

**GREAT FUTURES START HERE.**



**BOYS & GIRLS CLUBS**  
OF CHATTANOOGA

# **PARENT & STUDENT HANDBOOK**

**BGCC's Safety Program & Manuals Available at:  
[www.bgccha.org/child-safety/](http://www.bgccha.org/child-safety/)**



Dear Parent or Guardian,

This handbook was compiled for your benefit and for the safety of your child. It is designed to provide you with comprehensive information regarding our policies and procedures, as well as to make you aware of the requirements of the state.

We appreciate that you have entrusted your child to our care each day, so that they are able to participate in all the events and activities that the BGCC (Boys & Girls Clubs of Chattanooga) has to offer, but most importantly, that you have given them the opportunity to come and have fun!

We work diligently to provide a safe and enjoyable environment while providing services that not only provide entertainment, but that are also mentally, physically, and emotionally beneficial to the children we serve, in concordance with our mission; “to enable all young people, especially those who need us most, to realize their full potential as productive, responsible, and caring citizens”.

The information in this handbook should serve as a guideline regarding our operating procedures; however, it is not intended to be all-encompassing. If there are policy changes or additional information that you need to be made aware of, these notifications will be posted at the clubs on a designated parent-information bulletin board and/or a newsletter sent home with your child. As always, if you have any questions, please do not hesitate to contact the Unit Manager at the unit where your child is a member.

For your benefit, the following information is attached to the handbook as appendices.

- A. Child Abuse & Neglect Information
- B. Summary of Child Care Approval Requirements by the TN Department of Education
- C. TN Department of Human Services Summary of Licensing (Certification) Requirements of Child Care facilities
- D. Member Health History Form

Again, thank you for sharing your child with us. We are very excited to be working together with you to help provide a positive future for your child.

Thank you.

Sincerely,  
BGCC Management

## Applying for Admission

- Parents are asked to make a pre-application visit to the club to review the club policies, tour the facilities and evaluate the environment and staff.
- A parent or guardian must complete and sign the application, health forms, and parent handbook form.
- A renewal application for membership must be completed at the beginning of each year.
- You are strongly encouraged to complete all application information. In today's society, it is important to have accurate information to ensure your child's safety. Also, due to the nature of our organization, we are required to have updated information in order to secure funding which enables us to provide the necessary programs for the children.
- Enrollment is open to all children ages 6-18. Boys & Girls Clubs do not discriminate based on race, creed, religion, national origin or handicap.

## Fee Policy

The Boys & Girls Clubs of Chattanooga is a 501c (3) non-profit corporation. Our mission is to inspire and enable all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible and caring citizens.

Funding is provided through United Way, special events, donations and the State of Tennessee.

There is a membership fee of \$5.00 per year/ per child. This fee is due at the time of enrollment. There is a \$25.00 fee for summer programming.

\*\*Transportation is not provided.

Rates are subject to change with prior notice to parents.

Scholarships are available on a limited basis.

## Disciplinary Action

The organization strives to encourage positive action. However, if disciplinary action is required, the following actions will be taken:

1<sup>st</sup> step: Redirect child to an appropriate activity.

2<sup>nd</sup> step: Informal guidance by a staff member with child (discussion of inappropriate behavior and reinforcement of rules).

3<sup>rd</sup> step: Phone call to parent.

4<sup>th</sup> step: Parent conference with staff.

5<sup>th</sup> step: Club suspension (this will occur if a child is deemed disruptive to themselves or others).

\*\* No Corporal punishment is allowed.

## Arrival and Departure: Please Sign In and Out

The Boys & Girls Clubs of Chattanooga have an open-door policy, however, we ask you to adhere to the following:

**ARRIVAL:** Please accompany your child into the club and deliver the child directly to a staff person, then sign in the child.

**DEPARTURE:** When picking up your child from the club, please make sure that you notify a staff member that the child is leaving the club, and sign out the child.

**CLOSING TIME:** We ask that parents cooperate in picking up their children on time.

### **Release Procedure**

If another person other than the parent or authorized person listed in your child's file is picking up your child, you are required to notify us with a written note or by phone call. When communicating this information over the phone, please give the staff member your name, and the name of the person picking up your child. We ask you to inform this person that for safety issues, we will request some sort of identification.

### **Pick-Up Policy**

Members are not allowed to leave the property without prior written permission by the parent or guardian. Children may not leave with an adult who has not been cleared with the facility director, or other staff member who may be in charge of the club.

### **Operation Schedule**

Hours of operation for the clubs may vary during the school year and the summer months. During the school year, all clubs are open Monday through Friday (3:00 pm – 8:00 pm) for after-school and evening hours. During the summer months, summer camp hours are (8:00 pm – 6:00 pm) Monday through Friday. The clubs are closed for the following holidays:

New Year's Day  
Martin Luther King Jr. Day  
Memorial Day  
Juneteenth  
Fourth of July  
Labor Day  
Thanksgiving Day & Friday after  
Christmas Eve  
Christmas Day

If hours or holiday closings change, they will be posted in advance. Occasionally, operating hours may change due to training, maintenance, or weather. All of our clubs adhere to the Hamilton County Schools school calendar. If schools are closed due to inclement weather, our clubs are closed. During breaks such as Spring, Fall, & Christmas break club hours are (8:00 am – 6:00 pm)

### **Health and Safety**

- State regulations require us to maintain a medical record on each child if it is not on file at the school. If the school has no such record, a complete & current MEMBER HEALTH HISTORY FORM (See attached) must be completed and given to the facility director.
- All children must have a complete and current immunization record on file at the school listed on the application.
- Use fair judgment in bringing your child to the club. If he/she appears unhealthy or has symptoms of sickness, please consider the health of other children, staff and parents.

### **Contagious Disease**

If your child has a confirmed case of a contagious disease, for the health of others, he/she must be kept at home and the condition should be reported to the club.

### **Medication Policy**

Staff will not administer medication to members. However, the facility director will store medication for the child to administer to themselves, and to keep it out of the hands of others.

### **Accident/Medical Policy**

The health and safety of your child is our top priority, yet young people may occasionally suffer a minor injury during the day. If this should occur, an accident report will be completed by a staff member and you will be notified at the end of the day. A copy of the accident report will also be placed on file at the site.

In the event of a medical emergency, or an accident requiring medical treatment, we will:

- Contact you immediately
- Contact the emergency person(s) listed, if we are unable to reach you
- If you are unavailable and the emergency person cannot be reached, he/she will be transported to the hospital.

### **Food Programs**

During the school year, your child will be given dinner and an after-school snack. In the summer months, your child will receive a morning snack, a nutritious lunch, and an afternoon snack. There is no additional charge for these. Children may bring their own lunch if they prefer (something that does not have to be prepared).

### **Grievance Procedures**

Any parent with a complaint concerning the application/enrollment process or with policy, as stated in the parent handbook, should discuss the matter with the facility director. If the parent and Facility Director cannot reach a mutually satisfactory solution to the grievance, it may be taken up with the immediate supervisor of the Facility Director.

## Locations

**Administrative Office** 423.266.6131  
*1307 E. Main Street, Suite 101 • Chattanooga, TN 37404*

**East Lake Unit** 423.629.4943  
*2125 East 25<sup>th</sup> Street • Chattanooga, TN 37407*

**Highland Park Unit** 423.629.0008  
*2312 Duncan Avenue • Chattanooga, TN 37404*

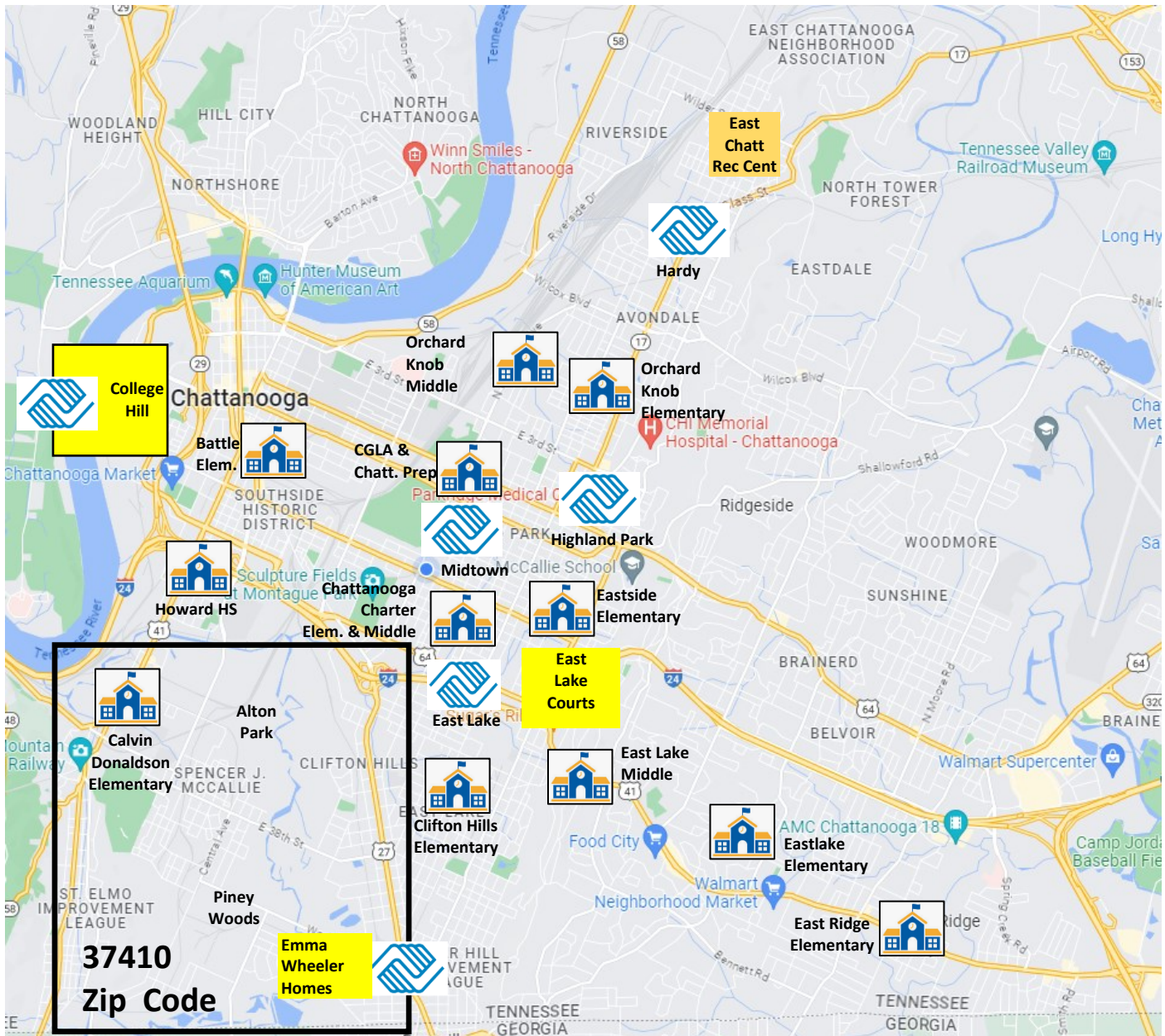
**Emma Wheeler Unit** 423.661.9012  
*4900 Edingburg Dr. #A • Chattanooga, TN 37410*

**Hardy Unit** 423.605.8443  
*2100 Glass Street • Chattanooga, TN 37406*

**Midtown Unit** 423.605.8546  
*1814 Union Avenue • Chattanooga, TN 37404*

Fax: 423.756.5781





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Suite 101  
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[APPENDIX A]:

Dear Parent/Guardian;

Revised March 2025

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This newsletter will provide you with information on the prevention, detection and reporting of child abuse. Tennessee Legislature passed a law in 1985 requiring that all child care agencies provide parents with this information. We hope this will be helpful and informative for you. We encourage each of you to share your concerns, feelings and questions about this issue with us at any time. We will also assist you in locating resources or more information regarding abuse and neglect. The following information was obtained on the Department of Children's Services website at: [www.tennessee.gov](http://www.tennessee.gov).

### **WHAT IS CHILD ABUSE AND NEGLECT?**

Child abuse and neglect occurs when a child is mistreated, resulting in injury or risk of harm. Abuse can be physical, verbal, emotional or sexual.

**Physical Abuse** is defined as non-accidental physical trauma or injury inflicted by a parent or caretaker on a child. It also includes a parent's or caretaker's failure to protect a child from another person who perpetrated physical abuse on a child. In its most severe form, physical abuse is likely to cause great bodily harm or death.

**Physical Neglect** is defined as the failure to provide for a child's physical survival needs to the extent that there is harm or risk of harm to the child's health or safety. This may include, but is not limited to; abandonment, lack of supervision, life endangering physical hygiene, lack of adequate nutrition that places a child below the normal growth curve, lack of shelter, lack of medical or dental care that results in health-threatening conditions, and the inability to meet basic clothing needs of a child. In its most severe form, physical neglect may result in great bodily harm or death.

**Sexual Abuse** includes penetration or external touching of a child's intimate parts, oral sex with a child, indecent exposure or any other sexual act performed in a child's presence for sexual gratification, sexual use of a child for prostitution, and the manufacturing of child pornography. Child sexual abuse is also willful failure of the parent or the child's caretaker to make a reasonable effort to stop child sexual abuse by another person.

**Emotional Abuse** includes verbal assaults, ignoring and indifference or constant family conflict. If a child is degraded enough, the child will begin to live up to the image communicated by the abusing parent or caretaker.

### **INDICATORS OF ABUSE AND NEGLECT**

Somewhere in your community there is a family who has a serious problem. The children in that family are being abused or neglected by their parents.

According to Tennessee law, all persons (including doctors, mental health professionals, child care providers, dentists, family members and friends) must report suspected cases of child abuse or neglect. Failure to report suspected child abuse is a violation of the law. If you believe a child has been abused or neglected, call the County Children's Services office, the juvenile court or the chief law enforcement officer in your area. Tennessee has 24-hour availability for reporting child abuse or neglect.

Possible indicators of Abuse and Neglect:

- The child has repeated injuries that are not properly treated or adequately explained.
- The child begins acting in unusual ways ranging from disruptive and aggressive to passive and withdrawn.
- The child acts the role of parent toward their brothers and sisters, or even toward their own parents.
- The child may have disturbed sleep (nightmares, bed wetting, fear of sleeping alone, needing a night-light).
- The child loses his/her appetite, overeats, or may report being hungry.
- There is a sudden drop in school grades or participation in activities.
- The child may act in stylized ways, such as sexual behavior that is not normal for his/her age group.
- The child may report abusive or neglectful acts.

The above signs indicate that something is wrong, but do not necessarily point to abuse. However, if you notice these signs early, you may be able to prevent abuse or neglect. Parents who abuse or neglect their children may show some common characteristics:

- Possible drug/alcohol history
- Disorganized home life
- May seem to be isolated from the community and have no close friends
- When asked about a child's injury, may offer conflicting reasons or no explanation at all
- May seem unwilling or unable to provide for a child's basic needs
- May not have age appropriate expectations of their children
- May use harsh discipline that is not appropriate for a child's age or behavior
- Were abused or neglected as a child

Parents who abuse their children need help, but few are able to admit the problem and seek assistance. More than 85 percent of perpetrators of child abuse and neglect in Tennessee were the parents or relatives of victims. Staff members of schools, child care settings or institutions were reported to be the perpetrators in only two percent of the investigations. Adolescents as well as adults can be perpetrators of abuse.

### **REPORTING ABUSE AND NEGLECT**

- Your local Children's Services office



- Your local juvenile court
- Local Sheriff's office or Police Department
- **Central Intake at 1-877-237-0004**

### **The Investigative Process by Department of Children's Services**

A child abuse and neglect investigation is defined as a fact-finding process in which information is collected, analyzed and weighted in order to determine if child abuse or neglect has occurred. The process of investigation can include talking with the alleged child victim (or observing a young, nonverbal child), parents and/or alleged perpetrator, gathering medical and psychological information, and talking with other professionals or persons (neighbors, friends, etc.) who have knowledge of the child's situation. Emphasis is placed on constantly evaluating the risk to the alleged child victim during the entire investigative process.

In reports involving severe child abuse, the Department of Children's Services will notify the local District Attorney and law enforcement offices. These include reports which involve a child's death or serious injury, or situations involving torture, malnutrition, and child sexual abuse. In addition, Tennessee law requires that certain investigations be conducted by a Child Protective Investigation Team that is composed of representatives from the Department of Children's Services, District Attorney's office, Juvenile Court, law enforcement and mental health professionals.

When a person notifies the Department of Children's Services regarding possible abuse or neglect of a child, Children's Services case managers determine how quickly to proceed with an investigation by assessing the referral information and focusing on the present and future risks to the child. Considering the condition of the child and the risk of future maltreatment helps a case manager to know how quickly to respond to a CPS referral and what priority to assign that referral. This process involves accepting oral or written allegations of child abuse or neglect for further investigation, gathering the information to determine the need for CPS and the urgency of the situation and initiating the appropriate response and investigative plan.

Children's Services accepts reports of child maltreatment provided it meets the following three criteria:

- The report pertains to a child under the age of 18 years.
- The report alleges harm or imminent risk of harm to the child.
- The alleged perpetrator is:
  - A parent or caretaker
  - A relative or other person living in the home
  - An educator, volunteer, or employee of a recreational/organizational setting who is responsible for the child; or any individual providing treatment, care or supervision for the child

The Department of Children's Services accepts all referrals involving sexual abuse of children under the age of 13 years regardless of the previous relationship between the alleged victim and alleged perpetrator. Children's Services does not investigate sexual abuse allegations of a child 13 to 18 years old by an alleged perpetrator that does not have a relationship with the child; as defined above, unless the child is in the Department's custody. Children's Services may assist law enforcement or the district attorney's office in such cases.

Information needed when reporting:

- Nature of harm or specific incident(s) that precipitated the report
- Specific allegation(s), date(s) and description(s) of injuries or dangers
- Identities of alleged perpetrator(s) and their relationships to the victim
- Witnesses to the incident(s) and how to reach those witnesses
- Details of any physical evidence available
- Perpetrator's current access to the child
- Present condition of the child (alone, in need of medical attention, etc.)
- The location of the child and directions to get there
- Any statements from the child
- Parent's or perpetrator's explanation of the alleged child victim's condition of the incident
- Parent's current emotional, physical or mental state, especially feelings about the child(ren) and reactions to the report

These are just several examples of the questions that may be asked when reporting abuse or neglect. The reporter's identity is confidential, but a name should be given so the Department could follow-up contact with the reporter if necessary. The reporter is free from civil or criminal liability for reports of suspected child abuse or neglect made in good faith.

## TENNESSEE DEPARTMENT OF EDUCATION SUMMARY OF CHILD CARE APPROVAL REQUIREMENTS

This is a section by section summary of the State Board of Education School Administered Child Care Rules, Chapter 0520-12-1. Child care centers inspected by the Department of Education must meet the requirements as defined by the rules in Chapter 0520-12-1 to receive a Certificate of Approval. The unabridged School administered Child Care rules are available on the Tennessee Secretary of State website, [www.state.tn.us/sos/](http://www.state.tn.us/sos/) or by writing the Office of School-based Support Services, Tennessee Department of Education, Andrew Johnson Tower 9<sup>th</sup> floor, 710 James Robertson Pkwy, Nashville, TN 37243-0375.

Chapter 0520-12-01 was revised to parallel Chapter 1240-4-03 except for sections of the rules specifically addressed in Title 49 of state law: school bus transportation, criminal background reports/ fingerprinting process, and restraint of children with special needs. Chapter 0520-12-01 was revised in accordance with T.C.A. §§49-6-2101-2107, (Transportation), T.C.A. §49-5-413 (Criminal History Background Reports), and T.C.A. §§49-10-1301-1305 (Restraint of Children). A new section was added to adequately address the adolescents participating in the Lottery Afterschool Education Programs (LEAPS), T.C.A. §49-6-707.

### 1. Ownership, Organization and Administration, Chapter Section 0520-12-01-.05:

- A Child Care Center must have an adequate budget. Records, including health, must be kept on all children.
- There must be a transportation plan for each child, including the names of persons to whom the child may be released.
- Staff records must also be kept on each employee that includes educational background, reference checks, TBI check, in-service training, physical exams and performance reviews.
- The center must have their Certificate of Approval posted, provide parents with a copy of the policies and procedures along with a copy of this summary, and offer a pre-placement visit.
- Parents must have access to all areas of the center when their child is present.
- The parents must receive an educational program regarding child abuse detection, reporting and prevention.
- If the center provides transportation, the driver should be appropriately licensed, there must be liability insurance and the children must have adequate space and supervision. Transportation provided by the center or under center authorization shall comply with state law.

### 2. Supervision, Chapter Section 0520-12-01-.06:

- Each group must have adult supervision at all times and adult/child ratios should be followed.
- There must be a second adult available when more than 12 children are present.
- Swimming and field trips require ratios to be doubled.
- Each group must have their own space.
- Infants and toddlers must have their own space and cannot be grouped with older children.
- At naptime, ratios may be relaxed for groups except infants and toddlers.
- Minimum staffing requirements per groups of children (adult: child ratio) must be maintained.
- ***Please refer to ratio charts for specific adult: child ratios for each age group.***

#### 1. Chart 1- Single Age Grouping and Adult:Child Ratio Chart

Maximum Group Size and Adult Child Ratios							
School-Age: K-12 years							1:20
13-18 years							1:30

#### 2. Chart 2- Multi-Age Grouping and Adult:Child Ratio Chart

Maximum Group Size and Adult Child Ratios							
Multi Age Grouping	8	16	18	20	22	24	No Max
Infants/Toddlers: 6 wks-30 mos.	1:5						
2-4 years		1:8					
2.5-3 years (30-47 mos.)			1:9				
2.5-5 years				1:11			
2.5-12 years	1:10						
3-5 years (includes 3-4 years)					1:13		
4-5 years						1:16	
5-12 years							1:20
13- 18 years							1:30

### **3. Staff, Chapter Section 0520-12-01-.07:**

#### **A. Responsibility for Staff and General Staff Qualifications:**

- The director shall be responsible for the day to day operations, including staff and program.
- An assistant director or other staff member shall be designated to be in charge in the absence of the director and all staff shall be notified of this designation.
- No individual with a prohibited criminal history may work, substitute, or volunteer in a program.
- Staff must have knowledge of child behavior and development.
- Staff must be physically, mentally and emotionally stable.
- All new employees must have orientation and child abuse prevention training before working with the children.
- The director must have at least a high school diploma (or Department recognized equivalent), and Tennessee Early Childhood Training Alliance (TECTA) certificate for completing thirty (30) clock hours of orientation training, or the equivalent as recognized by the Department and 4 years experience working with children.
- All caregivers must be 18 years of age and one caregiver in each group must have a high school diploma.
- Directors must have 18 clock hours in-service training each year and caregivers 12 clock hours.

### **4. Equipment for Children, Chapter Section 0520-12-01-.08:**

- All indoor and outdoor equipment shall be well made, safe and kept clean.
- There must be developmentally appropriate equipment for all groups with variety.
- Children must have a place for their belongings.
- Large pieces of equipment must be secured.
- There must be enough equipment so that children have choices.
- There must be an outdoor play area when children are in care for 3 or more daylight hours.

### **5. Program, Chapter Section 0520-12-01-.09:**

#### **A. Schedule and Routines:**

- Routines such as snacks, meals and rest shall occur about the same time each day.
- There shall be a balance between child's choice and adult-directed activities.
- Other activity choices shall be available to children during television/movie viewing or computer use.
- Parents shall be informed of movie showings and video/computer games and their ratings.
- Computers, if used, shall be located in view of a caregiver for monitoring purposes.
- An opportunity for outdoor play shall be extended to children of all ages who are in care more than three (3) daylight hours; when the temperature range, after adjustment for wind chill and heat index, is between thirty-two (32) degrees and ninety-five (95) degrees Fahrenheit and not raining.

#### **B. Behavior Management and Guidance:**

- Spanking or any other type of corporal punishment is prohibited. ("Corporal punishment" is the infliction of bodily pain as a penalty for behavior of which the punisher disapproves.)
- Praise and encouragement of good behavior shall be used.
- When a child is engaging in unacceptable behavior the caregiver shall, prior to disciplining the child, first distract the child's attention and substitute a desirable activity.
- Attention spans and skills of children shall be considered so that caregivers do not require children to engage in developmentally inappropriate behavior.

#### **C. Educational Activities:**

- A daily program shall provide opportunities for learning, self expression, and participation in a variety of creative activities such as art, music, literature, dramatic play, science, and health.
- Indoor physical activities, requiring children to use both large and small muscles, shall be provided for children of each age group.
- For ages three (3) through school-age, the curriculum shall include instruction in personal safety as needed but at least once a year.

## **6. Health and Safety, Chapter Section 0520-12-01-.10:**

### **A. Children's Health:**

- Children's health records shall be maintained as directed under subchapter 0520-12-01-.05.
- Each child shall be immunized according to the current Department of Health guidelines unless exempted pursuant to subchapter 0520-12-.01-05(8). Programs serving non-school-age children shall maintain written policies for dis-enrollment of children who fail to comply with Department of Health immunization guidelines in a timely manner.
- Parents of every child enrolled shall be notified immediately if any communicable disease has been introduced into the program.
- Parents must be notified if their child is hurt and becomes ill.
- Medications must be labeled with instructions and must be kept under lock.
- Documentation of administration and side effects of any medication given must be kept.
- Smoking is not permitted in the presence of children.

### **B. Staff Health:**

- Staff must have documentation that the staff person is capable of safely and appropriately providing care for children in a group setting. The documentation shall be on file within ten (10) calendar days of employment or starting to work.
- A statement of mental or emotional health shall be obtained from a psychiatrist or clinical psychologist when deemed necessary by the Department.
- Physicals are required every 3 years.

### **C. Safety:**

- There shall be a staff member present at all times who has current certification in CPR and first aid training.
- A first aid kit must be on the premises as well as a first aid chart.
- There shall be no firearms on the premises.
- Emergency telephone numbers shall be posted next to all telephones and be readily available to any staff member.
- Kitchen knives and other potentially dangerous utensils or tools shall be secured so that they are not accessible to children.

## **7. Food, Chapter Section 0520-12-01.11:**

### **A. Nutritional Needs:**

- Children will receive meals and snacks based on the amount of time spent in the program.
- Menus must be posted.
- Considerations must be given to daily food requirements when planning menu.
- Special diets and instructions must be provided in writing.

### **B. Meal Service:**

- At mealtime, children shall be seated at appropriately sized tables and chairs, and adults shall supervise them in accordance with subsection 0520-12-01-.06(1)(d).
- Milk shall be placed immediately in the refrigerator.

## **8. Physical Facilities, Chapter Section 0520-12-01-.12:**

- All facilities shall annually pass an inspection verifying compliance with all applicable state and local fire and environmental requirements.
- There shall be a working telephone in the center.
- A minimum of thirty (30) square feet of usable indoor play space shall be provided for each child.
- Outdoor play areas shall contain a minimum of fifty (50) square feet of usable play space for each child using the area at one time.

## **9. Care of Children with Special Needs, Chapter Section 0520-12-1-.14:**

- When children with special needs are enrolled, all reasonable and appropriate efforts shall be made to provide those children equal opportunity to participate in the same program activities as their peers.
- Adaptations to the environment shall be directed towards normalizing the lifestyle of the child with a disability by helping him/her become independent and develop self-help skills.
- The program shall inform parents of any specialized services available from the program, and if the program is aware of any specialized services available through third parties, shall additionally inform the parent of such services.
- Governing agency shall develop policies and procedures, in accordance with 0520-01-09-.23, governing personnel authorized to use isolation and restraint, training requirements and incident reporting procedures.

## **10. After School Programs serving Adolescents, Chapter Section 0520-12-01-.15:**

- Rules are modified to meet the appropriate developmental stages of the adolescent regarding staff ratios and supervision as well as activities appropriate for this age group.

## TENNESSEE DEPARTMENT OF HUMAN SERVICES

### SUMMARY OF LICENSING REQUIREMENTS FOR CHILD CARE CENTERS

This summary is a guide for parents of children in child care centers. It outlines some of the requirements child care providers must meet in order to be licensed. The Department of Human Services is legally responsible for licensing child care centers with 13 or more children. **The purpose of licensing is to protect your child.** Questions about these requirements or concerns about an agency's compliance should be referred to the local DHS office. You may ask your provider to see the complete set of center rules or you can access the rules through the Department's website at: <http://state.tn.us/humanserv>

<p><b><u>Ownership, Organization, and Administration</u></b></p> <ul style="list-style-type: none"> <li>• Every child care center shall have an on-site director.</li> <li>• General liability, automobile liability and medical payment insurance coverage shall be maintained on the operations of the child care agency's facilities and vehicles.</li> <li>• Enrollment of children under six (6) weeks of age is prohibited.</li> <li>• Children shall not be in care for more than twelve (12) hours in a twenty-four (24) hour period except in special circumstances.</li> <li>• Written documentation that the parent performed an on-site visit to the agency to review the agency's facility and child care policies and practices prior to enrolling the child.</li> <li>• A copy of the agency's policies, procedures, and the Department's Summary of Licensing Requirements shall be supplied to the parent upon admission of the child.</li> <li>• Parents shall be permitted to see the professional credential(s) of staff upon request.</li> <li>• During operating hours, parents shall be permitted immediate access to their children.</li> <li>• Children shall be signed in and out of the center by the parent or other person specifically authorized by the parent or appropriate staff person.</li> <li>• Children's Records             <ul style="list-style-type: none"> <li>◦ Written consent for emergency medical care.</li> <li>◦ Written plan stating to whom the child shall be released.</li> <li>◦ Written transportation agreement between parent and the center regarding daily transportation.</li> <li>◦ Daily attendance that includes time in and time out for each child.</li> <li>◦ Prior written permission of parent for each off-site activity.</li> </ul> </li> <li>• Incidents, accidents and injuries shall be reported to the parent as soon as possible, but no later than the child's release to the parent or authorized representative.</li> <li>• Incidents, accidents and injuries to children shall be documented immediately and must include: date and time of occurrence, description of circumstances, and actions taken by agency.</li> <li>• The agency or agency staff shall not disclose or knowingly permit the use by other persons of any information concerning a child or family except as required by law.</li> <li>• During hours of operation the current license and agency report card shall be posted near the main entrance in a conspicuous location.</li> </ul>	<p><b><u>Supervision</u></b></p> <ul style="list-style-type: none"> <li>• All areas of the building and grounds shall be visually inspected for children prior to closing the agency for the day.</li> <li>• Children six (6) weeks through nine (9) years of age:             <ul style="list-style-type: none"> <li>◦ Adult must be able to hear the child at all times, be able to see the child with a quick glance, and be able to physically respond immediately.</li> </ul> </li> <li>• Children ten (10) years of age and older:             <ul style="list-style-type: none"> <li>◦ Adult must know the whereabouts and activities of the children at all times.</li> <li>◦ Each child shall be greeted and received by a specific caregiver who will have ultimate responsibility for their supervision and care.</li> <li>◦ When children leave a caregiver's assigned area and go to another, the center shall implement a system to track the whereabouts of each child and recognize the transfer of responsibility from one caregiver to another.</li> </ul> </li> <li>• When children ages ten (10) and above are grouped with children under ten (10) the minimum supervision requirements for children six (6) weeks through nine (9) years shall apply.</li> <li>• When more than twelve (12) children are present on the premises, a second adult must be physically available on the premises.</li> <li>• When more than twelve (12) children in first grade and above are present, a separate group, space and program shall be provided for them.</li> <li>• Each child must be on roll in a defined group and assigned to that group with specific caregiver(s).</li> <li>• Children shall be kept with the same group throughout the day and shall not be moved, shuffled, or promoted to a new group until required based upon the developmental needs of the child, however;</li> </ul>
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#### Ratio Chart- First/Last Hour of Each Day Only

Group Size▶	10	15	20
2.5 --12 Years	1:10		
3 --12 Years		1:15	
4 --12 Years			1:20

- A:C ratios must be maintained while children are indoors and on the playground.
- A:C ratios and group sizes may exceed the required limit by up to ten percent (10%) no more than three (3) days per week, provided however:
- The licensed capacity of the classroom may not be exceeded.

#### • Adult: Child ratio and grouping chart:

Age of Children at beginning of school year	Minimum Adult: Child Ratio	Maximum Group Size
5-12 yrs.	1:20	No Max
School- Age (K & Above)	1:20	No Max

- Supervision During Off-Site Activities
  - A:C ratios for school-age children during off-site activities must equal the number of trained caregivers required in the classroom plus additional adults:

Number of Children	Trained Caregivers	Additional Adults	Total Adults Required
1-20	1	1	2
21-30	2	1	3
31-40	2	2	4
41-50	3	2	5

- A minimum of two (2) adults is required for any off-site activity.
- Supervision During Swimming:

Age Group	Ratio
School-age & Above	1:10

- Group swimming is not prohibited but it is also not recommended due to the high risk.

#### Staff

- At least one adult available on the premises at all times during child care hours must be able to read and write English.
- Caregivers must be at least 18 years of age.
- Staff under 18 years must be supervised by an adult while in the presence of children.
- Each group of children must have at least one caregiver present who has a high school diploma or equivalent.
- Substitutes providing services for 36 or more hours in a calendar year must have a physical and a criminal background check.
- Volunteers can not be used to meet the adult: child ratios unless they meet the qualifications for substitutes.
- Criminal background checks are required for employees who have contact with children.

#### Equipment for Children

- Individual lockers or cubbies, separate hooks and shelves or other containers, placed at children's reaching level, shall be provided for each child's belongings.
- Indoor equipment, materials, and toys shall be available to provide a variety of developmentally appropriate

activities so that each child has at least three (3) choices during play time.

- Climbers, swings and other heavy equipment must be anchored even if they are designed to be portable.
- Resilient surfacing is required in fall zones around playground equipment.

#### Program

- Programs, movies, computer games, and music with violent or adult content (including "soap operas") shall not be permitted in children's presence.
- If television, video tapes/DVDs, video/computer games, and/or movies are used, they shall be limited to two (2) hours per day, or the length of a movie if more than two (2) hours in the case of school-agers.
- Other activity choices shall be available to children during television/movie viewing or computer use.
- An opportunity for outdoor play shall be extended to children of all ages who are in care for more than three (3) daylight hours unless outdoor play is prohibitive.
- Children shall be provided an opportunity for outdoor play when the temperature range, after adjustment for wind chill and heat index, is between thirty-two (32) degrees and ninety-five (95) degrees Fahrenheit and not raining; children shall be properly dressed and the length of time outside adjusted according to the conditions and age of the child.
- During outdoor play, caregivers shall be alert for signs of dehydration, heat stroke, frostbite, etc., dependent upon the season.
- Spanking or any other type of corporal punishment is prohibited.
- Discipline that is potentially shaming, humiliating, frightening, verbally abusive, or injurious to children shall not be used.
- Discipline shall not be related to food, rest, or toileting.
- Staff shall plan ahead for developmentally appropriate activities; written lesson plans shall be provided for children of each age group.
- For ages three (3) through school-age, the curriculum shall include instruction in personal safety as needed but at least once a year.
- For school-age children the curriculum shall include instruction on reporting physical, verbal, or sexual abuse.

#### Health & Safety

- Children shall be checked upon arrival and observed for signs of communicable disease during the day.
- Symptomatic children shall be removed from the group until parents are contacted and health issues are resolved.
- At least one staff with certification in first aid and one certified in CPR must be on duty at all times.
- The agency, in consultation with appropriate local authorities, shall develop a written plan to protect children in the event of disaster.
- All home/work contact numbers for parents shall be readily available to all staff.
- Impetigo and diagnosed strep shall be treated appropriately for 24 hours prior to readmission to the center.
- Children diagnosed with scabies or lice shall have proof of treatment and be free of nits prior to readmission.

- Serious injuries or signs of serious illness shall be reported to the parent immediately to arrange for emergency treatment.
- Accidents, injuries, and every sign of illness shall be reported, or a reasonable attempt made to report, to the parent as soon as possible, but no later than the child's release to the parent or authorized representative.
- All medications, prescribed and non-prescribed, shall be received from the parent by a designated staff person or management level staff person.
- Medication shall never be handled by children or administered in bottles or infant feeders unless authorized by a physician.
- All medications shall be inaccessible to children.
- Unused medications shall be returned to the parent.
- Smoking is not permitted in the presence of children.
- The use of alcoholic beverages is not permitted in child care centers during the hours of operation of the center.
- Firearms shall not be on the premises of a child care agency, in any vehicle used to transport children or in the presence of a child.
- Staff's personal belongings (purses, backpacks, coats, etc.) shall be inaccessible to children at all times.
- For the protection of children and adults, the Centers for Disease Control guidelines for handwashing and diapering procedures shall be followed.
- In order to avoid the spread of airborne diseases, children shall be positioned on mats in a face to feet alternating pattern during naptime.
- All staff, substitute staff, and volunteers are required to immediately report any reasonable suspicion of child abuse or neglect.

### **Food**

- If any agency provides meals, the agency shall provide developmentally appropriate meals, snacks, and drinks for each child that are of sufficient proportions and nutritional value to meet each child's health needs.
- All special needs diets shall be prepared as prescribed by a physician or by the written instructions of the parent.
- Caregivers and children shall wash their hands with soap and water.
- At mealtime, children shall be seated at tables and chairs of appropriate size, and adults shall sit with them.
- School-age children shall use microwaves only under direct supervision.
- Children shall never be left without adult supervision while eating.
- Home canned food and raw milk are prohibited.

### **Physical Facilities**

- All facilities shall annually pass an inspection verifying compliance with all applicable state and local fire and environmental requirements.
- At least one (1) working, land-line telephone shall be present in the agency.
- If used, answering machines/voice mail shall be monitored at thirty (30) minute intervals except when staff and children are off premises.
- Parents must be informed that answering machines/voice mail are used.
- A minimum of thirty (30) square feet of usable indoor play space must be provided for each child.

- Outdoor play areas shall contain a minimum of fifty (50) square feet of usable play space for each child using the area at one time.
- Window blind cords and electrical cords on equipment shall be inaccessible to children.
- All rooms used by children shall be maintained at a temperature between 68 to 78 degrees by means of heating, cooling or ventilation sources approved for use.

### **Transportation**

- An adult must be in the vehicle whenever a child is in the vehicle.
- A passenger log with the first and last name of each child shall be used to track the loading and unloading of children during transport.
- The log shall be updated as children are released from the vehicle.
- When the child is released to a parent or other authorized person, that person must sign the log indicating the release of that child to them.
- Immediately upon unloading the last child, the driver must walk through the vehicle to confirm that all the children are off the vehicle.
- If a monitor was on the vehicle, they shall walk through the vehicle as well.
- A designated agency person who did not ride on the vehicle shall also conduct a walk through of the vehicle.
- All child care vehicles designed by the manufacturer to carry ten (10) or more passengers must be inspected by the Department of Safety.
- Effective January 1, 2007 all child care vehicles designed to carry ten (10) or more passengers must conform to the Federal Motor Vehicle Safety Standards for school buses.
- Child passenger restraints must be used in accordance with state law.
- Signage that includes the agency name and phone number and the Department's toll-free Child Care Complaint phone number must be on child care vehicles.
- Children shall not spend more than forty-five (45) minutes traveling on way to or from the agency's facility or to and from school (this provision does not apply to field trips).

### **Care of Children with Special Needs**

- When children with disabilities are enrolled, all reasonable and appropriate efforts shall be made to provide each child an equal opportunity to participate in the same program activities as their peers.
- The agency shall have written individualized emergency plans for each disabled child who requires more assistance in emergencies.

### **Sick Child Care**

- This type of care includes the supervision, protection, and meeting the basic needs of children who have short term illness, symptoms of illness, or who have a medical or technological dependency that requires continuous nursing intervention.
- Agencies that provide sick child care either as an exclusive service or as a component of an existing child care service must comply with additional rules specific to this type of care.

You can access the Department's website at:

<http://state.tn.us/humanserv>

A wealth of child care information can be found on the Department's website.

You can:

- Learn more about the rules
- Learn more about the types of regulated care
- Locate a child care provider
- Learn more about the Report Card and Star Quality Program
- Locate the local child care licensing office
- Review the current personal safety curriculum
- View recent correspondence to providers
- Read about new initiatives
- Locate the nearest child care certificate office
- Find info on choosing child care
- Locate a resource and referral center

And much more!

#### Child Care Center Rules

The full set of the official child care center rules can be found on the Secretary of State's Web Site:

<http://state.tn.us/sos/rules/1240/1240-04/1240-04.htm>

#### Report Care & Star Quality Program

<http://tnstarquality.org>

#### Child Care Resource & Referral Centers

Currently, there are eleven CCR&R centers located throughout the state. The centers help parents find the type of care that is best for their child or children. These community resources also give providers technical assistance to better serve the children in their care. Contact information for the CCR&R centers can be found on the Child Care Services web page.

#### Child Care Resource & Referral – Complaint Hotline

NASHVILLE AREA: 615-313-4820

LONG DISTANCE: 1-800-462-8261

If you have a concern about an existing child care agency or wish to report an illegal operation you can call the Department's complaint hotline.

#### Department of Children's Services

#### Report Child Abuse or Neglect Hotline

1-877-237-0004

## MEMBER HEALTH HISTORY

*Member health information within the Boys & Girls Clubs of Chattanooga is limited to the information necessary to serve the member's educational and health interests.*

Member Name: _____ Grade _____ Date _____
Please let us know your child's health needs by completing this form.
_____ My child has no health problems which would affect his/her time at the BGCC.
_____ My child's health needs include the conditions checked below (X).
_____ Allergies, please list _____ What happens? _____
Is EpiPen Prescribed? _____ Yes _____ No (if yes, parent must provide EpiPen)
_____ Bee Sting Allergy, What happens? _____
Is EpiPen Prescribed? _____ Yes _____ No (if yes, parent must provide EpiPen)
_____ Asthma. Is inhaler used? _____ Yes _____ No If yes, how often?: _____
What medications are taken for asthma? _____
Diabetes. What medications are taken? _____
Any special procedures during the time that they are at BGCC? _____
Hearing Problem, Please describe: _____
Vision Problem, Wears glasses? _____ Yes _____ No
Wears Contacts? _____ Yes _____ No
ADD or ADHD Diagnosed, What medications are taken? _____
Will medication be needed during the time at BGCC? _____ Yes _____ No
When? _____
Bone/Joint problem or fractures? Which bone or joint? _____
Is a brace worn? _____ Yes _____ No
Seizures, What type? _____
Date of last seizure _____
Medication taken _____
Episode of loss of consciousness, When? _____
Any special treatment? _____
Emotional concerns, List: _____
List any other recurrent medical problem or illness that the BGCC should be aware of: _____

Name of Member's doctor \_\_\_\_\_

Phone: \_\_\_\_\_

Does your child see a specialist? \_\_\_\_\_ Yes \_\_\_\_ No

Name \_\_\_\_\_

Phone \_\_\_\_\_

Please contact BGCC personnel for medication forms if your child needs medication while at the Boys & Girls Clubs of Chattanooga (BGCC), including inhalers for asthma or EpiPen for severe allergic reactions. Your child may carry an inhaler if medically authorized and developmentally appropriate, after informing BGCC personnel.

**\*\*BGCC Staff and personnel are not authorized to administer or dispense any medication. \*\***

### **Health History Informed Consent**

Your signature gives permission for BGCC staff to take precautions and procedures to protect your child in the units and to foster academic and social success. Your signature is an informed consent to share this health history information with BGCC staff on a need-to-know basis for emergency plans.

Parent/guardian signature: \_\_\_\_\_ Date \_\_\_\_\_

Phone Number: \_\_\_\_\_