



BOYS & GIRLS CLUB

OF METRO NORTH

Parent Handbook

School Year 2025-26


**A guide for families registered for our
licensed Preschool & School-Age Programs**

Updated: July 2025

We're proud to be licensed by the Massachusetts Department of Early Education & Care (EEC), which ensures the highest standards of safety, care, and quality in early education programs.

EEC Contact Information:

360 Merrimack Street, Building 9, 3rd Floor
Lawrence, MA 01843

 978-681-9684 ext. 334

 www.eec.state.ma.us


Families may contact EEC for information about our licensing or compliance history.

Our Licensed Child Care & Enrichment Program Locations

Preschool Extended Day Program (Ages 2.9–5)

Stoneham High School


149 Franklin Street, Stoneham, MA 02180

 (781) 481-9092

School-Age Licensed Programs (Grades K–4)


Boys & Girls Club of Stoneham

15 Dale Court, Stoneham, MA 02180

 (781) 438-6770


The Club @ Colonial Park Elementary

30 Avalon Road, Stoneham, MA 02180

 (781) 835-9539


The Club @ Robin Hood Elementary

70 Oak Street, Stoneham, MA 02180

 (781) 835-9496

The Club @ South School

11 South Street, Stoneham, MA 02180

 (781) 835-9510

GREAT FUTURES START **HERE.**

Dear Parents and Guardians,

Welcome to the Boys & Girls Club of Metro North's Early Education Licensed After School Programs. This Parent Handbook has been developed to provide you with a clear understanding of our after school and extended day programs. Inside, you will find detailed information about our EEC-licensed program activities, procedures, and policies. We encourage you to review this handbook carefully and keep it accessible for reference throughout the school year.

Our licensed programs are designed to offer a safe, engaging, and supportive environment where children can explore, learn, and grow. Through hands-on experiences and positive interactions, we strive to foster each child's social, emotional, and academic development.

We extend our sincere appreciation to our dedicated staff for their energy, commitment, and the outstanding care they provide each day. We are equally grateful to our parents and guardians for their trust and ongoing support of our programs.

If you have any questions regarding the information in this handbook, please do not hesitate to contact us. We look forward to working together to ensure a positive and enriching experience for your child.

My Best,

Andrea C. Baez
Chief Operating Officer

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Our Statement of Purpose

Welcome to Boys & Girls Club of Metro North’s licensed Child Care & Enrichment programs in Stoneham. Our programs are fully licensed by the Massachusetts Department of Early Education and Care (EEC), with staff trained to meet and exceed state standards for safety, supervision, and quality. While the EEC requires a 13:1 student-to-staff ratio, we aim for closer to 10:1 to ensure more personal attention and meaningful relationships.

We’re not just a place for after-school care—we’re an extension of your child’s school day. With dedicated full-time staff leading daily **art**, **STEM**, and **music** programming, we offer hands-on enrichment that supports growth, creativity, and confidence. Every part of the day is intentionally structured to promote your child’s social, emotional, and academic development.

Strong communication with families is central to our approach. Our team is here to support your child—and you—with professional care, open dialogue, and a shared goal of helping every young person succeed.

Boys & Girls Club of Metro North does not discriminate based on race, color, religion, sex, gender, national origin, age, or genetic information. We’re proud to serve the Stoneham community with programs that reflect its diversity and create a sense of belonging for all.

Program Leadership

Our licensed programs are led by a seasoned leadership team with deep roots in youth development. Both our Chief Operating Officer and Chief of Staff bring decades of experience working with families through the YMCA, including years of direct service to children in communities like Stoneham. Their leadership shapes everything we do — from safety and staffing to enrichment and family communication.

Each site is managed by a dedicated **Site Coordinator** who oversees daily operations, supports staff, and ensures a high-quality experience for every child.

Classroom Staff & Educators

All staff meet or exceed the qualifications set by the Massachusetts Department of Early Education and Care (EEC), including required experience, education, and certification in First Aid and CPR. Ongoing training and professional development ensure that every team member is equipped to meet the needs of the children in their care.

- **Group Leaders and Assistant Group Leaders (Grades K–4):**
At our **Stoneham public school sites**, many of our group leaders are also full-time teachers or school staff. This creates a strong sense of continuity between the school day and after-school programming, offering children familiar faces and a consistent learning environment.

At our **Stoneham Club site**, group leaders bring a range of experience in youth development and after-school programming. While they are not school-day teachers, they are carefully selected for their professionalism, energy, and ability to connect with kids.

- **Lead Teachers, Teachers, and Assistant Teachers (Preschool Extended Day):**
All early childhood educators are fully certified under EEC requirements, with specialized training in early childhood education and development.
- **Site Coordinators:**
These experienced professionals supervise daily operations and staff, maintain safety and licensing standards, and uphold Boys & Girls Club policies and practices.

We are proud of the team's dedication to creating a safe, enriching, and consistent environment that supports every child's growth and well-being.

Pick-Up Deadline & Late Policy

Parents are responsible for picking up their child at the **agreed-upon time selected during registration**— either by **4:00 p.m.** or **6:00 p.m.**, depending on the schedule you registered for. This pick-up time is tied to the rate you selected and is considered part of your child's registration agreement.

The following **late policy** applies based on your selected pick-up time:

- If you anticipate being late, please call the site as early as possible.
- At **5 minutes past your scheduled pick-up time**, we will begin contacting parents or guardians.
- At **30 minutes past your scheduled pick-up time**, we will begin calling emergency contacts.
- If your child has not been picked up within **one hour** of their scheduled time, and no contacts can be reached, local authorities may be called for assistance.

Late pick-ups are subject to a **\$1.00 per minute fee**, which must be paid by the end of the following day. Continued late pick-up may result in removal from the program.

Preschool Program: Daily Preparedness & Family Communication

This section applies to the Preschool Extended Day Program (ages 2.9–5).

To help us keep your child safe, comfortable, and fully engaged throughout the day, please review the following guidelines:

What to Bring

Children should come to the program dressed for active play and outdoor time, including weather-appropriate layers and shoes.

- All clothing and personal items **must be labeled** with your child's name.
- Please send your child in **weather-appropriate attire**. We go outside daily if the temperature is 32°F or higher. In the winter, children should come with:
 - Snow boots
 - Snow pants
 - Hat and mittens
- If your child may have accidents, we strongly recommend sending a full **change of clothes** (labeled) to keep at the site.
- Children must wear **closed-toe shoes** at all times during program hours for safety reasons.

Toys from Home

We kindly ask that all toys be left at home. Toys brought from home are likely to be lost, broken, or mixed in with program materials. Our staff work hard to create a fun, enriching environment with plenty of activities, and leaving personal toys at home helps reduce distractions and conflicts.

Diapers & Wipes

Children do **not** need to be toilet trained to register. For children who are not yet toilet trained:

- Please provide a weekly supply of **disposable diapers** and **baby wipes**.

- If your child runs out, we will provide diapers for the day. If supplies are not replenished by the next day, we reserve the right to suspend care until they are provided.
- Label all diapering supplies with your child's name.

Toilet Training Support

We're here to support you and your child through this important milestone.

- Educators will work closely with you once your child shows signs of readiness.
- A shared toilet training plan will be created together, and staff will help guide your child through the transition.
- Please send several extra pairs of underwear and pants during the training phase.
- Any changes to the plan should be communicated with your child's teacher.

Food & Allergies

Children may bring a **nut-free snack** from home if they wish. However, due to the serious nature of food allergies, we ask all families to carefully follow these safety guidelines:

- **Do not send any food containing peanuts or tree nuts.** Even trace amounts can trigger severe allergic reactions in children with life-threatening allergies.
- If a snack containing nuts is identified, it will be **removed immediately and sent home with your child.** We appreciate your understanding in helping us keep all children safe.
- We do our best to **prevent children from sharing food** with one another. While sharing may be a natural habit, it poses a real risk to children with allergies or dietary restrictions.
- Please label all snack containers and packaging with your child's name.

Creating a safe and inclusive environment for all children is a top priority. If your child has a diagnosed allergy, please inform staff during registration and ensure an **Individual Health Care Plan (IHCP)** is on file.

Parental Input & Communication

We value open communication and believe that collaboration with families strengthens the care we provide. Program updates and reminders are shared through a mix of written notes, emails, flyers, and in-person communication at pick-up. Phone calls may also be used for more time-sensitive updates.

Families are welcome to request a conference with staff at any time. While many conversations happen informally during drop-off or pick-up, we're happy to schedule longer check-ins when needed.

Parents have the right to visit the program at any time while their child is present. We also welcome feedback and suggestions. While not all suggestions can be implemented, our team will always explain any limitations and do our best to be responsive and flexible.

Regular newsletters and classroom updates will be shared to help families stay connected to their child's experience.

Progress Reports

As part of our commitment to supporting every child's growth, our educators complete **annual progress reports** that reflect your child's development within our program.

These reports give families insight into how children are engaging socially, emotionally, and developmentally through our daily routines and enrichment activities. If you'd like to discuss your child's progress, we're happy to schedule a meeting outside of program hours.

Progress reports are a core part of our quality standards and are also required by the Massachusetts Department of Early Education and Care (EEC) for all licensed programs. We take pride in using these tools to better understand each child and strengthen our partnerships with families.

Program Rates (2025–2026)

We offer flexible, high-quality child care programs designed to meet the needs of working families. Below is a breakdown of rates by age group and location.

Preschool Extended Day Program (Ages 2.9–5)

Located at Stoneham High School

- **All Monday/Tuesday/Thursday/Friday:** \$36/day
- **Wednesday (extended):** \$54/day

School-Aged Child Care (Kindergarten–Grade 4)

Public School Sites

Robin Hood Elementary, South School, Colonial Park Elementary

- **Before School Program**
 - \$50.00/week (\$10.00/day equivalent)
 - Registration is for **all 5 days/week only**
 - No partial-week schedules available

- **After School Program**
 - \$12.00/day for pick-up by **4:00 p.m.**
 - \$24.00/day for pick-up by **6:00 p.m.**
 - Families may register in:
 - **2 days/week** (Tues/Thurs)
 - **3 days/week** (Mon/Wed/Fri)
 - **5 days/week** (by registering in both options)

Stoneham Club Site

- **After School Program:** \$28.00/day
 - Includes daily transportation (bus) from school to the Club
 - Families may register in:
 - **2 days/week** (Tues/Thurs)
 - **3 days/week** (Mon/Wed/Fri)
 - **5 days/week** (by registering in both options)

Need Help Paying for Child Care?

Families may be eligible for **Child Care Financial Assistance** through the Massachusetts Department of Early Education and Care (EEC). This program helps cover the cost of early education, before-school, and after-school care for working families, students, job seekers, and others with qualifying service needs.


Financial assistance is available based on family size, income, and need. Many families qualify for **reduced fees**, and some pay nothing at all.


How to Apply

To get started, contact our local Family Access Administrator:

Child Care Circuit

190 Hampshire Street, Lawrence, MA 01840

 978-686-4288 or 877-823-2273

 www.mass.gov/ccfa

You can also call **Mass 211** or visit mass211.org/childcare for multilingual assistance and to join the waitlist online.

What You'll Need to Provide

To apply, families will be asked to provide documentation such as:

- Proof of identity and Massachusetts residency
- Your child's birth certificate
- Proof of income (pay stubs or employer letter)
- Information about your work, school, job training, or other service need

Your Family Access Administrator will walk you through exactly what's required and help you every step of the way. **Immigration status does not affect your child's eligibility**, and all information is kept confidential.

If you have questions about how this may apply to your family, don't hesitate to reach out to us or to Child Care Circuit.

Registration Overview

Registration in Boys & Girls Club of Metro North's **EEC-licensed Child Care & Enrichment program** is available on a **first-come, first-served basis** during the **open registration period**

in August 2025 for the 2025–2026 school year. Parents/guardians are responsible for registering their child(ren) individually through our online system.

Choosing the Right Program

When registering, families must:

- Select the correct **location**: Colonial Park Elementary, South Elementary, Robin Hood Elementary, or Stoneham Club
- Select the correct **days** of care:
 - **Tuesday/Thursday** or
 - **Monday/Wednesday/Friday**
 - *To receive care 5 days per week, families must register in both tracks (Tu/Th and M/W/F) at the same location.*

For programs held at Stoneham Public Schools, families will also choose their child's **pickup time** during registration:

- **4:00 PM pickup** (standard care)
- **6:00 PM pickup** (Extended Care, billed at a higher daily rate)

Billing & Payment

Families are charged at the time of registration for the upcoming month. Monthly rates are based on:

- The number of scheduled program days in that month
- The pickup time selected (4:00 PM or 6:00 PM)

Example: The deadline to register for October is **September 15**. If you register on time, you'll pay the full monthly total at checkout.

Early Release Days

If a scheduled program day falls on an early release day (e.g. September 12), care will begin at **12:00 PM** instead of 2:00 PM.

Your standard registration (2–4 PM or 2–6 PM) already covers the regular afternoon hours, but families will have the option to add coverage from **12:00–2:00 PM** for a **one-time \$18 fee**.

This extended coverage is **optional**, and not included in monthly tuition.

Account Balances

All accounts must remain in good standing to continue participation in our programs. Children may not attend if the household account has an overdue or unpaid balance.

For any billing concerns, please contact our team at billing@bgcmetronorth.org.

Payment Plans & Financial Assistance

Families experiencing financial hardship after registering in September may request a **bi-weekly payment plan** for future months. We're happy to support families wherever possible.

Families participating in **Child Care Financial Assistance (CCFA)** should:

1. Create a free account on our site
2. **Do not pay online**
3. Email us at financialassistance@bgcmetronorth.org so we can provide next steps to verify your status and manually register your child in the requested program

Ongoing Monthly Registration

Registration for each upcoming month **opens by the 24th** of the prior month
(*e.g., November registration opens September 24*)

The **registration deadline** is the **15th** of the month prior.
(*e.g., to register for November, you must complete registration by October 15 to avoid a \$25 late fee*)

You'll have **about three weeks** to register each month, and the process to register is **quick and easy** through your online account.

If you have not registered by the **23rd**, your child's spot may be given to a family on the waitlist.

We rely on timely registration to plan staffing and ensure we can serve as many families as possible.

Withdrawing from the Program

If you need to withdraw your child from a Child Care & Enrichment program, please email us at billing@bgcmetronorth.org.

We kindly ask that you provide **as much notice as possible**, so we can offer your child's spot to another family seeking care. Your cooperation helps us support more families in our community.

School Vacation Weeks

Vacation weeks are **not included** in your regular monthly tuition. A **separate registration** is required.

Families will **only be charged if they register** for care during those weeks.

Programs during school vacation weeks run from **8:00 AM to 6:00 PM**.

Health & Safety Policies

At Boys & Girls Club of Metro North, the health and safety of every child is a top priority. Our programs meet and often exceed the high standards set by the Massachusetts Department of Early Education and Care (EEC), and our team is trained to respond promptly and professionally to health-related situations.

Required Emergency Medical Consent Form

To ensure we can respond quickly and appropriately in any health-related situation, all families must complete the **First Aid & Emergency Medical Care Consent Form** during registration. This form provides critical information about your child's medical history, emergency contacts, and authorization for treatment. Please fill it out thoroughly and keep it up to date — doing so helps us keep your child safe and ensures we can reach you or your emergency contacts without delay.

First Aid & Emergency Care

Each site is equipped with a fully stocked first aid kit, and our staff are trained and certified in First Aid and CPR.

If a child experiences a **minor injury**, staff will administer appropriate first aid and notify families at pick-up. Injuries are also documented in the child's file. For **head bumps or other notable incidents**, staff will call the parent during program hours to determine next steps.

In a **medical emergency**, staff will call 911 and notify the parent or emergency contact immediately. A staff member will stay with the child until a parent arrives. If an ambulance transport is required, any related costs will be the responsibility of the family.

Allergies, Medications & Individual Health Plans

We work closely with families to support children with allergies, chronic conditions, or medication needs.

If your child has a medical condition such as asthma, a food allergy, or another diagnosed need, please provide the following **before your child's first day**:

- Individual Health Care Plan (IHCP)
- Medication Consent Form(s)
- Emergency medications (e.g., inhalers, EpiPens) in original packaging with a current label

Life-saving medications are kept accessible; all others are securely stored in compliance with EEC regulations.

Illness & Keeping Our Community Healthy

We ask families to help us keep everyone healthy by **keeping children home when they're sick**. We are a well-child program and cannot care for children who are unwell.

To protect the health of other children, staff, and families, please keep your child home if they have:

- A fever of 101°F or higher (or had one in the last 24 hours)
- Vomiting or diarrhea
- A contagious condition such as strep throat, pink eye, head lice, or unexplained rash
- Heavy coughing, nasal/eye discharge, or symptoms that prevent them from participating

If a child becomes sick while in our care, we will contact a parent to arrange pick-up within one hour. While waiting, your child will be made comfortable in a quiet space, and staff will follow cleaning protocols for any materials used.

Children may return when they are symptom-free and, in some cases, may be asked to provide a doctor's note (especially in the case of a rash or diagnosed condition).

Emergency Preparedness & Safety Protocols

Emergency & Evacuation Procedures

- Our staff practice fire and evacuation drills monthly.
- If an evacuation is needed, we will bring your child to a designated off-site location and notify you immediately.
- Each site has a plan posted and a staff member responsible for emergency attendance, first aid, and documentation.

Severe Weather & Closures

- In the case of severe weather (blizzards, hurricanes, tornadoes), programs will close if Stoneham Public Schools are closed.
- If bad weather strikes during program hours, children will stay indoors or be relocated to a safe place until parents can arrive.

Power, Heat, or Water Loss

- If we lose a critical utility, we will notify you and may close the program early. Staff will remain with children until they are picked up.

Transportation-Related Emergencies

If a child is expected but does not arrive on the bus, staff will:

- Check with the school office and transportation department
- Notify families or emergency contacts if needed

Lost or Unregistered Child Protocol

- If a child is unaccounted for during program hours or arrives unscheduled, we will follow specific safety procedures, including contacting parents and, if necessary, local authorities.

Reporting Abuse or Neglect

- All staff are mandatory reporters. Any concerns of suspected abuse or neglect will be reported to the Massachusetts Department of Children & Families (DCF) as required by law.

Field Trips & Local Outings

- Children may visit parks or fields within a mile of the site as part of regular programming.
- Any trip further than one mile or involving Club transportation will require a separate permission slip.
- Staff bring emergency contact info, first aid kits, and cell phones on all off-site activities.

Code of Conduct & Behavior Guidance

Expectations for Children

Children are expected to:

- Treat others with kindness and respect
- Follow safety rules and staff instructions
- Use appropriate language
- Take care of Club materials and spaces
- Stay with their group and participate in activities
- Keep hands and feet to themselves
- Use calm voices indoors
- Help create a welcoming environment for everyone

We know that all children are learning — and part of that learning includes developing social skills, empathy, and conflict resolution. Our team supports each child's growth with patience, consistency, and care.

How We Guide Behavior

When a child struggles to meet expectations, staff will:

- Speak calmly and respectfully
- Help the child identify the problem and how it affects others
- Encourage the child to express their feelings and think about better choices
- Redirect to another activity or take a short break when needed
- Work with the child to repair relationships or fix the issue when possible

If behavior continues to be disruptive or harmful, staff will partner with families to address the situation. We do not use punishment, humiliation, yelling, or denial of food as discipline. Physical punishment is strictly prohibited.

Behavior Incidents & Follow-Up

If a child demonstrates behavior that affects the safety or well-being of others, the following steps may be taken:

1. **First incident:** Parent will be notified (verbally and/or in writing)
2. **Second incident:** Written warning; parent may be asked to pick up early
3. **Third incident:** Temporary suspension (typically one day)
4. **Fourth incident:** Parent meeting; additional suspension or dismissal may occur

The Site Coordinator will determine next steps based on the severity of the behavior, the child's age, and individual circumstances.

Behaviors That May Result in Suspension

While most challenges are addressed through redirection and support, suspension may be considered if a child:

- Physically harms or threatens another child or staff
- Uses aggressive or unsafe language or behavior

- Damages Club property or materials
- Repeatedly disrupts the group despite staff guidance
- Steals or disrespects the belongings of others

Our goal is always to keep children safe and supported — and we're committed to working in partnership with families when behavior challenges arise.

Parent Acknowledgment

Families must review and sign our full **Code of Conduct & Behavior Guidance Policy** during registration. This ensures we're all aligned in supporting a respectful, inclusive program environment.

Accommodations & Inclusive Support

At Boys & Girls Club of Metro North, we are committed to providing an inclusive environment where every child can participate and succeed. We make every effort to reasonably accommodate children with special needs or disabilities through thoughtful program modifications, ongoing communication, and individualized support.

Our team works closely with families and other professionals to understand each child's unique strengths and needs. We aim to reduce barriers, use developmentally appropriate practices, and ensure a safe and supportive experience for all.

In some cases, despite our best efforts, it may be determined that we are unable to safely meet a child's needs without fundamentally altering the nature of our program or jeopardizing the safety of others. If this situation arises, families will be engaged in a collaborative process to explore all options.

Requesting Accommodations

If your child has a diagnosed disability or special need, we encourage you to let us know during registration or as soon as possible. Here's how we'll work together:

1. **Parent Request:**
Submit a written accommodation request to the Site Coordinator.
2. **Collaborative Meeting:**
The Site Coordinator and Chief of Staff will meet with you to discuss your child's needs and consult with relevant staff.

3. **Plan Development:**

We'll work together to determine what reasonable modifications can be made to support your child and whether those can be implemented safely and effectively.

4. **Documentation & Review:**

Any agreed-upon accommodations will be documented in your child's file and reviewed by all staff who work with them. We will also continue monitoring to ensure the accommodations remain appropriate and effective.

Please note: While we strive to be inclusive, the Americans with Disabilities Act (ADA) does not require organizations to make changes that would fundamentally alter the program or create an undue financial hardship.

If at any point you have concerns about your child's experience or would like to revisit accommodations, please reach out to the Site Coordinator. If the concern involves the Site Coordinator, you may contact the Chief of Staff, who will escalate to the Chief Operating Officer or CEO as needed.


Family Resources

We recognize that families sometimes need extra support — and we're happy to connect you with local organizations that offer financial assistance, housing support, and child care resources:

Department of Transitional Assistance (DTA)

 Salem


 Food stamps, emergency shelter, and financial aid

 978-825-7300

North Shore Community Action Programs (NSCAP)

 Peabody


 Housing, education, job training, energy support, and homecare

 978-531-0767

Child Care Circuit

 190 Hampshire Street, Lawrence, MA

 Financial assistance and state voucher programs

 978-686-4288 or 877-823-2273

 www.mass.gov/ccfa

Contacts:

Stoneham Club Director

Destiny Delgado

ddelgado@bgcmetronorth.org

Stoneham Club Coordinator

TBD

Early Learning Director

Michelle Cahill

mcahill@bgcmetronorth.org

Colonial Park Elementary Site Director

Makayal McAleer

mmcaleer@bgcmetronorth.org

Robin Hood Elementary Site Director

Amanda Haley

ahaley@bgcmetronorth.org

South Elementary School Site Coordinator

TBD