



Sarah Heinz House  
Boys & Girls Club  
**Afterschool Membership**  
Program Handbook 2021-22  
(As of August 23 2021)

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**Sarah Heinz House**  
**Risk Mitigation / Safety Guidelines**  
**(Revised August 23, 2021)**

At Sarah Heinz House, we strive to keep everyone safe and well to the best of our ability. To support this effort, we have the following COVID-19 guidelines and practices in place:

**Waivers**

- Parents / Guardians will be required to sign a waiver as part of the registration process, acknowledging the known and inherent risk of COVID-19.
- (Other) Visitors entering the building must answer and initial the “Verbal Acceptance” portion of their screening process, which acknowledges their express recognition of COVID-19 risk and express assumption of that risk by entering our doors.

**PPE**

- **Masks required for all individuals entering building, AND** parent/guardian drop off of child while screening at entryway. Any exceptions for face shield in place of mask must be accompanied by note from doctor, and approved by Executive Director.

**Visitors**

- Will be screened similar to staff and youth
- Required to wear masks at all times.

**Visitors and Parents/Guardians in Building**

- Parents/Guardians (and other family members) are not permitted in the building, except for the single parent/guardian escorting a tot or preschool class participant.
- That parent or guardian will be screened similar to staff and youth
- That parent or guardian will be Required to wear masks at all times.
- Occasional exceptions may be made for special events.

**Check In**

**Please keep your child at home, or staff or volunteer should stay home, if the individual:**

- Has 1 or more symptoms in Group A, OR
- Has 2 or more symptoms in Group B, OR
- Is taking fever reducing medication.

**Group A**

1 or more symptoms

- 
- Fever (100.4 F or higher)
  - Cough
  - Shortness of Breath
  - Difficulty Breathing

**Group B**

2 or more symptoms

- 
- Sore Throat
  - Runny Nose / Congestion
  - New Loss or Smell of Taste
  - Muscle Pain / Body Aches
  - Nausea or Vomiting
  - Headache
  - Diarrhea
  - Signs & Symptoms of MIS-C: Rash, Red Eyes, Cracked, Swollen Lips, red / Swollen Tongue, Swelling Hands / Feet, Stomach Pain
- 

Staff, Youth and Visitor Screening Questions

- Staggered, outdoor screening and check-in
  1. In the last 24 hours, have you experienced any related COVID-19 symptoms, including any coughing, sneezing, fever, sore throat, chills, or new loss of taste or smell, Rash, Red Eyes, Cracked, Swollen Lips, red / Swollen Tongue, Swelling Hands / Feet, Stomach Pain?
  2. Has your child taken any medication this morning such as Advil or ibuprofen or acetaminophen (Tylenol) or aspirin?
  3. Do you have a rash of any kind on your body?
  4. In the last 14 days, has the participant been tested for COVID-19?
  5. Has the participant been in contact with anyone in the last 14 days who has told you that they have been exposed to COVID-19? NOTE: If the individual is vaccinated, then they can answer No to this question.
  6. Has the participant been in contact with anyone in the last 14 days who has tested positive for COVID-19? NOTE: If the individual is vaccinated, then they can answer No to this question.
  7. *(Travel Ban question eliminated March 1, 2021)*

(If yes to any of 4-6, then we may require to see and document a copy of negative test results or vaccination record, or note from doctor or require at least a 10 day waiting period for you to return).

- Temperature assessment (if 100.4 or higher, that individual is not permitted to enter); taken max 3 times, counting “best of 3” as official reading)
- Visual inspection for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme agitation.
- Parents/Guardians are not allowed to leave until their child is cleared to enter and remain at the facility.

### **Pick-Up / Departure**

The child's family will determine the child's departure time and procedure.

- One Preschool participant parent or guardian will be will be required to remain in the building in a designated area of the building during the preschool class.
- Some families instruct their child to watch from inside through the Great Hall windows for their ride.
- Some families call or text their child to let them know that the family member is waiting outside.
- Some local families permit their child or teen to walk to and from Sarah Heinz House

Sarah Heinz House Boys & Girls Club 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.

- Please see the Membership Handbook for details.

### **Protection of Medical Information**

- Daily questionnaires and temperature data will be turned into appropriate staff immediately following check-in closure for secure filing and storage.
- Staff will not discuss individuals unless absolutely necessary, and in privacy and confidence with Management staff only.

### **Everyday Preventive Actions**

- Staff will be trained to take everyday actions to prevent the spread of respiratory illness themselves & with our youth. Signs will be posted throughout facility to educate and remind.
- Wash hands often with soap and water per posted signs.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Clean and disinfect frequently touched surfaces and spaces.
- Staff and youth will be masked and reminded on how to properly use, wear and store masks
- Staff and youth will be instructed to cough and sneeze into their elbow

### **Sick Children & Staff**

- Sick children/staff/family members will not be allowed into the building.
- Children/staff who become sick on-site will be sent home.
- Sick children/staff will be isolated and monitored in a specified area until they can leave the facility. Isolation areas will be cleaned and disinfected after the sick child or staff has gone home.
- Sick children/staff cannot return until they are symptom free (without use of medication) for 24 hours.

### **If COVID-19 is confirmed in a youth, volunteer, visitor, or staff member:**

- Areas used by the person will be closed off.
- Outside doors and windows will be opened to increase air circulation in the areas.
- Areas will be cleaned and disinfected.
- Individual cannot return until cleared by a medical release from their doctor.
- Those who meet the CDC definition of exposure to that in the previous 14 days will also be sent home to self-monitor for at least 10 days (infected staff will be interviewed).
  - Fully Vaccinated individuals may not need to quarantine, as determined by Management.
- Guardians of those exposed will be notified without divulging name of the affected individual.
- Board Chair/Vice-Chair will be notified.

### **Form of payment**

- Touchless pay via web/call-in credit card payments (when possible) is preferred and advised. Family members will be screened if they wish to enter the building to make a payment.

### **Nightly Cleaning**

- Nightly cleaning by our contracted service provider will be conducted.

### **Staff Offices, Meetings & Equipment**

- Some Meetings will still be conducted virtually via Teams platform when possible.
- Shared computers, phones and office equipment will be wiped down with disinfectant wipes after each use. Cross sharing of equipment between staff has been limited (i.e. telephones, computers, printers.)
- Shared offices will be reconfigured to provide for distance between work stations.
- Some PT staff (non-direct service) may work remotely when feasible.

If Allegheny County and/or Pennsylvania, or CDC as a whole changes its status during the program year, then some of these procedures may change, to be possibly more strict OR more flexible. Any changes will be communicated to staff and families.

-----**End of Risk Mitigation / Safety Guidelines**-----

## **Sarah Heinz House General Information**

**Program Year Begins:** September 7, 2021

**Participation:** Pre-School/Tot Participants, Social Membership, & Full Membership are open to children age six months through eighteen/12th grade, without regard to sexual orientation, gender identity, gender expression, race, religion, national origin or disability/special need that can be reasonably accommodated. SHH welcomes all children and our staff strives to respond to the needs of the youth we serve. To the extent it is reasonably able to do so, SHH staff will provide services to youth with disabilities or special needs in the same manner as services provided for other children of comparable age. Children may come to SHH during regular operating hours and participate in SHH's programs, subject to restrictions, which may limit age groups or hours of specific programs. All parents/guardians are required to complete a Signature Form for each child and children must present their membership ID upon entering Sarah Heinz House campus each time. SHH is not a custodial care agency and does not have the right or responsibility to keep a child at the club, and does not assume responsibility for children if or when they leave the club. Families should discuss with their children the risks of leaving the facility or campus without appropriate permission or supervision.

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. By registering, parents & guardians acknowledge that they understand and agree that it is the discretion of Sarah Heinz House to discern whether or not a child (including your child) can be successful in SHH programs without additional support beyond the normal scope of services or adult to child ratios. If Sarah Heinz House determines that additional support or service is necessary, and such additional support or service is not available, parents/guardians refuse to secure supports for the child, the additional supports or services needed are unreasonably burdensome, poses a danger to any participant (including your child) or would fundamentally alter the program, then Sarah Heinz House reserves the right, in the best interests of all participants and programs, to decline a participant (including your child) the opportunity to participate in programs. We want all participants to have the opportunity to succeed and to have a positive experience. If your child requires additional support in a school setting, or other afterschool settings, or if they normally require more than 1:10 supervision ratio, you are to arrange and participate in an in-person meeting with Director of Program Services, Bob Bechtold, before your child may attend any programs so that a determination may be made as to whether reasonable accommodations can be made for my child prior to participation in any program, and when the child could begin participation. We are, however, unable to provide 1:1 care for any child except on an intermittent basis, such as injuries, discipline and personal care needs customarily provided to other children.

**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 **foster holistic development on a regular basis**. This requirement remains in effect today, but slightly modified with many additional choices. Keep in mind that full membership is a privilege, and this requirement of **strong attendance and active full membership on your age group / division's specified days, is designed for the overall development and holistic character in our full members**.

**Fee: \$25 per program year** per child for Basic Membership.  
Financial Aid is available. See website for details.

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

**House Hours:**

**Monday—Friday**

- Programs: 2:30 pm\*-9:00 pm
- Front Desk Hours: 6:00 am-9:00 pm payments end at 9:00 pm.

**Saturday**

Programs: 9:00am-3:00pm, payments end at 2:45 pm.

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

**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.

## Statement on Diversity, Equity, and Inclusion (DEI)

Sarah Heinz House commits to promoting a safe, positive and inclusive environment for all youth and teens -- of every race, ethnicity, gender, gender expression, sexual orientation, ability, socio-economic status, and religion—in which they can thrive.

## Attendance Policies

### Required Attendance

Full members are **expected to attend SHH regularly**. If a full member cannot attend one of their 2 weekly required programs, then they should call Heinz House to excuse themselves from that day's activity (412-231-2377). 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**, then this could impact their registration and participation in programs for the next trimester. **If their overall attendance in each of their required programs is less than 50%, then their full membership status could be de-activated, and they could lose full membership privileges.** We do not want that to happen, so call us to excuse yourself, and **communicate with us in advance** if you think you will not be attending regularly...we want to see you here!

**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.

### ID Badges

Each Participant will be given a photo ID badge/membership card. All participants are required to wear their ID visibly at all times except during certain physical activities, with instructor permission. ID can be clipped onto their shirt, or worn on a string around their 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.

If a child is asked to leave a program, 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.

## **Off-Site Activities**

Occasionally Sarah Heinz House Program staff may take members off-campus for a walk on the river trail, etc. Any offsite activities would be walking distance and age appropriate, with social distancing guidelines and supervision ratios followed.

## **Dismissal Times / Late Pick Up**

All members (full and social) in 1<sup>st</sup> - 4<sup>th</sup> grade should plan to go home at 7:30pm Monday through Thursday, 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 or family truly needs extended services, or have older siblings in the building for programming, then we DO offer limited spots in Babysitting/Extended Care, for an additional fee. See the next section (Babysitting / Extended Care) for more details.

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 program hours.

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

If your family truly needs extended services beyond 7:30pm for 1<sup>st</sup> – 4<sup>th</sup> Grade youth, or if the younger member has older siblings in the building for programming, then we DO offer limited spots in Babysitting/Extended Care, for an additional fee. During this (later) time, younger members will be required to remain in a specific, designated, and supervised area. They will not have full access to the building.

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

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

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

## Important Dates to Remember

- Tuesday, August 10: Registration begins ONLINE for Fall Afterschool Programming
- Monday, September 6: Heinz House CLOSED for Labor Day
- Tuesday, September 7: First Day of Afterschool Programs
- Saturday, October 31: Heinz House CLOSED for Halloween
- Sept 7 to Nov 13: Fall Trimester Dates
- Nov 15 to Feb 12: Winter Trimester Dates
- Feb 14 to Apr 30: Spring Trimester Dates

## Contacting Sarah Heinz House

If a situation arises or you have any questions and need to get in contact with us, **please call Sarah Heinz House directly at (412) 231-2377**. All questions or concerns will be directed to the appropriate staff member.

## Free Dinner, Outside Food/Drink/Ingestible Items, and Food/Drink/Ingestible Items Allergens Policy

### Meals and Snacks at Sarah Heinz House

Sarah Heinz House will be offering ALL youth/teen members a free dinner onsite on their age group days of attendance for membership. Families can expect a mix of hot and cold meals that will be nutritious and of a wide assortment. Any specific allergies or dietary restrictions involving food, drink or other ingestible items known to members and/or members' families should be conveyed to Sarah Heinz House prior to the beginning of attendance (or as reasonably updated by the member and/or the member's family prior to continued attendance). Alternative meals and/or snacks will be provided for any allergies or dietary restrictions that are reported to Sarah Heinz House in accordance with this Policy.

Please note that the free dinner is not mandatory; members who wish to bring their own meal may still do so for their own personal consumption. A member's personal food, drink or other ingestible items are not to be shared with others at the Sarah Heinz House.

We will also continue to offer a nutritious snack every evening for all members, at a specified time.

Like in the past, Sarah Heinz House cannot offer any refrigeration or heating for food/drink/ingestible items that members bring themselves.

### **Peanut/Tree Nuts and Allergens**

The Sarah Heinz House is not responsible for ensuring the absence of any allergens present in any food, drink or ingestible item either store bought or homemade, which are brought to or consumed on the property.

The Sarah Heinz House will provide a separate table where members suffering from peanut and/or tree nut allergies may eat their meals. Members without such allergies are permitted to sit at this table only if their meal or snack does not contain peanuts or tree nuts. The Sarah Heinz House cannot guarantee a nut-free or allergy-free environment.

We ask that the members' families discuss food allergies with that family's member(s). Members and members' families are encouraged to educate members about any specific food, drink or other ingestible items and any specific allergens relevant to members and/or their families.

### **Special Events Involving Shared Food/Drink/Ingestible Items**

For any special event that involves members and/or their families where outside food/drink/ingestible items are permitted to be shared among members and their respective families as that is the nature of the special event (or a component thereof), the Sarah Heinz House is not responsible for ensuring the absence of any allergens present in any foods, drinks or ingestible items consumed on the property at such event.

For special events, we ask that items to be shared do not include any peanuts or tree nuts, peanut butter or foods/ingestible items containing peanut/tree nuts or peanut butter/tree nut butter. When choosing items, please read the ingredient list on the labels very carefully to ensure that nuts or peanuts are not listed as actual ingredients. This means products(s) cannot contain peanuts or tree nuts and cannot have the following warnings "may contain . . .," "processing in a facility . . .," and/or "manufactured on shared equipment."

Members and members' families are encouraged to educate members and their families about any specific food, drink or other ingestible items and any specific allergens relevant to members and/or their families.

Further, at such events, Sarah Heinz House will designate an area/table where members and/or families suffering from peanut and/or tree nut allergies may eat at an event. Members and/or their families without such allergies are permitted to sit in the designated areas only if what they are consuming does not contain peanuts or tree nuts. The Sarah Heinz House cannot guarantee a nut-free or allergy-free environment.

### **Special Occasion Items to Be Shared Among Members and Others**

If a member wishes to bring in food, drink or other ingestible item to be shared with members and others at the Sarah Heinz House as part of a special occasion, please

do not send any peanuts or tree nuts, peanut butter or foods/ingestible items containing peanut/tree nuts or peanut butter/tree nut butter. When choosing items, please read the ingredient list on the labels very carefully to ensure that nuts or peanuts are not listed as actual ingredients. This means products(s) cannot contain peanuts or tree nuts and cannot have the following warnings “may contain. . .,” “processing in a facility . . .,” and/or “manufactured on shared equipment.”

Any such food, drink or ingestible items must be sealed store-bought items, with visible ingredient lists. The Sarah Heinz House is not responsible for ensuring the absence of any allergens present in any foods, drinks or ingestible items consumed on the property. Members and members’ families are encouraged to educate members about any specific food, drink or other ingestible items and any specific allergens relevant to members and/or their families. Should there be a concern about allergens, the member and/or the member’s family must advise the Sarah Heinz House of such concerns.

## **Drop-off / Arrival and Pick Up / Departure Procedures**

**At Drop-off / Arrival (any time after 2:30pm),** It is required that a parent or guardian come to the Main Entrance Check-In with your child(ren) who are younger than 9<sup>th</sup> Grade, in a socially distant manner EVERY DAY, as they are screened and checked into the building.

**PLEASE DO NOT PARK IN THE DROP OFF CIRCLE.** Please park in either parking lot.

After checking in, the child will enter the building, scan in, and be directed to their designated program area. Parents may enter the building this year, if they wish. Parents will also be screened and temperature taken before entry. Parents will have limited access to specified section(s) of the building.

## **Pick Up / Departure Procedures**

At the end of your child’s program day, **the child’s family determines the child’s departure time and procedure.**

- Parents/Guardians are not permitted in the building, except for the parent/guardian escorting a tot or preschool class participant. If a parent/guardian needs assistance at pick up time for their member, the parent may call the member’s cell phone (if they have one), or may call the SHH Front Desk, or approach the Staff Member at the main entrance.
- Some families instruct their child to watch from inside through the Great Hall windows for their ride.
- Some families call or text their child to let them know that the family member is waiting outside.
- Some local families permit their child or teen to walk to and from Sarah Heinz House

Please **educate your child** to be aware of their regular pick up time, and your preferred method of Pick Up (whether they come out to you, or you come in for them), so they can try to be ready for you.

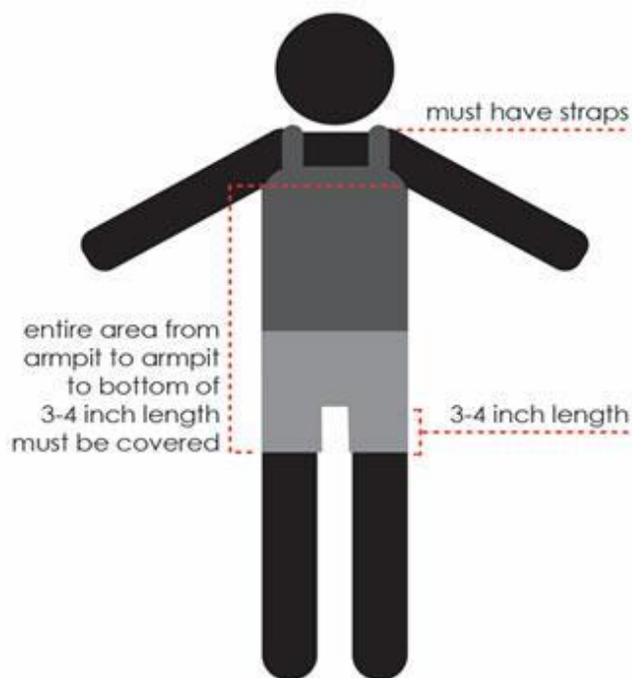
**Reminder that Sarah Heinz House Boys' & Girls' Club is NOT a custodial care agency**, and does not have the right or responsibility to keep a child on our campus during our regular program year (unless we think that the child is in danger), and does not assume responsibility for members if or when 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. If a member does leave the building, they will be screened again before reentering the building on the same day. If that member is under 9<sup>th</sup> Grade, then parent must be present for re-entry screening (parent not required to be present for re-entry of 9<sup>th</sup> – 12<sup>th</sup> Grade members).

**We may also ask for photo ID of any individual picking up a child that is not recognizable by the child and/or staff.** We reserve the right to not allow your child to leave Sarah Heinz House if the child tells us that they are unfamiliar or uncomfortable with the person picking them up. This is a safety precaution.

## **General Heinz House Rules for All Participants & Families**

1. **Respect** – Respect of oneself, peers, adults, policies, and the facility itself is an expectation at SHH. This includes participants, parents/guardians, and guests. Parents, Guardians, Visitors, and Participants are expected to follow the etiquette and expectations of Sarah Heinz House. 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. Disruptive or disrespectful behavior, slander and/or libel (defamation in writing or print) could result in loss of participation and membership privileges for your child(ren). Families who are disrespectful or do not follow SHH's rules will be subject to suspension or expulsion from campus grounds and/or programming. If you need to address an issue with staff, then please call, email, or respectfully approach the Front Desk and request to meet with the appropriate staff member.
2. A full member **MUST** attend their required 2 programs per week to meet their full membership requirement or they could be deactivated from membership.
3. 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.
4. **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 subject to disciplinary action is at staff discretion;

5. 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. Please speak to a full time staff member or the program assistant to inquire about something in lost and found.
6. Proper clothing and footwear must be worn at all times. Bathing suits and bare feet are only permitted in the pool and locker-room areas. Tennis-shoes and/or similar type shoes are required in our indoor/outdoor gymnasiums and active-play spaces. Undergarments should not be visible at any time and clothing should cover the body as shown in the image below. Clothing that promotes drugs, alcohol, weapons, cults, gangs, etc. and/or depicts offensive words/imagery are prohibited on our campus. Staff aim to apply this policy consistently, as well as provide opportunities for individuals to dress closer when alerted of a violation by: (1) asking them to put on their own alternative clothing; (2) allowing them to choose from alternative clothing Sarah Heinz House has on-site (if and when available) and/or (3) contact a family member so that alternative clothing may be brought to Sarah Heinz House within a reasonable timeframe.



7. Proper footwear (non-marking tennis shoes or athletic shoes) should be worn for scheduled Open Gym (Program Director discretion and flexibility). Overall dress code for unplanned gym activities is staff's discretion.
8. Do not leave valuables in bags or coats. Check valuables with locker room attendants.
9. No foul language is permitted.
10. Smoking, alcoholic beverages, illegal drugs or drug paraphernalia, or prohibitive offensive weapons are NOT permitted on Sarah Heinz House campus. 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.

11. Running should ONLY be done when in the gym and on the playfield (with supervision). No running in other parts of the building.
12. The fire exit stairways from the 2<sup>nd</sup> and 3<sup>rd</sup> floor to the East Ohio Street door are only to be used in case of a fire or fire drill, or any other emergency signal or instruction given by SHH personnel.
13. 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.**
14. A permission form signed by a parent or guardian is required for every youth attending any field trip sponsored by Heinz House.
15. Littering is not permitted.
16. No skates, skateboards, or bicycles are allowed to be used on Heinz House property after arrival.
17. 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”** is a core principle that we teach and follow.
18. It is the strict policy of Sarah Heinz House that discrimination will not be tolerated.
19. 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.

**Potential Danger to Members-** Sarah Heinz House may also impose a long-term suspension or expel any participant, visitor, or family that 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.

## **Code of Conduct for Participants, Parents/Guardians, Visitors, Volunteers and Staff**

Sarah Heinz House staff will respond to incidents of inappropriate behaviors with a plan designed to document, monitor, and intervene for all threats or incidents in violation of the Sarah Heinz House Code of Conduct.

To ensure the best care of our members, it is necessary to maintain good communication with parents and guardians in a calm atmosphere at Sarah Heinz House. However, it is important that all members and their families know that Sarah Heinz House and its operating bodies are no place for:

- Bullying (Verbal or Physical)
- Verbal or physical fighting or altercations, includes rough-housing, spitting, etc.
- Hostile tones of voice and disrespect with defiant attitude to any staff, campers, members, etc.
- Rude, profane, racist, or culturally offensive remarks
- Threats of physical harm, intimidation, or coercive behavior
- Weapons of any type: play toys, guns, knives, pepper spray, etc.

- Stealing
- Vandalism of any property belonging to Sarah Heinz House, staff, campers, members, etc.
- Defiance of SHH policies, safety procedures, staff instruction, or staff direction
- Any other inappropriate or disrespectful behavior as determined by the Program Director / organization.

**For the safety and supervision of all, Sarah Heinz House staff may remove members from daily or weekly activities, and/or the rest of a trimester or program year for violating the code of conduct, depending on the severity of the incident.**

**\*\* NO REFUNDS ARE GIVEN TO INDIVIDUALS WHO WITHDRAW OR ARE SUSPENDED FROM SHH PROGRAMS BECAUSE OF BEHAVIOR. \*\***

**If your child is reprimanded for participating in any of the above incidents or inappropriate behaviors, then you and your child will be expected to comply with the discipline determined by the Program Director / organization.** Discipline issues will carry over from session to session (next trimester) within the same program year.

## **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.

## **SIGN UP FOR WPXI's FREE 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.**

**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 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 for morning programs 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.

**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.

## **First Aid**

**Over the counter, or non-prescription medications, are not administered at Sarah Heinz House.**

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's or guardian's responsibility to arrange and implement any medical treatment or care beyond basic first aid (except in case of emergency).

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

By signing their registration paperwork, parents/guardians give permission for Sarah Heinz House to treat members with basic first aid when necessary. Except in the event of an emergency, it is the parent's /guardian's discretion and responsibility to proceed with additional medical treatment beyond basic first aid. In the event of an emergency, and if parents/guardians cannot be reached, then parents/guardians give permission to health care providers selected by Sarah Heinz House Staff to order Ambulance/Paramedic transportation, X-rays, routine tests, and treatment for the health of the child. Also, in the event of an emergency if a parent/guardian cannot be reached, parents/guardians give permission to the health care providers selected by Sarah Heinz House Staff to provide whatever treatment they deem necessary until a parent is reached. Parents/Guardians 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 programs and activities. Parents/Guardians 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. Parents/Guardians 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.

## Special Accommodations or Extra Support

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 child. To the extent it is reasonably 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 youth of comparable age.

We want all participants to have the opportunity to succeed and to have a positive experience. Expectations of strong attendance and full participation in programming maintains future opportunities and privileges for active members. Failure to meet those expectations could limit future opportunities. Our afterschool youth and teen membership is open to children who have completed Kindergarten through teens who have completed 11th Grade.

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. **In the registration process, you affirmed that you understand and agree** that it is the discretion of Sarah Heinz House to discern whether or not a child (including your child) can be successful in SHH programs without additional support beyond the normal scope of services or adult to child ratios. If Sarah Heinz House determines that additional support or service is necessary, and such additional support or service is not available, parents/guardians refuse to secure supports for the child, the additional supports or services needed are unreasonably burdensome, poses a danger to any participant (including your child) or would fundamentally alter the program, then Sarah Heinz House reserves the right, in the best interests of all participants and programs, to decline a participant (including your child) the opportunity to participate in programs.

If your child requires additional support in a school setting, or other afterschool settings, or if they normally require more than 1:10 supervision ratio, you are required to arrange and participate in an in-person meeting with the [Director of Program Services, Bob Bechtold](#), before your child may attend any programs so that a determination may be made as to whether reasonable accommodations can be made for your child prior to participation in any program, and when the child could begin participation. We are, however, unable to provide 1:1 care for any child except on an intermittent basis, such as injuries, discipline and personal care needs customarily provided to other children.

## Special Benefits for Heinz House Full Members

### **Open Attendance:**

Youth & Teen Members are welcome to attend 6 days each week during normal programming hours, even if not in scheduled programming.

**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 Weekly Schedule for specific times.

**Bulletin:**

A monthly newsletter is emailed 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. Bulletin will be sent via email to all, unless your family requests a hardcopy through Cathy Fodor, Office Manager, by email, at [fodor@sarahheinzhouse.com](mailto:fodor@sarahheinzhouse.com).

**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.

**Family Friday Night “Specials”:**

Each month, our staff will host a “Friday Night Special” Event where we invite members and families to attend. See monthly Bulletin for details.

**Kitchen:**

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

Each day Heinz House will offer 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 1:00pm - 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 their schedule, and allow time to eat and also be on time for program.

**Special Membership Recognition/Awards**

**Loyalty Pin Reception**

**Academic Honor Roll/ “A” Drive**

**Open Swims:**

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

**Discounted Summer Programs:**

Full Members who finish the program year in good standing qualify for significant discounts for Summer Programming.

**Field Trips:**

Full members qualify for field trips throughout the year, if scheduled as part of programming. See Bulletin for details.

**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.

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. Youth and Teen Members 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.

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 member is "caught doing something good," they receive a Gold Shield. They place it in the special bin near the front desk. At the end of each month, one random 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 Divisions compete 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 2 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

### **Recognition Dinner**

This prestigious event is to recognize and honor the Most Outstanding 50 members for the program year. Full members are chosen on the basis of their attendance, attitude, leadership, service, and participation in activities,. Invitations are mailed early in April. This is a dress-up affair.

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.

**SAR: Most Outstanding Member**

These two individuals are selected from the Top Fifty members 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 within Programming**

Sarah Heinz House recognizes members for various achievements they have accomplished throughout the program year. Awards are given for Perfect Attendance, Outstanding Attendance, Physical Fitness Challenges, and the Most Outstanding Member 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, and Dance) will have their own recognition times. 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.

**2021-2022 Calendar  
(Tentative, as of August 2, 2021)**

**August**

Online Membership Registration, Preschool Sign Ups  
and Extra Program Sign-Ups

Aug 10

- Continues until deadline February 26  
Training for PT Staff & Volunteers

Week of Aug 30 – Sept 4

## September

Labor Day – CLOSED

**PROGRAMS BEGIN (All Ages)**  
pm

SHH “Kick-Off Event (evening)  
Teen Night

Sept 6

Sept 7 (Tuesday after Labor Day) 2:30

Sept 10

Sept 24 9:00-11:00 pm

## October

**BUILDING CLOSED**

In-Service

Loyalty Pin Reception (Evening)

(SHH Closed 2 pm except for this event)

SHH CLOSED for Youth Festival Events

Extra Program Sign Ups (for Winter trimester)  
that Class

Halloween Special & Teen Night

Happy Halloween

**Oct 7** Sarah Heinz House Closed/Staff

Oct 12 Time TBA

Oct 21-23 See Bulletin for Details

Oct 25-30 Open only to those already enrolled

Oct 29

Oct 31 CLOSED

## November

Extra Program Sign Ups – Winter Trimester  
**List**

Extra Program Sign Ups – Winter Trimester

**Winter Trimester Begins**

Teen Night

Staff In-Service Day

**CLOSED - Thanksgiving Holiday**

Nov 1-6 Open only to those on **Wait**

Nov 8-13 Open to Public

**Nov 15**

Nov 19 9:00-11:00pm

Nov 24

**Nov 24-27 Sarah Heinz House Closed**

## December

Last Day of Regular Youth & Teen Programs Dec 11 until Jan 3

**\*Heinz House CLOSED until Jan 3, except for special events**

R.O.A.R.-Girls STEAM Event

Dec 17 TBD

Winterfest Field Trip to Heinz Camp

Dec 18 Tentative

## January 2022

New Year’s Day (observed)

Jan 1

Sarah Heinz House Closed

**Full Programming Resumes**

Jan 3

CAMP – Boys Camp Weekend (teens)

Jan 15-17

**Martin Luther King Day - CLOSED**

Jan 17

No afterschool programs

Teen Night

Jan 21

9:00-11:00pm

Sign Up for Extra programs – Spring Trimester  
that Class

Jan 24-29

Open to those already in

Sign Up for extra Programs – Spring Trimester Jan 31-Feb 5 Open only to those on Wait List

## February

Campaign for Others	Entire Month	
Sign Up for Extra programs – Spring trimester	Feb 7-12	Open to ANYONE, for classes still accepting participants
End Winter trimester	Feb 12	
<b>Spring Trimester Begins</b>	<b>Feb 14</b>	
Teen Night	Feb 25	9:00-11:00pm
Starter/Prep Night Out (@SHH)	Feb 26	3:00-10:00pm
<b>Last Day for Member Registration</b>	<b>Feb 26</b>	

## March

<b>SHH CLOSED- Staff In-Service Programs</b>	<b>Mar 14</b>	<b>No Afterschool</b>
Volunteer Dinner (by invitation) programs	Mar 15	no afterschool
<b>-Building Closed after 2pm except Vol Dinner</b>		
Summer Program Registration Begins		Date TBD
Teen Night	Mar 25	9:00—11:00pm

## April

Health Fair (required – all Starters & Preps)	April 6	TBD
Girls Camp Weekend	April 9-10	
CLOSE 2pm – begin Spring Break programs	April 14	no afterschool
<b>Spring Break – Building Closed</b>	<b>Apr 14-16</b>	<b>no afterschool programs</b>
Teen Night	April 22	9:00 – 11:00pm
COMCAST CARES DAY	April 23	*Tentative-See Bulletin
<b>Last Day of Regular Programs</b>	<b>April 30</b>	

## May

Dance Recital (off Site)	May 4
Recognition Dinner (by invitation, off site)	May 5

## June & July

Camp Set Up interested	June 10-12	Contact Bob Bechtold if
Day Camp Starts (First Session)	Jun 13	
Women's Camp Weekend (tentative) details	June 17-19	Contact Cathy Fodor for
Fathers' Day Picnic and Open House @ Heinz House Camp	Jun 19	1:00-4:00pm
Resident Camp Boys	Jun 23 – July 3 (1 <sup>st</sup> Session), and July 3 - July 13 (2 <sup>nd</sup> Session)	

Girls  
Camp Tear Down  
interested

July 16 - July 26 (1<sup>st</sup> Session), and  
July 26 – Aug 5 (2<sup>nd</sup> Session)  
Aug 5-7 Contact Bob Bechtold if

## **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?**

#### **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.

#### **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.

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## **Who to Contact if you have a concern (“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. Director of Program Services
3. Director of Operations
4. 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).

**Disagreement with any of the policies** in this handbook or other member documentation must be presented in writing to **Bob Bechtold, Director of Program Services at Sarah Heinz House ([bechtold@sarahheinzhouse.com](mailto:bechtold@sarahheinzhouse.com))**, and may result in declined participation.

Thank you signing up your child for programs at Sarah Heinz House! We are so glad to have the opportunity to serve your youth/teen member, your family, and you!