



# *Sarah Heinz House Boys & Girls Club*



*... Youth, Recreation, Character & Service ...*

## **Full Membership Information Handbook 2019-2020**

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[www.sarahheinzhouse.org](http://www.sarahheinzhouse.org)

## What is Sarah Heinz House All About?

### MISSION:

“To empower all youth, especially those who need us most, to LAUGH, LEARN and LEAD”.

### VISION:

“All children in our community achieve personal success, dream big and positively impact their world”.

The purpose of Sarah Heinz House is to develop and strengthen the leadership, character, and life skills of children and youth, by providing high quality recreational, social, educational, and mentoring programs, which enable full members to reach their highest potential; to use our exemplary programs, facilities and staff as a resource to the larger community”

## CORE VALUES of Sarah Heinz House:

### KIDS FIRST

Kids are our priority and focus. With the relationships built at SHH, we give them a place to belong, feel safe, build confidence, have fun and reach their fullest potential. It’s what we do!

### CHARACTER

Be the best person you can be. Tell the truth, do the right thing and be a positive influence.

### LEADERSHIP

Be a positive influence. To lead is to guide in the right direction. Set a good example by your actions, your attitude and your words.

### RESPECT

Be kind, truthful, and thoughtful. Treat one another the way you believe that THEY would like to be treated. Leave each area better than how you found it.

### SERVICE

Be helpful to others. Give freely of your time, energy and attention.

Sarah Heinz House has been serving Pittsburgh area youth since 1901. We are a charter member of Boys and Girls Clubs of America, but we are independent from Boys & Girls Clubs of Western Pennsylvania. While the kids come for fun and friendship, we strive to instill in them the Core Values (see above), and to develop **Healthy Choices, Global Appreciation, and a Value for (lifelong) Learning.**

## SARAH HEINZ HOUSE General Information:

PROGRAM YEAR:

September 16, 2019- April 25, 2020

## **FULL MEMBERSHIP:**

Open to boys and girls between the ages of 6 and in the 1<sup>st</sup> grade through senior year (12<sup>th</sup> Grade)in high school.

SHH welcomes all children and our staff strives to respond to the needs of the youth we serve. We are, however, unable to provide individualized care for any child except for extenuating circumstances, such as injuries, discipline and personal care needs customarily provided to each children. To the extent it is reasonable able to do so, SHH staff will provide services to youth with disabilities or any special needs in the same manner as services are provided for other children of comparable age.

We want all participants to have the opportunity to succeed and to have a positive experience. Attendance and full participation for each program is listed in the handbook and other materials. Our After-School Program is open to children 1st Grade through 12th Grade, without regard to race, color, religion, or national origin. Some participants do require additional support beyond the normal scope of our services to be successful. A certain level of maturity and independence is required. It is the discretion of Sarah Heinz House to discern whether or not we think a child can be successful at our program, without additional support. If Heinz House determines that situation regarding any participant, and if that additional support or service is not available, then Sarah Heinz House reserves the right, in the best interests of all participants and programs, to decline a participant the opportunity to participate in programs. If my child requires additional support in a school setting, or other afterschool settings, or if they normally requires more than 1:10 supervision ratio, I will set and attend a meeting with Mr. Dan Turkovich or Mr. Bob Bechtold before my child may attend any program. As part of that meeting, a determination may be made as to whether reasonable accommodations can be made for my child prior participation in any program, and when the child could begin participation.

**FULL MEMBERSHIP REQUIREMENTS:** Mr. Howard C. Heinz began Covode House and later Sarah Heinz House over one hundred years ago. The full membership requirement at that time was to **attend weekly “Club” (Life Skills and Social Education activities) Program and “Gym/Swim” (Healthy Choices Program activities (the two “Core Programs”)) on a regular basis.** This requirement remains in effect today, but slightly modified with some additional choices. Keep in mind that full membership is a privilege, and this requirement of **strong attendance and active full membership** is designed for the overall development and holistic character in our full members.

**FEE:** \$25 per program year per child,

**\*\*NO REFUNDS ARE GIVEN TO INDIVIDUALS WHO WITHDRAW OR ARE DROPPED OR SUSPENDED FROM EITHER (FULL OR SOCIAL) MEMBERSHIP BECAUSE OF ATTENDANCE OR BEHAVIOR.\*\***

## **HOUSE HOURS:**

<u>Monday—Friday</u>	Programs:	2:30pm*-9:00pm
	Front Desk Hours:	6:00am-9:00pm payments end at 9:00pm.
<u>Saturday</u>	Programs:	9:00am-3:00pm, payments end at 2:45pm.

\*Afterschool Staff and facilities are not available before 2:30pm.

## **Open Campus**

Sarah Heinz House Boys & Girls Clubs is not a custodial care agency, does not have the right or responsibility to keep a child on our campus during our regular program year (unless we think that the child is in danger) , and does not assume responsibility for members if or when they leave the facility or campus. Families should discuss with their children the risks of leaving the facility or campus without appropriate permission or supervision.

## **ATTENDANCE POLICIES**

**Required Attendance:** Full members are **expected to attend programs regularly, especially the requirements / programs counting towards Healthy Choices and Life Skills requirements.** If a full member cannot attend a required program, he or she should call or email Heinz House to excuse themselves from that day’s activity (412-231-2377 or [frontdesk@sarahheinzhouse.com](mailto:frontdesk@sarahheinzhouse.com) ). This will be noted on the attendance calendars. At certain times of the year (every trimester), attendance records are tallied. **If a full member has not been attending regularly,** she or he will be issued a Warning Letter. This is our way to find out why

you have not been attending and re-explain our mandatory attendance policy. At this point, your membership status is OK (in good standing), and you can still correct the problem. **If you have a second period of poor attendance during the program year, or if your overall attendance in each of your required programs is less than 50%, then your full membership status could be de-activated, and you could lose full membership privileges.** We do not want that to happen, so call or email us to excuse yourself ([frontdesk@sarahheinzhouse.com](mailto:frontdesk@sarahheinzhouse.com)), and **communicate with us in advance** if you think you will not be attending regularly...we want to see you here!

**ID BADGES:** Each Member (Full and Social) will be given a photo ID badge/membership card. All members are required to wear their ID visibly at all times except during certain physical activities. For those physical activities, the ID should be treated as a valuable, and may be turned in to the locker room attendant. ID can be clipped onto your shirt, or worn on a string around your neck. The ID badges help to ensure the safety of our members and we thank you ahead of time for your cooperation.

\*\*\*Policy for forgotten or lost ID badges\*\*\*

- \$2 each time for missing or lost ID badges

If a member (Social or Full) enters Sarah Heinz House without their ID badge, they will be charged \$2 and issued a new one that day.

- Outstanding balance will prohibit any future signups or registrations, until balance is paid off.

**Late Arrivals to class** must have a note from home: It becomes very difficult for an instructor to start and run a program when the participants are showing up late for that program. Any child that shows up more than 10 minutes late for a program, and does not have a written excuse from home may be sent home at the Instructor's discretion.

If a child is asked to leave core program (Gym or Club), they will not be permitted to participate in other programs that day. A parent/guardian will be called to pick the child up, and the child may wait in the Great Hall for their ride.

**Dinner is NOT an excuse to be late:** Each day, at designated times, a healthy meal and snack option will be provided to all members free of charge. The meal and snack times were designed to accommodate as many of our members as possible. Due to restrictions on the overall program schedule, these designated times are not flexible. We realize that not every child will be able to take advantage of the dinner program every day. It is the responsibility of the child and the parent/guardian to ensure that your child knows their schedule, and plans accordingly. Attending dinner is not an excuse for being late and missing a class or program.

**Bring a GUEST:** Full members may bring a Guest (same age and gender identity) to attend their mandatory program (ie. Club, Gym/Swim, or Substitution, if applicable). A full member must get permission and a guest pass from the Program Director in charge, at least one day/night before that specific program. Guests may not attend field trips. Exceptions beyond this would be at the Program Director's discretion.

**Late Pick up:** All members (full and social) in 1<sup>st</sup> - 4<sup>th</sup> grade must be out of the building weekdays at 7:30pm, unless they are registered to be in a program, participating in a specific paid program, or are being directly supervised by their parent/guardian (s). If your child falls into this category, they will be automatically escorted to Babysitting by a SHH associate and be subject to the associated fees. Unpaid fees are considered as outstanding bills for which the family is responsible.

For all other members (5<sup>th</sup> through 12<sup>th</sup> grade), the building closes weekdays at 9:00pm, and 3:00pm on Saturdays. If a parent/guardian or caregiver is late picking up a youth member (after specific times above), then the ADULT MUST COME INTO THE BUILDING and come to the Front Desk to pick up the child.

All members will receive a warning the first time they have a late pick-up. Any subsequent late pick-ups could result in program restrictions, suspensions and ultimately expulsion from the program. The following procedures go into effect for Full Members who are not picked up by the close of Sarah Heinz House.

## **Baby Sitting Service – Extended Care**

Can't get here by 7:30pm to pick up your Starter or Prep? For a reasonable fee, we offer extended babysitting services!

**When:** Monday – Thursday 7:30 – 9:00PM

**Cost:** \$5 per individual day

\$60 Mon-Thurs for entire trimester/session (Fall/Winter/Spring)

## **Inclement Weather Policy**

We make every effort to keep Sarah Heinz House open during inclement weather. However, for the safety of all of our members and staff, staying open isn't always possible. If we need to close or cancel an activity, we will do our best to **broadcast the cancellation or delay on KDKA, WPXI and WTAE television stations and their websites**. Whenever possible, we will also have a message on our **website (sarahheinzhouse.org), Facebook, Twitter and voicemail**. When early morning programs and operations (adult fitness) are affected, we will try to have that information posted to the above venues by 5:15am. **We do not offer “make ups” or refunds** for programs or classes that are missed due to the closing of the facility.

For consistency regarding weather policy, **we will use the status of Pittsburgh Public Schools as a guideline ONLY for CLOSINGS and EARLY DISMISSALS** for our Sarah Heinz House status.

- **DIFFERENT GUIDELINES FOR AM DELAYS: Do NOT follow Pittsburgh Public Schools as a guideline for morning delays.** Please refer to the methods of communication listed above for Sarah Heinz House morning status. If nothing is announced for Sarah Heinz House through those venues above, then we are open on weekdays at 6am for normal operations and program offerings that morning.
- **When Pittsburgh Public Schools is CLOSED due to weather, Heinz House will ALSO be CLOSED for that day, with no program offerings (youth OR adult).** If Heinz House is already open at 6am for morning adult fitness on a particular day before Pittsburgh Public Schools changes their status to closed, then no adult classes will be offered that day, and Fitness Center facilities will close at 10am.
- **When Pittsburgh Public Schools implement an EARLY DISMISSAL due to weather conditions, Heinz House will CLOSE at 2pm and cancel afternoon and evening programs for that day.** Again, any closings or cancellations will be posted and announced as written above.

## **SIGN UP FOR WPXI's CLOSING ALERT**

**To receive a Text Message each time we close, you can sign up for a FREE School Closing Alert** through WPXI. In order to receive the alerts, you must go to <http://www.wpxi.com/sms/signup/> and complete the necessary information. It will ask you for to input your mobile phone number and to create a password. You will also have to input your phone carrier information (i.e. Verizon, AT&T, etc.) and email address. After doing so, you will have to click on the box titled Sarah Heinz House under the “Business and School Closings” portion. Finally, you have to agree to their terms and services and submit your selection. It will send you an initial text message stating that you registered. **By doing this, every time that we close, you will receive a text message notifying of the closing.**

**These guidelines above are for weather related conditions only.** There may be times when Sarah Heinz House may need to close (or remain open) for some other reason. When this is the case, the school schedule will not affect our schedule, and the Sarah Heinz House status will still be posted onto the venues listed above.

## **Full Members' CORE PROGRAMS Descriptions**

### **See last page for core program days and times.**

**Core Programs (Club and Gym/Swim):** Core programs are holistic, interactive, and engaging programs which incorporate tradition, our mission, and the development of global citizens through leadership, life skills, healthy choices, and social competencies.

**Gym/Swim Program Description:** In Gym classes, youth & teen full members will be engaged in a wide variety of physical activities in a safe environment that will encourage future **healthy lifestyle choices** and motor development skills. Full members learn the basic skills for a variety of interesting activities like gymnastics, football, soccer, basketball, hockey, dodge ball, kickball, dance, fitness, some Heinz House games and much, much more!

### **Gym/Swim Program Rules**

1. Gym Swim Dress Code is to be adhered to at all times (athletics shorts and t shirt). It is the Program Director's discretion whether clothing is too revealing, offensive design, or otherwise inappropriate.
2. All full members **must** go swimming on their gym/swim day. Swimming is not optional. The swim suit is a part of the uniform for gym/swim. (Starters, Preps, & Juniors).
3. **Any participant who arrives more than 10 minutes late to class must have a note from their parent/guardian.** A note signed by a parent or guardian is needed if requesting an early dismissal from the club program
4. A child without proper gym wear (Gym Swim Dress Code **and swimwear**) may "sit in" on gym class, with permission of the Program Director in charge. Those who are continuously tardy or without uniform will not be given credit for gym.
5. A signed note from a parent or guardian must be given to the Physical Education Director before class begins if you are to be excused from any part of gym/swim class.
6. No one is permitted in the pool unless permitted by staff or lifeguard.
7. Showers are encouraged after all gym activities and required before entering the pool.
8. No horse play or running permitted in shower, locker room, op pool areas.
9. Heinz House cannot be held liable for belongings lost or stolen from your locker. All valuables should be checked in with the locker room attendant. You may also bring a lock for a locker to be used only when you are in a gym program. We recommend you leave valuables at home.
10. Food, drink, and/ or chewing gum are not permitted during program.
11. Cell phone use is prohibited in the locker room and gymnasium.
12. All children are expected to be respectful and participate in all activities

### **Dress Code for GYM / SWIM**

**Athletic Shorts, T Shirt, athletic socks and tennis shoes** must be worn in all the physical education activities (gym). It is the Program Director's discretion whether clothing is too revealing, offensive design, or otherwise inappropriate. Ball caps are not to be worn.

**Bathing suits (your own) must be worn in the swimming pool.** Bathing Suits are also considered as part of the Heinz House gym/swim uniform. Bathing suits are not to be worn under gym clothing. Long hair should be tied back in the swimming pool. Bring your own towel!

All jewelry (rings, bracelets, watches, earrings, necklace, etc.) must be removed prior to entering the gymnasium and pool for safety reasons.

**Club Program Description:** Club is a required core program, unless you choose an approved Life Skills elective, offered once each week by division for all full members. The purpose of Club is to have fun, meet and interact with many different people in the same age group, and **develop social skills and life skills.** Each division is broken into smaller groups of 8-12 children, led by a weekly adult volunteer. Each division does a variety of programs throughout the year. Every child will get the chance to participate in a service project, environmental activities, craft projects, teambuilding activities, learn about etiquette and other life skills, go on field trips, and try out many of the programs Heinz House has to offer, including our STEAM programs.

### **Club Program Rules**

1. Club Dress Code is to be adhered to at all times. It is the Program Director's discretion whether clothing is too revealing, offensive design, or otherwise inappropriate.
2. Any participant who arrives more than 10 minutes late to class must have a note from their parent/guardian
3. A note signed by a parent or guardian is needed if requesting an early dismissal from the club program
4. Cell phones must be turned off during club. If you need to contact your child, please call the front desk at 412-231-2377.
5. Chewing gum is not permitted in the club program
6. All coats and bags should be left in the cubbies and not brought to the club room.
7. All children are expected to be respectful and participate in all activities

### **Dress Code for CLUB**

The purpose of dressing up for club is to learn how to dress up appropriately. In the future, you will have to dress up for things like work, interviews, events, and other activities and this helps you practice dressing in an acceptable manner and becoming comfortable in those clothes.

**Starters and Preps may wear:** Sweaters, blouses, jeans, dresses, skirts, or dress pants. Turtle neck sweaters, button-down collared shirts, shirts with a collar, and clean jeans, dress slacks, or dress shorts (Sept. & April) may also be worn.) Ball caps are not to be worn.

**Juniors and Up may wear:** Business casual attire. Examples of this are as follows: Dresses, skirts, slacks, polo shirts, blouses, sweaters, turtle neck sweaters, shirts with a collar, and slacks, or dress shorts (Sept. & April). Shirts must be tucked in. Pants must be worn at the waist. Leggings are permitted only if worn with a dress. Acceptable shoes are sandals (In the months of September and April ONLY), dress shoes, boots, and tennis shoes. "Dress Down", or more casual days, will be communicated in advance by the Program Directors and in the Bulletin.

**Juniors and Up may NOT wear:** Jeans or jean shorts, spaghetti strap shirts or dresses, yoga pants, t-shirts, jerseys, pants that are sagging or too baggy, sweatshirts, sweatpants, shirts with words on them, midriff revealing clothing, workout clothes, leggings without a dress over them, and flip flops. Ball caps are not to be worn.

# General Heinz House Rules for All Members (Full & Social)

1. **Respect – Respect of oneself, peers, adults, policies, and the facility itself** is an expectation at SHH. This includes members, parents/guardians, and guests. If you disrespect someone or something at SHH, or do not follow the rules, you will be addressed, and it could affect the membership status of the related member. If a volunteer addresses someone, they deserve the same respect given to a fulltime staff member. Please serve as a role model and treat others with respect.
2. A full member **MUST attend** their required Club or Choice Life Skills program once a week, and required Gym/Swim or Choice Healthy Choices program once a week, to meet their full **membership requirement** or he/she could be deactivated from membership.
3. **Food, Snacks, and Beverages** are to be consumed **only in the café on the 2<sup>nd</sup> floor**, except on special occasions as designated by staff. Water bottles with water are acceptable throughout the building.
4. **Membership etiquette:** both parents/guardian and members are expected to follow the etiquette expectations of Sarah Heinz House. Disrespectful, abusive or disruptive behavior is not permitted. **Families who are disrespectful** or do not follow SHH's rules will be subject to suspension or expulsion from membership.
5. The telephone in the Great Hall is available for members to call home, when given permission. No personal or extended conversations. This is the only phone available for members.
6. CELL PHONE POLICY:
  - not really needed at Heinz House, but they are permitted, WITH rules:
  - no usage in Locker Rooms, Restrooms, or program areas;
  - no photos or videos without that person's permission (**every time**); this includes posting on any and all social media outlets
  - refusal to follow these rules is also defiance; disciplinary action is staff discretion;
7. **No refund policy:** Any participant who is suspended or removed from membership due to behavior, conduct or attendance will not be refunded or reimbursed membership or program fees.
8. **When members are not in specified or structured programming, hats are permitted.** We do ask members to please remove ballcaps or outdoor hats for participation in structured Healthy Choices physical activities (such as Gym Classes, Sports Leagues, Dance Classes, Martial Arts, etc), swimming pool related activities, and specific Life Skills classes and activities ("Club" Program, some Special Events, etc). For situations of an exception that the guidelines may not cover (more lenient OR more strict), then the interpretation or decision will be up to the discretion of the Program Director, and the member is required to follow the instruction of the staff member.
9. Coats and gym bags should be put in a cubby located in the lobby or hallway outside the fitness center. Do not leave items on the floor. Every evening, left over items will be placed in the lost & found.
10. **Proper clothing in general** must be worn at all times in the Great Hall, Lobby and Games Room areas: pants, dress shorts, skirts, dress shirts, casual shirts and tee-shirts (including in-house league shirts) are acceptable. Warm-ups and athletic clothing are acceptable, but they should not be worn after gym use. Pants must be worn at the waist at all times. Shoes must be worn. If the outfit is too revealing for Club or Gym, then it should not be worn in Heinz House (staff discretion). See club guidelines. Clothing with offensive words, anything advertising drugs, alcohol, weapons, cults, or gangs, WILL NOT be tolerated, and is not permitted on the campus.
11. Proper footwear (non-marking tennis shoes or athletic shoes) should be worn for scheduled Open Gym (Program Director discretion and flexibility). Inappropriate imprints on clothing and clothing that is revealing in any way will not be permitted (staff discretion). Showers are recommended after Open Gym. Dress code for unplanned gym activities is staff's discretion.
12. Do not leave valuables in bags or coats. Check valuables with locker room attendants.
13. The Original Lobby (separate from the Great Hall) is generally for quiet study, conversation and table games.
14. Members not in scheduled activities must stay in the Great Hall, Café, Lobby, or Games Room areas. Members found outside of these areas when not in a program may be asked to leave. If it becomes a pattern, they will be disciplined accordingly.
15. **No foul language** is permitted.
16. **Smoking, alcoholic beverages, illegal drugs or drug paraphernalia, or prohibitive offensive weapons are NOT permitted** on Sarah Heinz House campus.
17. No running in the building except in the gym and on the playfield (with supervision).
18. **Starter and Prep (1<sup>st</sup>-4<sup>th</sup> grade) members are not permitted in the building after 7:30pm** unless participating in registered activity. At the conclusion of the activity, the member must be directly supervised by parent or adult guardian, or report to the babysitting program, or go home.



19. The fire exit stairways from the 3<sup>rd</sup> and 2<sup>nd</sup> floor to the East Ohio Street door are only to be used in case of a fire or fire drill.
20. When the **fire alarm** sounds, everyone must leave the building and remain at the designated area until they receive additional instructions from a staff member or the fire chief. **DO NOT LEAVE THE CAMPUS PROPERTY UNLESS ESCORTED TO AN OFF-CAMPUS SAFE ZONE BY A SARAH HEINZ HOUSE STAFF MEMBER.**
21. A permission form signed by a parent or guardian is required for every youth attending any field trip sponsored by Heinz House.
22. A note signed by parent or guardian is required if requesting an early dismissal of a member from a registered or core program.
23. Littering is not permitted.
24. No skates, skateboards, or bicycles are allowed to be used on Heinz House property after arrival.
25. Be respectful of the café and others who use the café. Please **clean up after yourself** and make sure your area is clean before you leave. “Leave No Trace”!
26. Chewing gum is not permitted in Club or Gym/Swim, locker room, or pool areas.
27. It is the strict policy of Sarah Heinz House that **discrimination will not be tolerated.**
28. Heinz House is not responsible for any lost or stolen items unless they are items checked into the Locker Room Attendant during gym or swim programs.

## **Guidelines for PARENTS/GUARDIANS**

1. **Lead by example.** Failure to respect the policies or personnel, disruptive behavior, slander and/or libel (defamation in writing or print) could result in loss of membership privileges for your child(ren). If you need to address an issue with staff, please call, email, or respectfully approach the Front Desk and request to meet with the appropriate staff member.
2. Sarah Heinz House is a **SMOKE-FREE CAMPUS**, for the safety of the children and the environment.
3. Parents/Guardians and visitors are only permitted in the Great Hall and 2<sup>nd</sup> floor Café. They **may not travel throughout the building**. Restrooms for visitors are located on the second floor outside of the new gym.
4. **DO NOT park in front of the building or in the turnaround circle.** This area is for “active” pick-up and drop-off only, not for waiting. Parking in this area causes traffic jams, it is an inconvenience, and a danger, to everyone. Please park in a designated spot in one of our parking lots (upper or lower), or continue moving around the circle until your child comes outside.
5. Encourage your child(ren) to put his/her belongings in the designated cubbies. **Valuables should not be brought to the House.** However, if your child must bring something of value, encourage them to turn it into the locker room attendant, and not put it in their locker or cubby. Heinz House is not liable for lost/stolen property not properly turned in to staff.
6. **Lost and Found** – Any belongings that are left in the building at the end of the day, will be placed in the lost and found. Please see a full time staff member or the program assistant to inquire about something in lost and found.
7. We encourage the members (not their parent/guardian) to call to excuse themselves from program. This is teaching them responsibility and phone speaking skills.
8. Parent/Guardian(s) should feel free to take advantage of our café by eating a meal or snack while waiting for your child. We only ask that you please do not take an entire table. We have limited seating and our members need a place to eat their meal.

**Contraband-** the Club maintains a zero-tolerance for weapons, illegal drugs or paraphernalia, cigarettes and alcohol. Contraband will be confiscated; violators will be suspended (may possibly be expelled and referred to appropriate authorities). Individuals suspected of being under the influence of drugs or alcohol will not be permitted to enter the facility and/or will be asked to leave if they are suspected of being under the influence.

**Potential Danger to Members-** Sarah Heinz House may also impose a long-term suspension or expel any member it deems to be potentially dangerous to its other members, staff or volunteers. Dangerous behavior outside of the Club which may be deemed as criminal, abusive or threatening may also result in suspension and/or expulsion.

### **Permission to Treat and General Release**

By signing their registration paperwork, parent/guardians give permission for Sarah Heinz House to treat their member with basic first aid when necessary. Except in the event of an emergency, it is the parent/guardian’s discretion and responsibility to proceed with additional medical treatment beyond basic

first aid. In event of emergency, if parent/guardian(s) cannot be reached, then they give permission for staff to call paramedics, and for health care providers selected by the staff to order X-rays, routine tests and treatment for the health of the youth or teen member. Also in the event of an emergency when parent/guardian cannot be reached, parent/guardian(s) give permission to the health care providers selected by staff to provide whatever treatment they deem necessary until such time as parent/guardian is reached.

Parent/Guardian(s) further understand, acknowledge and agree to waive, release and discharge Sarah Heinz House, and all those affiliated with the organization, from any and all claims of liabilities for harm, personal injuries or damages of any kind, which arise out of or relate to their child's participation in activities. Parent/Guardian(s) also expressly release and discharge Sarah Heinz House, and those affiliated with the organization, from any liabilities or claims associated with the rendering of, or failure to render, any type of emergency, medical and/or first-aid services. Parent/Guardian(s) further agree to indemnify and hold Sarah Heinz House harmless for any harm, injury or property damage resulting from or arising out of their child's actions.

### **Medication is not administered or stored at Sarah Heinz House.**

Sarah Heinz House is not a custodial care agency. Select staff are trained in and provide only Basic First Aid and CPR. We do not have a nurse employed on-site. If a member is not feeling well and/or unable to participate, staff will attempt to contact the parent or guardian listed on the registration documents. It is the parent/guardian's responsibility to arrange and implement any medical treatment or care beyond basic first aid.

## **Special Benefits for Heinz House Full Members**

### **Bulletin:**

A monthly newsletter is mailed to all members. Please take the time to read it carefully. It is up to you to read the BULLETIN and note the information concerning you and your division. **Keep the staff informed of address and phone number changes,** so you do not experience any problems receiving your BULLETIN or other communications from Sarah Heinz House

**Open Gym:** Open gym is offered to Heinz House full members (Free) at specified times of the week, by age group. Must wear proper footwear for open gym. See Master Schedule for specific times.

### **Open Swims:**

Open swims are offered to full members of Heinz House throughout the week. Participant must be a full member. Open swims are listed on the Master Schedule. These are scheduled by age group at specific times.

### **Family Swims:**

Family swim times are offered to the immediate family of Heinz House full members. They are offered on Saturday afternoons and select Friday evenings.

### **Special Events:**

Heinz House offers many special events to its members and their families. These events may vary from year to year but are always fun and enjoyable for those who attend. Make sure you check the BULLETIN for more information about special events.

### **Kitchen:**

Sarah's kitchen and café will be open for all children (Pre-School, Social and Full) free meals throughout the year during posted times. The kitchen will NOT be serving food for purchase.

Each day Heinz will be offering one free meal and free snack to each member (social, Pre-K, or full) that is here to participate in the daily activities. The times for these programs are as follows in September\*:

**"Dinner Time" Monday – Friday 4:30 – 6:00pm; Saturdays 11:00am -12:30pm**

**"Snack Time" Monday – Friday 6:30 – 7:30pm; Saturdays 1:00am - 2:30pm**

**\*times subject to change after September.**

Free dinner and snacks will not be given outside of these times due to restrictions on the food service program. **STUDENTS ARE NOT PERMITTED TO MISS THEIR PROGRAM IN ORDER TO EAT. PLEASE MAKE SURE YOU AND YOUR CHILD REVIEW HIS/HER SCHEDULE, AND ALLOW TIME TO EAT AND ALSO BE ON TIME FOR PROGRAM.**

**Sarah's Kitchen is also offering Cooking Classes!** Full members will have the opportunity to learn cooking and nutrition basics. Check the Master Schedule for more details on dates and time.

### **Family Friday Nights:**

Each Friday, our staff will host a Friday Night Special Event where we invite both our full members and their families to attend. See monthly bulletin for specific details.



# **Special Membership Recognition/Awards**

## **Loyalty Pin Reception**

This pin is a seven sided emblem of Sarah Heinz House, which symbolizes: Youth, Recreation, Character, and Service. It is a symbol of pride, loyalty, and achievement. Boys and girls may earn a pin of this emblem by maintaining good attendance, good behavior, and taking an active part in club and gym/swim program over a period of years. We begin counting with the Prep years. The Starter years are excluded. The bronze pin is for full members with a strong three year record. A silver pin is awarded for five years. A gold pin is given to those with seven years of successful full membership. The loyalty pin is the badge of a successful member. Loyalty pins are given out at the **Annual Loyalty Pin Reception in November**. Club dress is required at this affair.

## **Academic Honor Roll/ “A” Drive**

Each semester, full members have the opportunity to submit their report card for our ‘A’ Drive. A goal will be posted, and if met, a party will be held to celebrate at the end of the year. Any full member who has submitted their report card is invited. All participants in good standing are recognized on our Academic Honor Roll. In order to be listed on the AHR for that period, you must submit that quarters’ report card by the deadlines listed below. We will still accept report cards after the deadline, but cannot guarantee the name will appear on AHR lists. All those who qualify are recognized at the end of the Program Year. Anyone who earns a 4.0 will also receive a t-shirt. See bulletin for deadlines.

## **Gold Shields**

When a full member is “caught doing something good,” they receive a Gold Shield. They place it in the special bin. At the end of each month, one Gold Shield is drawn. The winner receives a special prize and is recognized in the monthly bulletin. At the end of the year, the full member who has earned the most Gold Shields receives a prestigious award at the end of the year.

## **Oratorical Contest Winners**

The Intermediate and Junior Division competes in the traditional Oratorical contest in the spring of each program year. This public speaking event offers this age group an opportunity to learn public speaking and memorization skills. Qualifiers compete to gain recognition and receive a special award presented by the American Legion. The best male and female speakers of the Oratorical Contest are invited to present their speech at the Recognition Dinner.

## **Youth of the Year Program**

The National Youth of the Year program, Boys & Girls Clubs of America’s premier character and leadership initiative, recognizes outstanding contributions to a Club member’s family, school, community and Boys & Girls Club: as well as personal challenges and obstacles overcome. Teen Participants are chosen on local and state levels, culminating with five regional winners meeting in Washington, D.C., to compete for the National Youth of the Year honor.

## **Recognition Dinner**

This prestigious event, Sponsored by the Alumni Association, is to recognize and honor the Most Outstanding twenty-five male and twenty-five female full members for the year. Full members are chosen on the basis of their attendance, attitude, and participation in activities, leadership, and service. Invitations are mailed early in April. This is a dress-up affair.

### **SAR: Most Outstanding Male and Female Member**

These two individuals are selected from the Top Fifty boys and girls who are invited to the Recognition Dinner, based on Attendance, Attitude, Leadership, Service, and Participation. They each receive the S.A.R. (Sons of the American Revolution) medal, representing Outstanding Citizenship. These outstanding citizenship medals are presented during the annual Recognition Dinner.

### **Awards Banquet(s)**

These annual dress-up affair(s) recognizes the members for various achievements they have accomplished throughout the program year. Awards are given for Perfect Attendance, Physical Fitness Challenges, and the Most Outstanding Girl and Boy in both the Program and Physical Education departments. Awards are given for all of these programs plus any additional recognition, as determined by the program staff. Specific Teams (Swim, Robotics, Basketball, and Dance) will have their own Award Banquets. Please refer to Bulletin for additional details.

### **Most Days Attended**

This award has become very prestigious, and it goes to the full member who attends SHH for the most days during the program year.

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## **2019-2020 Calendar (Tentative)**

### **August**

Online Membership Registration, Preschool Sign Ups and Extra Program Sign-Ups      Aug 12      10:00am

- Continues until deadline February 29

### **September**

Labor Day – CLOSED      Sept 2

Mock Week Volunteer Orientation      Week of Sept 9      See Bulletin For Details

PT Staff Training      Sept 9      5:30-8:00pm (eve)

PT Staff Training      Sept 11      5:30-8:00pm (eve)

**PROGRAMS BEGIN (All Ages)**      Sep 16

### **October**

**BUILDING CLOSED**      **Oct 12**      **Sarah Heinz House Closed**

Teen Night (Haunted House Field Trip)      Oct 18      9:00-11:00pm

Family Fall Fest Open House      Oct 25      6:00-8:00pm

Extra Program Sign Ups – Winter Session      Oct 28      For Already Enrolled

Happy Halloween      Oct 31      CLOSE 2pm

### **November**

Extra Program Sign Ups – Winter Session      Nov 4      Open to Waitlist

Health Fair (required – all Starters & Preps)      Nov 6      TBD

R.O.A.R.-Girls STEM Event      Nov 8      TBD

Extra Program Sign Ups – Winter Session      Nov 11      Open to Public

Loyalty Pin Reception      Nov 12      7:30-8:30pm

Teen Night      Nov 15      9:00-11:00pm

**Winter Sessions Begins**      **Nov 18**

**CLOSED - Thanksgiving Holiday**      **Nov 28-30**      **Sarah Heinz House Closed**

### **December**

Intermediate Only Teen Night      Dec 6      9:00pm-11:00pm

Last Day of Regular Youth & Teen Programs      Dec 14

**\*Heinz House CLOSED until Jan 2, except for special events**

Holiday Play      TBD      See Bulletin for Details

## January 2020

New Year's Day (observed)

### **Full Program Resumes**

Teen Night

CAMP – Boys Camp Weekend (teens)

**Martin Luther King Day - CLOSE 2pm**

Purse Bingo – Keystone

Extra Program Sign Ups – Spring Session

Jan 1	Sarah Heinz House Closed
Jan 2	
Jan 17	
Jan 18-20	
Jan 20	no afterschool programs
Jan 26	
Jan 27	For Already Enrolled

## February

Campaign for Others

Extra Program Sign Ups – Spring Session

Extra Program Sign Ups – Spring Session

**Staff In Service Day-Closed 2PM**

Girls Fun Night @ Heinz House

**Spring Trimester Begins**

Teen Night

Last Day for Member Registration

Entire Month	
Feb 3	Open to Waitlist
Feb 10	Open to Waitlist
<b>Feb 14</b>	<b>no afterschool programs</b>
Feb 15	
<b>Feb 17</b>	
Feb 21	9:00-11:00pm
Feb 29	

## March

Summer Program Registration Begins

Penny War Party / Winner Announced

Oratorical Contest

Teen Night

Volunteer Dinner (by invitation)

**-Building Closed after 2pm except Vol Dinner**

Boys Fun Night (Eve)

Mar 2*	*tentative
Mar 6	
Mar 10	See Dedra
Mar 13	9:00—11:00pm
Mar 24	no afterschool programs
Mar 28	*tentative/see Mar Bulletin

## April

Girls Camp Weekend

**Spring Break – Building Closed**

End of Year Cookout

COMCAST CARES DAY

**Last Day of Regular Programs**

Dance Recital (off Site)

Apr 4-5	
<b>Apr 9-11</b>	<b>no programs</b>
Apr 24	
Apr 25	*Tentative-See Bulletin
<b>Apr 25</b>	
April 29	More Info TBA

## May

Recognition Dinner (by invitation, off site)

Highmark Walk

May 1	7:00pm
TBD	

## June & July

Camp Set Up

Fathers' Day Picnic and Open House

@ Heinz House Camp

Day Camp Starts

Resident Camp

Boys

Girls

Camp Tear Down

June 12-14	
Jun 21	
Jun 15 –Aug 7	
Jun 25-Jul 15	
Jul 18- Aug 7	
Aug 7-9	

## **Sarah Heinz House Non-Discrimination Policy**

It is the policy and strict intention of the Sarah Heinz House that no member or employee of Sarah Heinz House discriminates against any person on the basis of race, color, religion, gender, gender identity, sexual orientation, ancestry, national origin, handicap or disability. It is the strict policy of the Sarah Heinz House that any discrimination will not be tolerated. Furthermore, any act of

## **Resolving Concerns (Guidelines for Parent/ Guardians)**

### **A Family Guide to Effective Problem Solving**

As we strive to help our youth succeed and have a positive experience at SHH, we count on our families to be our partners. Together, we will overcome challenges and celebrate success.

Should a family feel a need to make an inquiry of SHH, we want to be sure that all stakeholders are using the most effective avenues of communication. This ensures that your concerns will be given the time, attention and consideration necessary for solution-based outcomes.

How do I advocate for my child?

- I. Define the issue.  
Talk with your child to assure that you have a clear understanding of the situation. Work together with your child to identify specific elements such as the names of parties involved and the timeline of events.
- II. Review SHH's guidelines.  
Upon enrollment, you agreed that you reviewed the Membership Hand book and signed/checked the signature page to SHH. This document can also be found online at SHH's website, or you can request a hardcopy from the Front Desk. Reviewing policies, code of conduct and procedures can help you clarify the issue at hand.
- III. Communicate the Issue.  
Once you have clearly outlined the issue and decided if a specific policy has been violated, it is time to communicate your concerns to the appropriate individual. By utilizing SHH's 'Chain of Command' protocol, start by reaching out to the initial contact on the list. By skipping this step, it may take a longer time to address your concerns, as information will have to be given to and received from the initial contact by those farther along the 'Chain of Command.' Be sure to document your communication efforts by detailing such items as the date, time, contact and content of conversations that take place by telephone or in person. Save all email threads that relate to the Issues at hand. This will allow all stakeholders to be in alignment if an issue moves to the next 'Chain of Command' level.

## **Social Media/Multimedia and Good Practices for All Stakeholders**

For many of us, social media usage is a part of everyday life. Social media can provide wonderful opportunities for families to connect with friends and loved ones. Unfortunately, WE also see that social media can be utilized in negative, harmful and destructive ways.

As adults, we have the opportunity to set a positive example for our kids when we interact with social media. All parents/guardians and families are invited to join SHH staff in setting this good example.

### **DO:**

- Demonstrate courtesy and respect for SHH staff and other families/children when commenting/posting on social media
- Use appropriate language when discussing SHH
- Address issues or concerns regarding SHH directly with SHH (using SHH's 'Chain of Command' protocol) rather than posting them on social media
- Share good news with SHH leadership so that youth can be congratulated on their successes outside of SHH

### **DON'T:**

- Use social networking sites to make derogatory comments about staff or other families/children
- Post photographs of other people's children without parental/guardian permission
- Feel obligated or compelled to address unsolicited inquiries from media or reporters
- Conduct SHH business via social networks



## SHH PROMISES TO:

- Address all concerns brought to SHH leadership In a thoughtful, fact-based and timely manner.
- Act in the best interest of our youth/families and communities at all times

# WHO TO CONTACT if you have a concern

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## (“Chain Of Command”)

SHH believes in a culture of dignity and respect. We believe that families are our partners in youth development. Our relationship with families is of the utmost importance to us and we value your authentic voice. If you have a question or concern, please refer to our 'Chain of Command' protocols, outlined below. Following this chain of command assures that all stakeholders are properly informed about the concern at hand and can collaborate for solution-based, positive outcomes.

A listing of staff contact information can be found on our webpage or by calling the Main Office at 412.231.2377. Please note that program instructors are not able to take phone calls during instructional/supervisory time.

### Order of Contact

If Program or Behavior Related:

1. Program Director/Instructor
2. Senior Program Director
3. Director of Program Services
4. Director of Operations
5. Executive Director\*\*

If Financial/Business Related:

1. Front Desk
2. Office Manager
3. Management Staff

\*\*IF your situation dictates communications with the Executive Director, then please submit concerns to the Executive Director in writing outlining the following:

- Youth name
- Parent/Guardian name and best telephone and email address for contact
- Overview of the items of concern and steps already taken in the Chain of Command procedure to address the issue(s).

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**Disagreement with any of the policies** in this handbook or other membership documentation must be presented in writing to Bob Bechtold, Director of Program Services, and may result in declined membership and/or participation.

**Girls Core Programs 2019-2020**  
**Division Grade—Groups, Days and Times**

	<b>Club</b>	<b>Gym Swim</b>
<u>Starter Girls:</u>	Monday	Tuesday
Age 6 (1 <sup>st</sup> )-2 <sup>nd</sup> grade	5:30-6:30pm	5:30-7:00pm
<u>Prep Girls:</u>	Thursday	Monday
3 <sup>rd</sup> - 4 <sup>th</sup> grade	6:30-7:30pm	5:30-7:00pm
<u>Junior Girls</u>	Wednesday	Tuesday
5 <sup>th</sup> -6 <sup>th</sup> grade	7:00-8:00pm	7:30-9:00pm
<u>Intermediate Girls</u> <small>Gym-no pool</small>	Tuesdays	Monday
7 <sup>th</sup> -8 <sup>th</sup> grade	7:00 – 8:00pm	8:00-9:00pm
<u>Middler/Senior</u> <small>Gym-no pool</small>	Thursday	Wednesday
9 <sup>th</sup> - 12 <sup>th</sup> grade	8:00-9:00pm	8:00 – 9:00pm

**Boys Core Programs 2019-2020**  
**Division Grade—Groups, Days and Times**

	<b>Club</b>	<b>Gym Swim</b>
<u>Starter Boys:</u>	Tuesday	Friday
Age 6(1 <sup>st</sup> )-2 <sup>nd</sup> grade	5:30-6:30pm	5:30-7:00pm
<u>Prep Boys:</u>	Thursday	Wednesday
3 <sup>rd</sup> -4 <sup>th</sup> grade	6:30-7:30pm	6:00-7:30pm
<u>Junior Boys:</u>	Wednesday	Thursday
5 <sup>th</sup> -6 <sup>th</sup> grade	7:00-8:00pm	5:30-7:00pm
<u>Intermediate Boys</u> <small>Gym-no pool</small>	Tuesday	Thursday
7 <sup>th</sup> -8 <sup>th</sup> grade	7:00-8:00pm	8:00-9:00pm
<u>Middler/Sr. Boys</u> <small>Gym-no pool</small>	Thursday	Wednesday
9 <sup>th</sup> – 12 <sup>th</sup> grade	8:00-9:00pm	8:00-9:00pm