



## **Policies & Procedures Handbook**

This handbook is designed to give information and policies that pertain to Brooklife Student Center.

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# GENERAL

## 1 MISSION OF BROOKLIFE STUDENT CENTER

Brooklife Student Center (BSC) is a non-profit organization that provides a safe facility, professional staff, a fun environment, and programs to assist students in developing self-esteem, values, and skills. We serve students in the 7-12 grade.

A place where every student matters.

Matters to God - Every student is loved by God. We want students to see their value to God and to understand that God created them on purpose for a purpose.

Matters to others - Relationships are a key part of life. Show us your friends and we will show you your future. We want to help students learn how to build healthy relationships with others that will not only positively impact their life now but will help them build positive relationships for the rest of their lives.

Matters to our community - Our students are our future. We want our students to know that they are a valuable part of our community. We want to resource and enable our students to contribute their knowledge and skills now, not just when they are older.

## 2 NON-DISCRIMINATION

Students are welcome at Brooklife Student Center regardless of race, religion, sex, age, national origin, marital status, sexual orientation, gender assignment, political ideology, or ability.

## 3 ADA POLICY

Brooklife Student Center seeks to serve all people. We intend to include people of all abilities in our programs in the most integrated setting and wherever it is reasonably possible to do so. This includes individuals with a physical, mental, or emotional need that substantially limits a major life activity, individuals with a record of such need, or individuals who are regarded as having such needs. Despite our best efforts, it may not be possible in certain circumstances for Brooklife Student Center to accommodate the disability or special needs of a particular student. This could occur in the following examples:

- The individual's disability or special needs present a significant direct threat to the health or safety of others and such risk cannot be eliminated or reduced to an acceptable level; or
- The required accommodation would require a fundamental alteration to Brooklife Student Center student programs or otherwise would present an undue burden for Brooklife Student Center.

For some students, special accommodation needs may appear later or may differ over time. Brooklife Student Center will make ongoing assessments of your student's needs and will require the parent or legal guardian's involvement in this process. Failure to share information about your student that identifies special care, accommodations, or supervision needs may jeopardize the placement of or continued participation by your student in the program. All students are expected to abide by the Code of Conduct or stated behavior expectations. An individual plan of care stating needs is required before starting the program.

## 4 RELIGIOUS ORGANIZATION

Brooklife Student Center is a non-denominational organization.

## 5 ANTI-BULLYING POLICY

Brooklife Student Center is a safe and positive place for kids. We have zero tolerance for bullying. Bullying is defined as unwanted, aggressive behavior that involves a real or perceived power imbalance. If a student's behavior is considered bullying, we will work with the parents/guardians on age-appropriate interventions and consequences. If the bullying behavior does not stop, Brooklife Student Center reserves the right to revoke/suspend access to the facility.

## 6 ZERO TOLERANCE

Brooklife Student Center will never tolerate violence in our programs and/or on our premises. If a student or family member chooses to bring a weapon with malicious intent to the Brooklife Student Center, they will be expelled immediately! **911 and the police will be called.** CPS may also be notified in these circumstances. **NO SECOND CHANCES.**

## 7 DRUGS, ALCOHOL, AND SMOKING

The use of illegal drugs, controlled substances, recreational drugs, alcohol, tobacco, and other smoking materials are prohibited at Brooklife Student Center. If suspicion of impairment occurs, we will ask you to call a taxi or an emergency contact to pick up you and your student. If you choose to leave with your student, we will call 911 and Child Protective Services.

# STUDENT CENTER HOURS

## 8 HOURS OF OPERATION

**School Year:** Monday, Tuesday & Wednesday after school till 6:00 pm.

Days and Hours are subject to change by semester based on student population availability. ProCare and the BSC website will have up-to-date hours of operation. An email will also be sent if and when hours are changed.

**No School:** Brooklife Student Center may host events when school is closed. This will be on a case-by-case basis and announced through Procare and the BSC website.

Summer: Hours of operation may change during the summer. Updated hours will be available through ProCare and on the BSC website

## 9 CENTER CLOSURES

Brooklife Student Center recognizes the following days as holidays and may be closed. As some holidays may fall on a weekend, please check with your Brooklife Student Center for the most accurate closure information as they vary.

- New Year's Holiday (day may be adjusted depending on what day of the week it falls)
- Memorial Day
- Labor Day
- Thanksgiving Holiday (Thursday and Friday)
- Christmas Day (day may be adjusted depending on what day of the week it falls)

## 10 SNOW/INCLEMENT WEATHER

Brooklife Student Center will be closed if Mukwonago School District is closed due to inclement weather. If schools dismiss early due to inclement weather or have canceled after-school activities, Brooklife Student Center will be closed to ensure the safety of all. Email communication will be sent.

If it becomes necessary to close a Brooklife Student Center while students are present, we ask that parents pick them up as soon as possible.

# STAFFING AND COMMUNICATION

## 11 STAFFING

Our programs employ student professionals who take seriously the work they do with students. Before being hired, each staff must undergo a criminal background check, reference check, and in-depth interview. Our professionals receive Brooklife Student Center

training. Training includes but is not limited to student safety and harassment training, and Trauma Informed Care training is required of all staff.

## 12 VOLUNTEERS

Volunteers are vital to our programs, and we encourage any parent or other adult to become a Brooklife Student Center volunteer. Volunteers tutor, teach classes, coach, help with special events, fundraise, work in the office, and help with building repair and maintenance projects. Volunteers are interviewed and must undergo a comprehensive nationwide Criminal History Background Check, which is repeated regularly without exception. If you would like to volunteer at the Brooklife Student Center, please speak to a staff member.

## 13 COMMUNICATIONS

The front desk or Brooklife Student Center director will keep staff, volunteers, parents, and students abreast of all BSC happenings through email and/or text messaging.

Procare will provide parents and students with pertinent updates via text and/or email. To reach BSC staff, please email [studentcenter@brooklife.org](mailto:studentcenter@brooklife.org) or call \_\_\_\_\_

Please check in with the program director to ensure your email is up to date. Feel free to email us if you have questions or messages for staff.

## 14 UPDATING PERSONAL INFORMATION

Please use the Procare app to update student information as needed. Should a significant change in living situation or health occur, please contact [studentcenter@brooklife.org](mailto:studentcenter@brooklife.org) or call the director at \_\_\_\_\_.

# REGISTRATION AND BILLING

## 15 REGISTRATION AND ENROLLMENT PROCEDURES

Brooklife Student Center has limited spaces available. Students are required to reserve a space to attend.

All information received is kept confidential. Note: Only approved staff and individuals will have access to any information. We don't share information.

## 16 CANCELATIONS

At times, Brooklife Student Center will need to cancel a program due to low enrollment. Parents and Students will be notified through text and email via Procare.

# GENERAL INFORMATION

## 17 STUDENT CUSTODY AGREEMENTS, REQUESTS OF RECORDS, AND LEGAL ORDERS

Certified copies of student custody agreements and legal orders regulating parental access to student and their school records need to be filed with the program director.

## 18 OPEN-DOOR POLICY

As the parent/guardian of a student in our program, you are welcome to observe the program. You will need to show your ID when entering.

## **19 FAMILIES IN TRANSITION**

Families in transition through personal loss, loss of a job, separation of a spouse or partner, or other difficult challenges should know we want to offer support. Please make us aware of concerns in your student's life. Changes outside of school and Brooklife Student Center may have an impact on a student's interactions while in our care. Our policy is to maintain a quality program while continuing to be a neutral and confidential party during family hardship. We will help to provide families with resources such as counseling services, observation of students with chronic behavior problems, and other referrals. For more information, please request to meet with the program director.

## **20 PHOTOGRAPHY AND VIDEOGRAPHY RELEASE**

As a part of every program registration, photography, and videography release and consent are implied.

## **21 SNACKS AND MEALS**

Snacks will be available for purchase. Students with intolerance and allergies are responsible for checking labels that will be available upon request.

# **HEALTH AND SAFETY**

For information regarding our Brooklife Student Center safety policies, including COVID-19, visit our website at [positiveplace.org/Brooklife Student Center-policies/](https://positiveplace.org/Brooklife-Student-Center-policies/)

## **22 CONTAGIOUS ILLNESS**

Brooklife Student Center and the Department of Health require us to exclude a student with symptoms of contagious illnesses. If it is evident your student shows any of these symptoms while in our care, you will be contacted to pick them up immediately. We will not provide care for a student who has stayed home from school or is determined sick at school 30 minutes before school release. If the school contacts parents/guardians 30 minutes before school ends, we expect the student to be picked up no later than 30 minutes after arriving at the Brooklife Student Center. Please keep your student at home if they are showing any of the below symptoms.

## **23 CONTROL OF A CONTAGIOUS DISEASE**

When Brooklife Student Center becomes aware of the presence of a contagious disease at the facility, Brooklife Student Center staff will notify the appropriate local health officer for guidance.

When there is an outbreak of a contagious disease and there is the potential for a case or cases to spread, the Brooklife Student Center will take all appropriate actions deemed necessary to control or eliminate the spread of the disease within their local health jurisdiction including, but not limited to:

- Closing part or all of the affected Brooklife Student Center
- Excluding any members, staff, and volunteers who are infectious, or exposed and susceptible to the disease from Brooklife Student Center programming.

In some instances, additional vaccination information may be necessary depending on the communicable disease.

## **24 PRESCRIPTION AND NON-PRESCRIPTION MEDICATION**

No medications of any kind will be administered by staff at BSC.

## **25 EMERGENCY RESPONSE PLAN**

We regularly practice emergency drills on how to care for students after a disaster and review emergency scenarios to be able to handle a wide variety of crises.

## 26 ACCIDENTS

| <b><u>Emergency Treatment:</u></b>  | <b><u>Non-Emergency Treatment:</u></b>   | <b><u>First Aid Treatment Only:</u></b>   |
|---|--|---|
| Examples: <ul style="list-style-type: none"><li>• Uncontrolled bleeding</li><li>• Seizures</li><li>• Second and third-degree burns</li><li>• Shock</li><li>• Fractured bones</li></ul> Protocol: <ul style="list-style-type: none"><li>• Call 911</li><li>• Administer CPR/First Aid</li><li>• Contact parent/guardian or emergency contact</li><li>• EMS or parent transport to hospital</li><li>• Complete accident/injury report</li></ul> | Examples: <ul style="list-style-type: none"><li>• Extreme vomiting</li><li>• Severe pain</li><li>• Fever 101 degrees or above</li><li>• Cut that requires stitches</li></ul> Protocol: <ul style="list-style-type: none"><li>• Administer First Aid</li><li>• Contact parent/guardian or emergency contact</li><li>• EMS or parent transport to hospital, if necessary</li><li>• Complete accident/injury report</li></ul> | Examples: <ul style="list-style-type: none"><li>• Minor cuts, scrapes, bumps</li><li>• Low grade fever up to 101 degrees, headaches</li><li>• “Need to lie down”</li></ul> Protocol: <ul style="list-style-type: none"><li>• Administer First Aid</li><li>• Document in accident log</li><li>• Contact parent/guardian for pickup, if necessary</li></ul> |

In the event of an accident while in our care, Brooklife Student Center carries secondary insurance. Secondary insurance will help cover additional costs that the student’s primary insurance does not cover. Please talk with your program director to receive the form.

## PROGRAM EXPECTATIONS

### 27 LOST AND FOUND

We are not responsible for lost or damaged items from home. Please help us by labeling everything with your student’s name and leaving valuables at home. Stray clothing and items will be placed in the lost and found area each day. Unclaimed clothing and items are donated to charity. Please check with your Brooklife Student Center for donation dates.

### 28 MUSIC

We make every effort to make sure music is age appropriate. We cannot control the music that students hear outside of the Brooklife Student Center and may introduce it to their peers.

### 29 DAMAGE TO BROOKLIFE STUDENT CENTER PROPERTY

In the event your student intentionally damages Brooklife Student Center property, you may be asked to cover the cost of replacement.

## BEHAVIOR MANAGEMENT

### 30 SUPPORT PROTOCOL

Brooklife Student Center strives to be an inclusive community to all whom we serve. Open lines of communication between Brooklife Student Center staff, families, and school staff help to ensure that we do our best to make sure all participants are successful. If your student has a diagnosed disability or has special medical and/or behavioral needs, a support meeting will need to take place before entering the program. This is to ensure our staff and your student are set up for success and can accommodate the needs of the

student. This is also available to those families that have a student without a diagnosis but feel that extra support would be helpful for the student's success in our program.

Before the support meeting, we ask that families provide Brooklife Student Center with an Individual Plan of Care, IEP, and any ROI/FERPA forms. This information needs to be updated annually, or as often as it changes.

### **31 DISCIPLINE**

While we strive to be sensitive to students and their family's cultural and individual values, age-appropriate behavior is expected of all students enrolled in our programs. Discipline will be based on an understanding of the student's needs and will encourage the student to develop self-control, appropriate behavior, and respect for the rights of others. Each student will be listened to and treated with respect and fairness by staff members. Staff may approach inappropriate behavior by using such methods as problem-solving, alternative activities, and logical consequences for their actions.

Staff uses positive techniques of guidance, redirection, anticipation and elimination of potential problems, positive reinforcement, and encouragement. Techniques of competition, comparison, and criticism are avoided. In addition, consistent, clear rules and expectations for the site are explained to the student. Staff will work with parents to establish open communication and to problem-solve the student's behavior. Follow-up at home may be necessary.

The use of proactive, non-physical safety interventions is the primary form of supporting an individual in distress and defusing potentially harmful situations.

Parents/guardians will be notified immediately if a student is in danger of hurting himself/herself, others, or the environment and if physical interventions had to be used. Should this occur, you are expected to pick your student up immediately. If unable, your emergency contact should be willing and able to do so. Your student will not be allowed to attend the program again until a protocol support meeting has happened.

The Brooklife Student Center, under no circumstances, will use corporal punishment, ridicule, or name-calling as forms of discipline.

### **32 SERIOUS DISCIPLINE AND SUSPENSION**

A serious discipline problem is defined by the director that determines a student is engaging in inappropriate behavior that results in a parent meeting and/or suspension. The following behaviors are examples and are not limited to:

- Fighting with another member, staff person, volunteer, or parent
- Bullying of any kind, verbal or non-verbal threats
- Acts of threat toward another member, staff person, volunteer, or parent
- Physical endangerment - drugs, alcohol, cigarettes, tobacco products, inhalants
- Destruction or theft of BSC property or another member's property
- Racial or sexual harassment (including inappropriate physical contact)
- Bringing or using weapons with malicious intent to the Center: guns (toy included), knives, slingshots, firearms, firecrackers, or anything that is intended to be used as a weapon
- Running away from staff, the program, and the facility. Failure to stay within audio or visual supervision.

If you or your student engages in any of these behaviors, we reserve the right to suspend that person from our Center. The duration of the suspension will be determined at the parent meeting. However, the student will not be able to return before the parent meeting.

If your student's school calls you to pick them up due to behavioral or disciplinary actions, they will not be able to attend Brooklife Student Center that day. If your student has been suspended or expelled from school, they will not be able to attend Brooklife Student Center for the duration of the suspension.



### 33 CIRCUMSTANCES FOR TERMINATING PROGRAM PARTICIPATION

We reserve the right to suspend or remove any student from Brooklife Student Center programs. Staff and parent(s)/guardian(s) have the right to request a parent conference at any time. The following are circumstances in which the director could terminate program participation. In every instance, complete efforts would be taken to try to solve the problem before termination.

- If parents/guardians disagree with a Center policy, and if attempts made to reconcile differences between the parent/guardian and the director fail, participation will be discontinued.
- If a student's behavior puts him/her or other students or staff at risk and is disruptive to the total program and every attempt to work with the student and his or her parent(s) fails to produce ongoing improvement, services will be discontinued.
- Additional grounds for terminating services include chronic late pickup, non-payment of program fees, failure to comply with program policies, failure to disclose required information or other standards indicated in this handbook, etc.

### 34 STUDENT ABUSE/NEGLECT REPORTS

Wisconsin State Law requires that all Brooklife Student Center staff who suspects that a student in our care is being abused or neglected must make an official report on behalf of the site to Student Protective Services (CPS). Reports are kept confidential. Referrals may be made to CPS without conferring with parents.

Reporting should be regarded as a request for an investigation into a suspected incident of abuse or neglect. A report does not necessarily constitute a proven fact; rather, it is the raising of a question about the state of the student. Making a report can be the beginning of a process to help parents with their challenges and protect their students.

## SCHOOL YEAR

### 35 MANDATORY CHECK-IN AND CHECK-OUT PROCEDURES

Students will check in and out using the Procure app.

Brooklife Student Center does not grant permission for a student to leave the Center, nor do we insist they stay. The decision as to when a student arrives and leaves the Brooklife Student Center and with whom needs to be handled between parent and student. A teen who is not mature enough to handle this responsibility should have the close supervision of other more suitable programs.

### 36 LATE PICK UP

Prompt pick up is an important acknowledgment of our staff's time. While we understand that situations can happen when you are running late, please understand that we have a responsibility to our staff to have them leave Brooklife Student Center promptly after their shift. If you are running late, please call the site to inform staff.

### 37 ACKNOWLEDGMENT OF HANDBOOK

At the time of program registration and within all confirmation emails, a link is provided to access this handbook. If you would like a hard copy, please talk with the Brooklife Student Center staff.