



Sarah Heinz House
Boys & Girls Club
Afterschool Membership
Program Handbook
(as of October 19 2020)



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Sarah Heinz House
Risk Mitigation / Safety Guidelines
(as of October 19, 2020)

▶ **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

▶ **PPE**

- Masks required for staff & youth, and parent dropping off (provided to members by SHH if needed, but personal masks are permitted); any exceptions for face shield in place of mask must be accompanied by note from doctor, and approved by Executive Director.
- Gloves required for certain staff (food service, etc.) (available for all staff)
- Plexiglass guards at front desk

▶ **Visitors**

- ONLY Essential Visitors are permitted inside facility (maintenance, first responders, mail carrier, etc.). Parents/guardians will not be permitted inside the facility.
- Will be screened similar to staff and youth
- Required to wear masks
- Non-essential visitors will be met on front outdoor patio near main entrance, maintaining appropriate social distancing

▶ **Check In**

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

- 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 & Children
 - Staggered, outdoor screening and check-in
 - 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?
 - Has your child taken any medication this morning such as advil or ibuprophen or acetaminophen (Tylenol) or aspirin?
 - Do you have a rash of any kind on your body?
 - Have you been tested for COVID-19?
 - Have you been in contact with anyone in the last 14 days who has told you that they have been exposed to COVID-19?
 - Have you been in contact with anyone in the last 14 days who has tested positive for COVID-19?
 - Have you travelled in the last 14 days through any area(s) designated by the State of Pennsylvania with a high incidence of COVID-19, and required by the state to quarantine upon return to Pennsylvania?
 - *(if yes to any of 4-7, then we must see and document copy of negative test results or note from doctor or wait 14 days 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” counts as official reading)
 - Visual inspection of for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme agitation.
 - Guardians are not allowed to leave until their child is cleared to remain at facility.

▶ Pick-Up / Departure

- Staggered departures, as per each member’s final program period and schedule, as arranged between parent and member.
- 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.
- Parents are not permitted in the building, except for the parent escorting a tot or preschool class participant. If a parent 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.
- 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 9th Grade, then parent must be present for re-entry screening (parent not required to be present for re-entry of 9th – 12th Grade members).

► **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 kids. 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.
- Scheduled handwashing times will be set throughout the day for youth
- Clean and disinfect frequently touched surfaces, frequently throughout the day
- Regularly scheduled rotations are set for cleaning and disinfecting of restrooms and locker rooms
- Staff and youth will be educated on how to properly use, wear and store masks
- Staff and youth will be instructed to cough and sneeze into elbow

► **Sick Children & Staff**

- Sick children/staff 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.

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

Please keep your child at home, if your child

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

▶ **If COVID-19 is confirmed in a child or staff member:**

- Areas used by the person who is sick will be closed off.
- Outside doors and windows will be opened to increase air circulation in the areas.
- Areas will be cleaned and disinfected.
- Child or staff cannot return until cleared by a medical release from their doctor.
- Staff/kids who worked closely with that employee/child (within 6ft) for a prolonged period of time in the previous 14 days will also be sent home to self-monitor for at least 14 days (infected staff will be interviewed).
- Guardians of those in the sick child's/staff's classroom group will be notified without divulging name of affected individual.
- Board Chair/Vice-Chair will be notified.

▶ **Social Distancing**

- Designated walking paths are marked by tape on floors.
- Scheduled transition times have been established.
- Desk/work station separation.

▶ **Form of payment**

- Touchless pay via web/call-in credit card payments (when possible)

▶ **Nightly Cleaning**

- Nightly cleaning by our contracted service provider.

▶ **Staff Offices, Meetings & Equipment**

- Meetings will be conducted virtually via Teams platform as much as 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.) Individual office printers to be used for small, black & white, print jobs.
- Mail Room limited to 1 staff at a time.
- No sharing of refrigerators. Staff to bring lunch that does not require refrigeration.
- Shared offices will be reconfigured to provide for at least 6ft of distance between work stations. Doors will remain open to negate need to utilize door handles.
- Back office PT staff will work remotely when feasible.

- ▶ If Allegheny County and/or Pennsylvania 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 28, 2020**

FULL MEMBERSHIP: Pre-School/Tot Participants & 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. I understand and agree that it is the discretion of Sarah Heinz House to discern whether or not a child (including my 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 my 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 my child) the opportunity to participate in programs. We want all participants to have the opportunity to succeed and to have a positive experience. If my child requires additional support in a school setting, or other afterschool settings, or if they normally require more than 1:10 supervision ratio, I will arrange and participate in an in-person meeting with the [Senior Program Director, Dan Turkovich](#) or [Director of Program Services, Bob Bechtold](#), before my 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 some 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.

****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 (Specified days per age group division)
	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.

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 9th Grade, then parent must be present for re-entry screening (parent not required to be present for re-entry of 9th – 12th Grade members).

Parents are not permitted in the building, except for the parent escorting a tot or preschool class participant. If a parent 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.

ATTENDANCE POLICIES

Required Attendance:

The expectation of attendance and participation for the 2020-21 program year is that each member will attend SHH on their two scheduled days.

Full members are **expected to attend SHH regularly**. If a full member cannot attend one of their required days, then he or she should call or email Heinz House to excuse themselves from that day's activity (412-231-2377 or 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**, then this could impact your registration and participation in programs for the next trimester. **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), 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 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.

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.

Important Dates to Remember

Tuesday, September 1: Registration begins **ONLINE Deadline to turn in forms (signature**

Monday, September 7: Heinz House CLOSED for Labor Day

Monday, September 28: First Day of Afterschool Programs

Saturday, October 31: Heinz House CLOSED for Halloween

Sept 28 to Dec 12: Fall Trimester

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. **You can also refer to Page 15 of this Handbook** for more specific information.

Free Dinner

Sarah Heinz House will be offering ALL youth/teen members a free dinner onsite on their agegroup days of attendance for membership. Families can expect a mix of hot and cold meals that will be nutritious and of a wide assortment. Alternatives will be provided for any allergies or dietary restrictions that are reported to Sarah Heinz House prior to the beginning of attendance. Please note that the free dinner is not mandatory; members who wish to bring their own lunch may still do so. **Like in the past, Sarah Heinz House cannot offer any refrigeration or heating for food that members bring themselves.**

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

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. Unlike prior years, field trips trips to zoo, museums, etc. will not be offered this fall.

Drop-off / Arrival and Pick Up Procedures (regular times)

Drop-off / Arrival (after 2:30pm) should be as close as possible to the start time of your child's first program period. It is required that a parent or guardian come to the Main Entrance Check-In with your child(ren) younger than 9th Grade, in a socially distant manner EVERY DAY, as they are screened and checked into the building. When you do, PLEASE park in either parking lot.

PLEASE DO NOT PARK IN THE DROP OFF CIRCLE. After checking in, the child will enter the building without their parent/guardian, scan in, and be directed to their designated program area.

- **At the end of your child's program day:**
- **Please park in either parking lot. Please try to educate your child to be aware of the regular pick up time, so they can try to be ready for you.**

Parents are not permitted in the building, except for the parent escorting a tot or preschool class participant. **If a parent needs assistance at pick up time** for their member, the parent may call or text the member's cell phone (if the member has one), or may call the SHH Front Desk, or approach the Staff Member at the main entrance.

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. 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 9th Grade, then parent

must be present for re-entry screening (parent not required to be present for re-entry of 9th – 12th 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 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 days of programming, 2 days per week to meet their full **membership requirement** or he/she could be deactivated from membership.
3. **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.
4. 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.
5. **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;
6. **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.
7. **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.
8. 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.
9. **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. 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). Clothing with offensive words, anything advertising drugs, alcohol, weapons, cults, or gangs, WILL NOT be tolerated, and is not permitted on the campus.
10. 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). Dress code for unplanned gym activities is staff's discretion.
11. Do not leave valuables in bags or coats. Check valuables with locker room attendants.
12. Members should be in scheduled activities during their entire day at Heinz House for this year. If this becomes a pattern, they will be disciplined accordingly.
13. **No foul language** is permitted.
14. **Smoking, alcoholic beverages, illegal drugs or drug paraphernalia, or prohibitive offensive weapons are NOT permitted** on Sarah Heinz House campus.
15. No running in the building except in the gym and on the playfield (with supervision).

16. The fire exit stairways from the 3rd and 2nd floor to the East Ohio Street door are only to be used in case of a fire or fire drill.
17. 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.**
18. A permission form signed by a parent or guardian is required for every youth attending any field trip sponsored by Heinz House.
19. Littering is not permitted.
20. No skates, skateboards, or bicycles are allowed to be used on Heinz House property after arrival.
21. 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"!
22. Chewing gum is not permitted in Club or Gym/Swim, locker room, or pool areas.
23. It is the strict policy of Sarah Heinz House that **discrimination will not be tolerated.**
24. 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 building if accompanying their preschool child to a specific program (one parent per school member). They **may not travel throughout the building**. Restrooms for visitors or parent accompanying their preschool or tot participant 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), and approach the staff member at the entrance for them to call into the building for your child to be dismissed.
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 speak to 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.

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.

Code of Conduct for Members, Parents, 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, 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
- Inappropriate Clothing and Attire (listed below)
- Weapons of any type: play toys, guns, knives, pepper spray, etc.
- Alcohol, illegal drugs or behavior indicating drug or alcohol use
- 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 behavior as determined by the Program ~~Camp~~ Director.

For the safety and supervision of all, Sarah Heinz House staff may remove members from daily activities, an entire session 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 you and your child will be expected to comply with the discipline determined by the Program Director. Discipline issues will carry over from session to session.

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 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.**

IF / when Pittsburgh Public Schools resume in-school instruction at some point during this school year, THEN 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 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 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 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 discretion and responsibility to proceed with additional medical treatment beyond basic first aid. In the event of an emergency, and if parents cannot be reached, then parents give permission to health care providers selected by Sarah Heinz House Staff to order X-rays, routine tests, and treatment for the health of the child. Also, in the event of an emergency if a parent cannot be reached, parents 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 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 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 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.

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 reaching their full potential.

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 children 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 1st Grade 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.

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 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.

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 or expression, sexual orientation, ancestry, national origin or disability. It is the strict policy of Sarah Heinz House that any discrimination will not be tolerated. Furthermore, any act of discrimination that Sarah Heinz House becomes aware of will be dealt with by a fair and prompt investigation into the matter.

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 ("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).

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), and may result in declined participation.

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