

BUFFALO GROVE PARK DISTRICT
CLUBHOUSE PROGRAM
PARENT/GUARDIAN HANDBOOK
2024 - 2025





Dear Parent/Guardian,

Welcome to the Clubhouse program. This parent/guardian handbook is designed to provide detailed information about Clubhouse activities, procedures, and guidelines. We encourage you to read this handbook carefully and keep it as a reference throughout the school year. Additional copies of the parent/guardian handbook are available on our website at bgparks.org under the Programs tab.

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

Please do not hesitate to contact us if you have any questions.

Sincerely,

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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 program offers a wide variety of recreational activities, including physical fitness games, arts and crafts projects, and team sports. Additionally, Clubhouse provides homework help and opportunities to work on school projects and assignments. During the afternoon program, participants are provided with a snack. However, those with food allergies or dietary restrictions are welcome to bring their own snack. This ensures that all participants can enjoy the program safely. Clubhouse partners with ten elementary schools in three school districts. Clubhouse has partnerships with ten elementary schools across three school districts. These schools include 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 unique needs of each family. Families have the option to choose morning service, afternoon service, or a combination of both. Additionally, they can select the number of days per week, ranging from one to five days. Flexibility is key, and adjustments to the schedule can be made by submitting a Change of Schedule form after enrollment. This ensures that families can tailor their Clubhouse experience to best suit their needs and schedules.

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

To ensure smooth processing, completed registration forms must be submitted at least 48 business hours before the anticipated start date. Registration forms are processed in the order they are received. The maximum enrollment at each site depends on availability and staffing. This number is determined by maintaining an appropriate staff-to-participant ratio, which will not be exceeded at any site. In the event that a site reaches its maximum staff-to-participant ratio, parents/guardians can still complete a registration form and opt to be placed on a waiting list.

Contact Information

At each site, a dedicated cell phone is used for communicating various Clubhouse-related matters, such as absences and late pick-ups. These phones are equipped to handle voicemail and text messages from 6:45 am to 6 pm, Monday through Friday. During program hours, however, they are exclusively used for making and receiving calls. This setup ensures efficient communication between Clubhouse staff and parents/guardians while maintaining a focused environment during program activities.

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>	
Fax: 847.459.0674	
Email: clubhouse@bgparks.org	
Amanda Busch Recreation Supervisor amanda@bgparks.org 847.850.2134	Shannon McClure Recreation Specialist smcclure@bgparks.org 847.850.2121

Staff

The Clubhouse program is administered and directed by the Buffalo Grove Park District. Prior to employment, all staff undergo job-specific training and orientation. Site Directors and Assistant Site Directors are equipped with basic first aid training and CPR/AED certification. Furthermore, staff members receive ongoing training throughout the year to ensure the continued delivery of exceptional services and care to the participants.

Schedule Changes

To adjust or change a participant's attendance schedule, a Schedule Change Form must be completed. Only a parent/guardian is authorized to make these alterations. This form is accessible both at the Clubhouse sites and online. Once completed and signed, the forms can be submitted to the Clubhouse office. Please note that each schedule change is subject to a \$5 service fee. Additionally, it is crucial to contact the Site Director and notify the participant's school office when any changes are made to ensure accurate attendance rosters.

Change of Information

To update or change any information on the registration form, including phone numbers, address changes, authorized pick-ups, or newly diagnosed allergies, a Change of Information Form must be completed. Similarly, to update or change any payment information, a Payment Agreement Form must be filled out. Only the parent/guardian is authorized to make these modifications. These forms are readily available both at the Clubhouse sites and online. Once completed and signed, they can be submitted to the Clubhouse office or handed to the Site Director at the participant's school for processing.

Extra Day of Service

When a participant attends morning or afternoon service on a day that is not part of their regular schedule, it will be deemed an extra day of service. Along with the monthly tuition amount, an additional fee will be charged for each extra day of service. It's important to note that these additional fees are temporary and do not permanently affect the monthly tuition amount. To arrange for extra days, please contact the Site Director, and ensure to notify the school office to maintain accurate attendance rosters. The Site Director will request a signature on the Extra Service Fee Agreement form, granting the Buffalo Grove Park District permission to charge for the extra day of service in addition to the monthly tuition.

Early Dismissal & Half Days

Clubhouse services are accessible on early dismissals and half days without any additional fees for participants who are regularly scheduled to attend the afternoon program on those days. However, for participants who are not regularly scheduled, attendance is free until the usual school dismissal time. If a participant needs to stay beyond the normal dismissal time, an extra service fee will be charged. To arrange for this, a parent/guardian must inform both the Site Director and the school office. Additionally, participants should bring a lunch on all half days unless otherwise specified.

Absences

A parent/guardian must inform the Site Director of all absences by either a phone call or a text message to the site cell phone. This is crucial to maintain an accurate attendance roster. Additionally, parents/guardians are required to notify the school office of the absence. It's important to note that reporting the absence to the school office alone does not ensure that Clubhouse will be notified. Therefore, direct communication with the Site Director is necessary to ensure proper coordination.

Sign-In Procedures

Clubhouse participants can be dropped off any time after 7 am up until the start of the school day. However, access to the building will not be granted before the program begins. It is mandatory for a parent/guardian to accompany all participants to the program area and sign them in daily. This ensures the safety and security of all participants and maintains proper supervision.

Sign-Out Procedures

Clubhouse participants can be picked up any time after school dismissal until 6 pm. However, Clubhouse staff will only release a participant to the parent/guardian, emergency contacts, or authorized pick-ups listed on the registration form. A photo ID is required upon pick-up to ensure proper identification. If parents/guardians wish to add someone not listed as an emergency contact or authorized pick-up, they should notify the Site Director. In the event of being unable to pick up a participant by 6 pm, it's essential to inform Clubhouse staff promptly. For the first late pick-up occurrence within a 15-minute window, there will be no fee. However, subsequent occurrences will result in a \$25 charge for every fifteen minutes or portion thereof.

Field Trips

Clubhouse provides full-day service from 7 am to 6 pm on select school holidays, institute days, winter break, spring break, and other school breaks. During these full days of service, participants have the opportunity to engage in field trips. To participate, a separate registration form for each field trip is required, and there is an additional cost associated with them. Field trip registration forms will be distributed via email and will also be available at each Clubhouse site before the trip date. The cost per field trip is \$50 for Clubhouse participants and \$60 for Field Trip Only participants. It's important to note that late field trip forms will not be accepted, and any forms submitted after the deadline will be placed on a waitlist. Parents/guardians will receive notification if their request can be accommodated. During field trips, participants may bring additional money for personal use, although it's advised not to exceed \$10. However, staff members will not be permitted to hold money for any participant.

Field Trip Dress Code

Upon registering for the first field trip of the year, Clubhouse participants will receive one complimentary Clubhouse shirt to wear on Field Trip days. These shirts will be distributed during the first trip for which participants register. It is mandatory for participants to wear the Clubhouse shirt on all subsequent field trips throughout the school year. In the event that a participant arrives for a field trip without their Clubhouse t-shirt, parents/guardians will be requested to either retrieve the t-shirt or purchase an additional one for \$10. Additionally, all Field Trip participants must wear gym shoes or shoes with a rubber sole along with socks.

Field Trip Lunch

On some field trips, lunch will be provided, while on others, participants will need to bring their own. In cases where lunch is not provided, participants should bring a non-perishable meal in a disposable bag. It's important that the bag is clearly labeled with the participant's name and school to avoid any confusion.

Field Trip Cancellation

Full refunds will be issued to those who cancel a Field Trip before the registration deadline. However, cancellations made after the registration deadline will only receive a 50% refund. To cancel registration, please contact the Clubhouse office or inform your Site Director. It's crucial to note that refunds will not be issued without notifying either your Site Director or the Clubhouse office of the cancellation.

Field Trip Only Registration

Field Trip Only registration is an option for participants who solely require Clubhouse on non-school days. This option is available exclusively to participants up to sixth grade who attend a school within the districts our program serves. For all field trips, including those for Field Trip Only participants, a separate registration form is mandatory. These forms will be distributed via email prior to the trip date. The cost for each field trip for Field Trip Only participants is \$60 per trip.

Technology Policy

The use of electronics will be allowed for all educational and homework purposes within the Clubhouse program. However, the use of electronics for other purposes will be allowed only on a limited basis, subject to the discretion of each Site Director. It's important to note that any games or applications promoting violence of any kind will not be tolerated. In case of a violation of this policy, the device will be confiscated for the duration of the day(s). This program emphasizes participant interaction, and in most cases, the use of electronic devices limits that interaction. It's crucial to understand that the Buffalo Grove Park District cannot be held responsible for lost, stolen, traded, or damaged property.

Extracurricular After School Activities

Clubhouse staff must be informed of any extracurricular activities taking place during program hours. To facilitate this, parents/guardians are required to complete and submit an Extracurricular Activity Form for each activity their participant will attend. Without this completed form, participants will not be released from Clubhouse to attend any extracurricular activity. Prior to the start of the extracurricular activity, participants are required to check-in with their Site Director. Extracurricular Activity Forms are readily available at each school site for convenience. For participants returning to Clubhouse after their activity, it's imperative that they report to the Site Director for attendance. Ultimately, it is the participant's responsibility to remember and attend their scheduled extracurricular activity.

Payments

Clubhouse tuition payments are arranged in nine monthly installments from September through May, with processing occurring on the last business day of each month. Payment methods include electronic fund transfer (EFT) or debit/credit card. To ensure seamless processing of registration forms, this payment information must be provided on the attached Payment Agreement Form. In the event of a declined payment, the Buffalo Grove Park District reserves the right to impose a \$25 decline fee. Additionally, participants with outstanding balances on their Clubhouse account may be temporarily removed from the program.

Receipts and Year-End Tax Statements

Monthly tuition receipts will be sent via email at the end of each month. Please note that it may take up to 7 days for these receipts to post in our system before being sent out. These receipts will comprehensively detail charges for field trips, extra days of service, and any other fees added to your monthly tuition amount. Furthermore, a Year-End Tax Statement will either be distributed at the Clubhouse sites or sent to the address listed on the registration form by January 31st. The Clubhouse FEIN number, 36-2697723, will be included on the Year-End Tax Statement.

Dependent Care and Flexible Spending Statements

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

Refunds

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

Clubhouse Behavior Policy

It is the Clubhouse program's philosophy to instill in participants a sense of responsibility for their actions. This is achieved through guidance, redirection, positive reinforcement, and motivation. To ensure a pleasant and safe environment for all participants, the Clubhouse program has established the following procedures regarding disruptive, dangerous, or negative behaviors:

- 1st Offense: a verbal warning will be issued, with the number of warnings given depending on the severity of the behavior.
- 2nd Offense: a Situation Report will be completed and filed in the participant's record to document the behavior. Clubhouse staff will collaborate with the participant and parents/guardians to address and rectify the behavior. Serious infractions may warrant immediate issuance of a Situation Report without prior warnings.
- 3rd Offense: the participant will face Suspension from the program for one to three days, determined by the severity of the situation. The suspension will take effect on the first program day following the offense. The Recreation Supervisor will notify the parent/guardian via phone call and follow-up email. Upon return from suspension, if the behavior persists, the Buffalo Grove Park District reserves the right to permanently exclude the participant from all Park District programming.

Depending on the gravity or recurrence of inappropriate behavior, the participant may be permanently dismissed from the Clubhouse program. No refunds will be provided for missed days due to disciplinary infractions. Additionally, participants and parents/guardians are expected to adhere to the behavior policy established by the Buffalo Grove Park District, which can be viewed [here](#).

Clubhouse Violence Policy

At Clubhouse, we enforce a zero-tolerance policy towards violence. Any participant who engages in physical or verbal abuse, or exhibits behavior that causes harm to themselves, another participant, Park District staff, or NWSRA staff, will be promptly suspended without prior warning. Bullying, biting, verbal abuse, threats, or physical violence towards Park District staff, NWSRA staff, or any other participant will not be tolerated. All threats and threatening behavior are treated with utmost seriousness and will result in immediate suspension and potential dismissal from the program. These measures ensure the safety and well-being of all participants, staff, and personnel involved in the Clubhouse program.

Clubhouse Code Of Conduct

Participants are expected to consistently display appropriate behavior while attending the Clubhouse program. To ensure a safe and enjoyable experience for everyone involved, the following guidelines have been established:

- Bullying, verbal abuse, threatening behavior, or physical violence will not be tolerated.
- Participants and parents/guardians are expected to refrain from using abusive or foul language.
- Respect must be shown to all staff members, participants, as well as to the property, equipment, and facilities.
- Physical contact with other participants or staff is strictly prohibited.
- Participants must avoid putting themselves or others in dangerous situations through their actions or behavior.
- Participants and parents/guardians are accountable for their actions and personal belongings, including bags, jackets, school supplies, electronics, and other items.

Special Recreation Participants

Participants requiring special accommodations or attending an alternative school can attend the Clubhouse program at their "home" school. To facilitate this, the Buffalo Grove Park District collaborates with the Northwest Special Recreation Association (NWSRA) to provide inclusion services. To request these accommodations, participants should make the request at the time of registration, providing a minimum of two weeks' notice. Families are encouraged to communicate directly with Amanda Busch or Shannon McClure, who will then liaise with NWSRA if circumstances allow. NWSRA will provide a follow-up upon final determination.

Emergency School Closings

In the event of an emergency school closing, Clubhouse will be cancelled. It is advised to contact the emergency closing center for all school closing updates. Please note that no refunds will be provided for emergency school closings.

Medication

Parents/guardians are required to complete a Medication Authorization Form, providing details on allergies, chronic illnesses, existing medical conditions, medications/dosages, administration times, and any additional relevant medical information concerning their participant. This form is essential to enable staff to administer medication during program hours. Completed forms should be submitted to the Site Director or the Clubhouse office. Please note that Clubhouse reserves the right to refuse to dispense certain types of medication. If your participant requires medication on a Field Trip day, please ensure you bring the medication with you. Staff will not be able to transfer medication from their school site to the Field Trip site. Additionally, all medication must be provided in a Pharmacy-issued container, clearly stating the prescribed participant, name of the medication and dosage.

Illness

Parents/guardians will receive notification if a participant becomes ill during program hours. Clubhouse staff will request that the participant be picked up from the program as soon as possible. If the parent/guardian is unavailable, individuals listed on the emergency contact and authorized pick-up form will be notified accordingly. As mandated by the school districts, participants must be free from fever and/or taking antibiotics for 24 hours before returning to the program. Participants are not permitted to return until the day following recovery from illness. In the event of a contagious disease, please promptly notify Clubhouse staff. Notification of the illness will be provided to all parents/guardians at the site as a precautionary measure.

Outdoor Activity

Clubhouse engages in outdoor activities when weather conditions permit. Specifically, temperatures must be above 25 degrees for participants to play outside. However, if the heat index exceeds 100 degrees, Clubhouse activities will remain indoors. Additionally, participants must wear proper attire during cold temperatures and will not be allowed outside otherwise.

Sunscreen

It is the responsibility of the parent/guardian to apply sunscreen to their participant before the program begins. Clubhouse staff are authorized to reapply sunscreen to the participant's face, neck, back, shoulders, and arms as needed. However, it is the participant's responsibility to reapply sunscreen to other areas, such as the chest, abdomen, and legs.

Suspected Abuse or Neglect

It is the policy of the Buffalo Grove Park District to fully comply with the State of Illinois Abused and Neglected Child Reporting Act. The Park District is committed to making every reasonable effort to prevent, detect, and report cases of suspected child abuse and neglect involving participants who come into 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. This document must be signed by the court, with the legal seal present, and should include the effective date and ending date if applicable.

Confidentiality

Clubhouse is committed to maintaining confidentiality and respecting family privacy by refraining from the disclosure of confidential information. Disclosure of participant records beyond family members, program personnel, and consultants who have 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 best interest.

Parent/Guardian Communication with Participants

Parents/guardians are requested to refrain from discussing behavioral issues with other participants. Instead, all concerns regarding conduct and behavior should be brought to the attention of the Site Director or the Clubhouse office. Only Buffalo Grove Park District staff members are authorized to manage participant conduct and behavior.

Movies

Movies will be shown periodically at Clubhouse, with a selection limited to G-rated or PG-rated films. If you have any concerns about the types of movies that your participant is permitted to watch, please feel free to contact the Site Director or Clubhouse office for clarification. Participants are not required to watch the movie. Alternative activities will be available for those who do not wish to watch or are not permitted to watch the movie.

Lost & Found

Clubhouse requests that all personal items be labeled for easy identification. Any item found at Clubhouse sites will be held for up to 30 days. Following this period, any unclaimed items will be donated to charity. It's important to note that this policy also applies to Field Trips. Please be aware that 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 the Clubhouse office. This form can also be mailed, emailed, or faxed for convenience. It's important to note that parents/guardians are responsible for any fees incurred until a cancellation notice is received by the Clubhouse office. Furthermore, re-enrollment is subject to availability at the specific program site.