girls Club of Lake Shore continually updates robust safety policies, programs and training for our staff and volunteers that are designed to promote child safety and protect young people from threats that are present in our society. We implement layers of safety policies and guidelines to keep our kids safe.

**Safety Policies:** Boys & Girls Club of Lake Shore has comprehensive safety policies in place that protect youth – including, but not limited to, supervision, transportation, communication and prohibiting private one-on-one contact. More information about safety and a link to all BGCELS safety policies can be found on our website, [www.bgcedenlakeshore.org](http://www.bgcedenlakeshore.org).

**24 - hour Toll-free Child Safety Hotline:** We encourage all staff, members and families to report any incident or situation they feel is unsafe. Through our national partnership with Praesidium, one of the nation's leading safety experts, Boys & Girls Club of Lake Shore members and staff have access to a confidential 24-hour toll-free Child Safety Hotline, 866-607-SAFE (7233) or email [SafeClub@Praesidiuminc.com](mailto:SafeClub@Praesidiuminc.com).

**Mandatory Annual Safety Assessments:** We complete a safety assessment each year to ensure we continually make improvements to safety at our Club(s).

**Safety Training:** Ongoing training and supervision of staff is critical. We participate in a wide variety of child safety training. We also engage leading third-party safety experts to provide guidance for our policies and approaches, including Praesidium, the National Center for Missing & Exploited Children, and the National Children's Advocacy Center. 6

**Safety Committee:** Boys & Girls Club of Lake Shore has a dedicated Board led safety committee to provide input and guidance on local policies and safety strategies.

**Mandatory Employee Reference:** Any employee interested in moving to another Boys & Girls Club is required to have a reference from the previous Club, even if the Clubs are within the same community.

**Mandatory Background Checks:** Mandatory criminal background checks are required every year for every staff and board member at Boys & Girls Club of Lake Shore. In addition, criminal background checks are required for any volunteer who has direct contact with children. All potential employees and volunteers complete the following checks:

- Social Security Number Verification
- National Sex Offender Search
- National Criminal Background Search
- Statewide Criminal Background Search
- Statewide Central Register of Child Abuse & Maltreatment
- Staff Exclusion List for Abuse & Neglect

## **Emergency and Evacuation Plan:**

<b>Evacuation Plan</b>	
In the event of an emergency an alarm/whistle will notify the children to evacuate the building. They will be brought to their designated safe location outside. Local authorities will be notified to come and clear the building. If determined that the building is unsafe, children will be relocated to the sites noted below. The children will be walked to the primary or secondary sites as they are a short walking distance. Parents will be contacted by the designated staff members to inform of the relocation.	
Primary Relocation Site	Secondary Relocation Site
Front Flag Pole	JT Waugh

All program locations have been prepped to shelter-in-place in the event of an emergency that leaves your child in our care longer than expected program time. The Boys and Girls Club of Lake Shore has a plan in place to keep the children safe and occupied if they are unable to leave the building. We have a food supply, program materials and a safe clean resting space for all of our children. Parents will be notified and updated as necessary if we are sheltering-in-place.

As a licensed program through the New York State Office of Child and Family Services (OCFS), we will conduct a fire drill monthly, a Shelter in Place drill twice a year, and an Active Shooter drill twice a year. We will contact parents of the times and dates of the Shelter in Place and Active Shooter drills. We understand the severity of these drills and expect them to be taken seriously. With that said, we will ensure the drills are conducted in an age appropriate and professional manner.

## **ACCIDENT / INCIDENT REPORTS**

Our staff makes every effort to ensure the safety of your child. Unfortunately, accidents do occur. To keep you informed, staff are required to complete an accident/incident report for any injury or incident your child may sustain or be involved in while in our care. The reports explain any minor injury or treatment your child might have had. In case of serious injury, we will reach out to your listed emergency contact to make emergency medical decisions about your child. Please keep all these numbers updated. You must sign off on any incident and/or accident report involving your child.

## **ACCIDENTS—ON OR OFF SITE**

If your child has a minor injury, the certified Club staff will perform First Aid if necessary and notify you when you pick up your child. If an injury should occur, staff will perform immediate First Aid and if there are further questions about the injury, the staff will notify you to pick up your child and let you determine if you should take your child to the doctor or dentist.

In case of an emergency, the staff will:

1. Call 911, perform immediate First Aid, and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.
2. A member of staff will accompany the child to the hospital and will stay until the parent/guardian arrives if emergency medical transportation is required. If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made.

## EXCLUSION OF SICK CHILDREN

If your child is ill, please do not send him or her to the program. Please notify us if she/he will not be attending. Children are not allowed to attend the program if they exhibit any of the following symptoms or illnesses:

- The child is too ill to participate in program activities.
- The illness results in a need for care that is greater than the staff can provide without compromising the health and safety of other children
- Fever—if over 101 degrees under the arm, or accompanied by other symptoms such as behavioral change, diarrhea, undiagnosed rash or vomiting.
- Respiratory symptoms—wheezing that occurs suddenly and is unexplained severe congestion, uncontrolled coughing.
- Signs/symptoms of severe illness (unusual) fatigue, irritability, persistent crying difficulty breathing, etc.)
- Vomiting
- Uncontrolled Diarrhea
- Mouth sores with drooling
- Rash—if cause of rash is unknown.
- Eye drainage. Unusual skin color.
- Bacterial infection (such as strep throat).
- Contagious illnesses (such as chicken pox, scabies, ringworm, or other reportable diseases.
- Head lice until after first treatment.

Children must be free from these symptoms for at least 24 hours before returning to the Club and any contagious illness should be cleared by a doctor.

## SENDING A CHILD HOME DUE TO ILLNESS OR INJURY

If a child exhibits any of these illnesses while in the program, the child will be separated from the group, but still under the supervision of staff. We will reach out to contacts to have the child picked up from the program.

## TOILETING

All children enrolled in a Before or After School Program must be able to use the toilet and perform toileting tasks on their own. Staff are not permitted to be alone with any child but are able to use verbal prompts from outside of the bathroom to help coach the children through the toileting process if needed. If a child soils themselves and is unable to clean and change themselves the parents or guardians will be contacted immediately, and they will need to come to the site and either change and clean the child or sign them out for the day.

## MANDATED REPORTERS / STAFF

All employees are required to be fingerprinted as part of the criminal record background check. Staff are also required to be cleared through the New York State Central Registry of Child Abuse and Maltreatment. Staff receive training in the detection and reporting of child abuse, maltreatment, and neglect. As Mandated Reporters, our staff are required by law to report any suspicion of child abuse and neglect. In addition, all staff are required to attend at least 15 hours 8 of continuing education seminars and workshops per school year.

## BEHAVIOR GUIDANCE

The staff strives to maintain a positive approach in managing children's behavior. The staff enforces clear and consistent limits and expectations for appropriate behavior. Our staff deals with inappropriate behavior through various techniques including modeling, distraction, and redirection, adjusting the environment, cooperation, problem solving and removal from the activity/area as a last resort.

Process—as mentioned above, when positive behavior is displayed, the consequences are participation and enjoyment of planned activities. In case of negative or inappropriate behavior the following process will be employed:

1. Reasoning—every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternative form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
2. Redirection—when reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program space for an appropriate amount of time will take place if necessary.
3. Child and Supervisor Meeting—when the YDP is not successful in correcting behavior, the Site Supervisor is consulted, and they may decide on further appropriate action and/or consequences.
4. Conferences—if the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined. This is usually accomplished by using a Behavior Contract. A behavior contract is used for a child, after much effort, and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the timeline is fair and realistic.
5. Suspension for inappropriate Behavior—In order to provide a safe, effective program, suspension may occur for children unable to follow the Behavior Guidelines. The Site Supervisor and/or Program Director determine the length of suspension.
6. Removal from the Program—if the above process has not resulted in corrected behavior, the child will be removed from the program. This is the last option. We work hard to make sure that every child who needs our program can stay in the program.

## MAJOR AND MINOR INCIDENTS

All behaviors and classifications are at the discretion of staff members and the Clubhouse Director. Every situation will be reviewed by the Clubhouse Director to ensure fairness of all members involved. Safety of members is our number one priority and any member who displays unsafe behaviors will be removed.

Incidents are classified as the following:

- **Minor Incidents:** inappropriate language or yelling, attention seeking behaviors, misuse of club equipment, being out of assigned area, not keeping hands to self
- **Major Incidents:** bullying and /or disrespecting club staff or other members, defiant behavior, horseplay, unrepairable vandalism, confrontation without harm, harassment
- **Extreme Incidents:** vandalism, violent behavior, theft, threatening other members or staff, drug or weapon possession, encouraging or instigating a fight, sexual Harassment and assault
- **Special Circumstances:** Unable to succeed in a 1:8 or 1:10 environment

If one or more of the above mentioned incidents occur the member is subject to the following consequences:

- **First offense:** The member will receive a verbal warning as a reminder of the rule they broke.
- **Second offense:** The member will be removed from the activity and will discuss with a staff member the rule they broke and why we enforce that rule.
- **Third offense:** The member will be removed from the activity. A staff member will contact the parent/guardian and ask them to pick up their child.
- **Fourth offense:** The member will serve a suspension from the Club. The number of days will be determined by the severity of the member's actions.

## TRANSPORTATION

The Boys & Girls Club of Lake Shore is not responsible for the transport from a school location to a club site, and has no jurisdiction on the bus or before. Any complaints about school busing must be made to the Lake Shore Central School District Transportation Department and the individual school must be notified.

## PICK UP, SIGN OUT AND DISMISSALS

Please do not pull into the circle before 4pm, as that is where the buses pull into the circle. Park in a parking spot and ring the bell. After 4pm, pull along the circle and come to the door to ring the bell. At All all times, all children must be signed out of the program by a parent, guardian, or a guardian approved adult. Adults on the approval list must be submitted to the Clubhouse Director in writing (email, handwritten/typed) by the legal guardian.

## WHEN A CHILD IS NOT PICKED UP

If a child is not picked up at the appropriate time the designated emergency contacts will be notified. There may be a late fee associated with leaving your child in care longer than the program time as we need to then keep staff longer than their designated hours. If no one is reachable within a reasonable amount of time the local authorities may be contacted to take the child from our care.

## VALUABLES

The Club is NOT liable for any items lost or stolen at the Club. It is recommended that members do not bring valuables to the Club; you will NOT be able to lock up your valuable items you bring. They will be your responsibility. Any items left at the end of the day will be placed in the Lost and Found.

## CONTACT INFORMATION OCFS AND CHILDCARE COMPLAINT LINE

The State Office of Children and Family Services (OCFS) maintains a toll-free complaint line for complaints about day care programs. Call this number during normal working hours and a staff person will take the information. The Office is empowered to investigate any possible violation of child care regulations. If you think a person or program is operating without the proper license or registration certificate, this is also a basis for making a complaint. Your complaint will be investigated, and if it is substantiated, staff will work with the provider to correct any violations. **If you wish to make a complaint, call: (800) 732-5207**

## ACCESS TO NYS STATE OCFS SACC REGULATIONS

Regulations are available to download at any time by going to the following website  
<https://ocfs.ny.gov/programs/childcare/regulations/>

Click on the section that states part 414 effective 10/13/20121

## ADDITIONAL CONTACTS

Michelle Wilson  
Executive Director  
[michelle@bgcedenlakeshore.org](mailto:michelle@bgcedenlakeshore.org)  
(716) 992-2702 X101

Julia Swiecicki  
Director of Operations  
[julia@bgcedenlakeshore.org](mailto:julia@bgcedenlakeshore.org)  
(716) 992-2702 X103

Cheyenne Jaquin  
WRAP/ SACC Director  
[cheyenne@bgcedenlakeshore.org](mailto:cheyenne@bgcedenlakeshore.org)  
(716) 926-2475