

Summer 2021

PARENT Handbook

This handbook contains both our Parent Handbook and our COVID 19 response

Mission & History

"To enable all youth, especially those who need us most, to reach their full potential as productive, caring and responsible citizens."

The Boys & Girls Club of Milford will service as its primary constituency youths between the ages of 6 to18. These members will be served through a series of well-defined program areas whose objectives will encompass recreation, social development, educational growth, and cultural enrichment to assist them in reaching their potential as members of their families and citizens of the community.

The Club is a non-profit (501c3), private organization for dues-paying members. Memberships are required to use the Club facilities. Through a series of core program areas (character and leadership development; education and career development; health and life skills; the arts; and sports, fitness, and recreation) the Club strives to create among its members positive self-identity, health and wellbeing, positive values, a commitment to learning, social competency, and community and civic involvement.

Membership in the Boys & Girls Club of Milford is open to children, regardless of race, color, religion, or national origin, between the ages of 5 and 16 years. The membership fee covers participation in the Club's core programs: social, cultural, sports, and recreational activities.

A letter from our Executive Director

Dear Parents, Guardians, and Friends of the Boys & Girls Club,

The past few months have been hard, but we are excited to open our doors, see our members and get back to creating the lifelong memories your kids will cherish as adults! If you have any questions or concerns, please do not hesitate to reach out. As the past few months have been ever changing, I am sure the guidelines we have been given will change as we learn more about COVID-19 and how we can better protect ourselves and our kids. Please rest assured we will be on top of these guidelines and implementing them in a fluid way to ensure your kids are provided the safest and most fun experience possible!

We created this document to show you our commitment to the health and safety of your kids. Please read it thoroughly and familiarize yourself with the new policies and procedures we are implementing. One of the biggest changes is not allowing parents/guardians in the building. This and all our changes are being implemented to ensure your child's safety and protection. While you will not have access to the program, we will make zoom conferencing available with your child's staff, we will do our best to post to social media, and email pictures and updates of your child's day. We want our members families to see what their kids are up to and reassure each of you, that your children are having fun and are safe. We know the information within these pages seems overwhelming and for lack of better words not incredibly fun for our kids. However, most of these changes will happen in a way that the kids will not even know they are happening in the background. The staff will still work extremely hard to make sure there are fun activities planned, surprises happening, and the same loving and caring environment we are known for and our members love. Yes, your kids will be washing their hands a lot more than they have in the past, their groups will be smaller, and we will not be going on field trips. However, they will also be learning new healthy habits they can take with them for the rest of their lives, they will get more undivided attention, and learn how to make fun new experiences in the environment they have access too.

Sincerely,

Megan Altomare

Megan Altomare Executive Director

A letter from our Director of Operations/ Summer Camp Director

Dear Parents and Guardians,

Thank you for signing up your child for the Boys & Girls Club of Milford Summer Program. We are excited to serve you and your family in our Simon Lake Clubhouse this Summer.

As a city-owned building that we rent, we share the building with two other agencies, the Board of Education and the Milford Police Training Academy. As a shared space, each of our agencies has taken the measures to separate our spaces through signage, separate entrances, and security systems. The operations of these organizations are entirely separate from the Boys & Girls Club and will not interfere with our programming. It is important that you discuss this with your child and explain the importance of respecting not only this rule, but all the Boys & Girls Club of Milford's rules.

The Boys & Girls Club of Milford Simon Lake Unit entrance is located at 59 Devonshire Rd. and is clearly marked by several signs. Due to the new guidelines, please see below for drop off and pick up polices.

Below, you will find lots of important information regarding the Summer Camp program. As this is an ever-changing situation, please be patient and flexible with program changes as they arise.

We are looking forward to a fun filled summer and making many memories with your children!

Best,

Jill DeWerdt Director of Operations

2021 Summer Membership GENERAL SUMMER INFORMATION

REGISTRATION

Registration can only be done online at **www.boysandgirlsclubofmilford.com.** Please look over the registration form carefully before Submitting. Your registration is not complete until you make your payment and complete the wavier forms as well as turn in a physical form at the Clubhouse. The Club cannot hold your spot until all steps are complete. All payments are due in full at the time of registration. We have created an option for online payment using a credit/debit card.

While registering, at the bottom of the screen there are two options for payment. You can select process with payment and continue on the next screen to input your credit or debit card OR select submit without payment and a check and money order can be dropped into our Black Drop Box near Door 13 at our Simon Lake Unit within 24 hours to secure your spot in summer camp.

SUMMER HOURS

The Boys & Girls Club begins at 8:00am and ends at 5:00pm. See below for more information.

SUMMER CAMP FEES

Cost of the program is as follows Monday-Friday 8:00am-5:00pm Cost- \$200.00 per week

Please note: This year we are not hosting any field trips due to the state regulations with transportation.

SCHOALRSHIPS & CARE 4 KIDS

There are limited scholarships available for those who qualify. Contact the Clubhouse for more information on the Scholarship Program. The Boys & Girls Club of Milford accepts Care 4 Kids for the Summer Camp Program as well. In order to participate in the Summer Program, you must make the payment in full for the Summer Program, and once you provide a Care 4 Kids certificate, we can reimburse the payment after approval from Care 4 Kids.

If you are applying for Care4Kids, email your Parent Provider Agreement to <u>Teencenter@boysandgirlsclubofmilford.com</u> and we will complete the Club's portion and email it back to you. Parents are to submit their application to Care4Kids. If you

need a Parent Provider Agreement, visit Care4Kids at https://www.ctcare4kids.com/.

If you would like to set up a payment plan, please contact Samantha Sontag at the Clubhouse or email <u>Teencenter@boysandgirlsclubofmilford.com</u>.

REFUNDS

If your child, a staff member, or other member WITHIN your child's group tests positive for COVID-19 they will not be able to return to the program for 14 days of encountering this individual we will refund you on a prorated basis for the days you cannot attend our camp. You must have already paid in full to receive a refund.

Refunds will not be issued for any other reason.

If you have any questions relating to this policy, please email Executive Director Megan Altomare at meganaltomare@boysandgirlsclubofmilford.com

MEMBER DROP OFF/ PICK UP

Any person member, staff, approved visitor that is to enter the Boys & Girls Club of Milford, will be screened prior to entry. Screening will take place in the Boys & Girls Club parking lot. As each family pulls into the driveway they will stop at the check in station. We will have two separate staff on either side of the car. The driver will roll down the window/s and our BGCM staff whom will be in full PPE (Masks, Shields, and Gloves) will do a temperature check and screen members. We will deny entry to any person who does not meet any of the following criteria:

- A temperature of less than 100 degrees Fahrenheit
- Show no Signs or Symptoms of a respiratory infection, such as cough, shortness of breath, or sore throat.
- In the previous 14 days has not had contact with someone with a confirmed diagnosis of COVID-19, or is under investigation for COVID-19, or is ill with a respiratory illness
- Drivers will complete a daily acknowledgment listed below stating their child has been symptoms free, has not been provided a fever reducer, and that all the above conditions are true.

BGCM screen staff will maintain a written log of temperatures taken.

Specific instructions for drop off and pick up will be distributed prior to your child starting camp.

BGCM will prohibit any person except from the following from accessing the building. Scheduled BGCM staff, Members, persons with legal authority to enter, including law enforcement officers, Department of Children and Family, and professionals providing services to children. A second temperature screening will be done mid-day. Following the same safety protocols. These screenings will be done in the groups program room, and records will be kept.

• To mitigate exposure as much as possible Parents and guardians are not permitted inside the building

PROGRAMMING & ACTIVITIES

- As always BGCM will provide both staff facilitated as well as self-guided programming.
- As staff plan activities they will take into account social distancing and limiting physical contact
- All staff have received training on maintaining social distancing and health and wellness standards as it relates to the COVID-19 pandemic
- All members WILL still have FUN this summer!
- Members will be divided into groups of 18 based on their grade and weeks they are signed up for the program. Our goal is to keep our group formatting like how they were structured in the past, just smaller.
- Groups will rotate areas throughout the day. This will include their home room, outside in the field, outside on the black top, and in the gym. No groups will combine at any time, and areas will be disinfected in between each group.

MASKS

All adults that enter the Boys & Girls Club program this includes staff or approved visitors must always wear a mask or cloth face covering.

If the staff has a medical condition prohibiting them from wearing a face mask a face shield may be worn in substitution but must be pre-approved by Director of Operations or Executive Director.

Members attending the program are REQUIRED to wear masks.

SOCIAL DISTANCING

We understand the challenges of maintaining a physical distance of 6ft from each other in a camp setting. To mitigate exposure while providing a fun experience for our members our goal is to implement social distancing strategies that will reduce the number of people your child comes into contact with during the day. Our Social Distancing Strategy Goals are as follows:

- We will operate with a staff/youth ratio of 2:18
- No program area will exceed 20 people including staff and members

- Groups will remain the same each day with the same staff and each group will have their own separate space
- No groups will be combined in program areas or common areas
- Any area that serves multiple groups of children will be thoroughly disinfected between groups
- Staff will observe social distancing maintaining 6ft of distance from youth when applicable
- Members will not share supplies outside of their group

Hand/Respiratory Hygiene/Enhanced Cleaning and Disinfection Policy and Procedure

The Boys and Girls Club of Milford will provide either a handwashing station or alcohol based hand sanitizer in every area of the Boys & Girls Club. The Club will require all members and staff to follow CDC recommendations for reducing transmission, maintaining healthy business operations, and a healthy work environment including but not limited to:

- Wash Hands:
 - Upon entry into building
 - After using the restroom
 - Before/After eating
 - After Outdoor Play
 - o Before/After any health assessment or screening of any staff or member
- Not be within six feet of or make any contact with another person
- Not touch their face
- Cough & sneeze into a tissue or inside of elbow
- Stay home if they are sick or know they will not pass wellness screening

In addition, BGCM is requiring all Members and Staff to wash their hands:

- Prior to entering the building.
- Once they enter their specific program area and when changing program areas
- Before/After eating
- After using the restroom
- After sneezing, coughing or blowing their nose
- After coming into contact with a member (STAFF)
- After cleaning and sanitizing (STAFF)

Handwashing will become part of our everyday routine with our members. This will include fun ways to encourage kids to want to wash their hands.

Only items that can be sanitized/cleaned daily are authorized to be used as part of program (wood, plastic, metal, etc.). Items that cannot be washed or sanitized daily at the facility will be prohibited (stuffed animals, plush toys, etc.). The staff will clean and disinfect throughout the day. In addition, the building will be professionally cleaned each night using CDC approved cleaners and processes.

If members rotate from one space to another, the room & equipment will be sanitized according to CDC requirements prior to having another group.

Each day all members will receive a Club Safety Briefing during morning meeting to remind them of the importance of social distancing and maintaining good hygiene practices. All BGCM staff will receive additional training around social distancing policies and how to ensure our members are having fun while staying safe.

GROUP SIZE

We understand the challenges of maintaining a physical distance of 6ft from each other in a camp setting. To mitigate exposure while providing a fun experience for our members our goal is to implement social distancing strategies that will reduce the number of people your child comes into contact during the day. Our Social Distancing Strategy Goals are as follows:

- To align with the health and safety best practices provided by the CDC, the Club will reduce its capacity and limit all program spaces to a staff/youth ratio of 2:18 per group
- No program area will exceed 20 people including staff and members in 1 group at a time
- Groups will remain the same each day with the same staff and each group will have their own separate space
- No groups will be combined in program areas or common areas
- Any area that serves multiple groups of children will be thoroughly disinfected using CDC approved cleaners between groups
- Staff will observe social distancing maintaining 6ft of distance from youth when applicable
- Members will not share supplies outside of their group

BGCM requested approval from the State of CT OEC for a waiver to serve 100 children. We have secured additional space and locations if the need to serve more members should arise. Please be aware, if we need to change your child's site location we will let you know. All locations are within a 1mile radius to the Clubhouse which should make additional locations an easy transition.

PERSONAL ITEMS

- Members and staff are not allowed to bring any personal items into the facility. Other than their Water bottle, bathing suit, towel, lunch, and snacks.
- If there is a specific or medical reason a member will need to bring in personal belongings, this must be disclosed and pre-approved by the Executive Director or Director of Operations
- Materials and supplies for programming will be provided by the Club

WATER

- Reusable water bottles are not permitted to be carried around all day. If your child decides to bring a reusable bottle it will be kept in their snack bin
- Drinking fountains will not be used and covered to prevent usage
- Each Group will have their own Water Jug filled with Ice Water
- Each area will have disposable cups
- Water will be poured by a gloved staff member

MEALS/SNACKS

- Prior/After to any meal/snack the area will be sanitized
- Prior/After any meal/snack members will be asked to wash their hands
- After any meal/snack members will dispose of their own garbage. The staff will ensure the garbage is changed following any meal/snack
- Each member must bring their lunch and snacks inside a lunch box and an Ice pack MUST be included inside of each member lunch box- Refrigerators will NOT be used this summer.
- Lunch and snack should be brought to camp every day in a standard size lunch box that is labelled with your child's name and able to be zipped.
- Microwaves are NOT available so please pack ready to eat meals. We are NOT a peanut free facility.

FACILITY USAGE

- Drinking fountains will not be used and covered to prevent usage
- Groups will have scheduled time to use the restrooms. If members have to use the restroom at other points during the day, they will use the single person restroom. Restrooms will be disinfected after each use.
- As of right now we are not planning on utilizing the playground. Once the state continues to reopen in different phases, we will re-evaluate this decision.
- Any area that is used by multiple groups (Gym) will be fully sanitized in between each group

FIRST AID

In the event of an illness of injury that requires the immediate attention of a health-care professional and/or staff will:

- Contact emergency medical services.
- Give the child first-aid treatment or CPR when needed.
- Contact the child's parent.
- Ensure supervision of other children in the group.

In the event a child becomes ill while in our care, staff will:

- Contact the parent to pick up the child;
- Care for the child apart from other children;
- Give appropriate attention and supervision until the parent picks the child up;
- Give extra attention to hand washing and sanitation

In the event of an injury that requires minor first aid attention, staff will:

- Staff will notify lead staff of incident
- Ensure supervision of other children in the group.
- Lead staff will follow first aid protocol of using gloves and performing first aid in designated location

LATE POLICY

The parent of Boys and Girls Club of Milford members are under an obligation to pick up their children by the close of the Club day as defined by registration. If a member is not picked up the time they were supposed to be, a late fee will be imposed based on the chart below. A member will not be allowed to return to the club until the late fee is paid. First Time- None, 2nd- \$5, 3rd- \$10, 4th or more- \$20

PARENT WAITING AREA

At this time, due to current regulations, parents & guardians will not be able to enter the building. Parents can communicate with Summer Camp Directors and staff through email and telephone. If a parent is to come to the building, there will be a designated area with social distancing standards in which the parents are able to wait.

REMINDERS, UPDATES & COMMUNICATION

Mass communications about our Clubhouse hours will be sent to parents through our email newsletter. Please make sure to provide your email address to be added to our email blast list as well as follow our social media platforms for most up to date information and daily and weekly updates.

Extra Clothing & Appropriate Footwear

Extra clothing and appropriate footwear are also especially important. Please be sure to pack your child a bathing suit and possibly a change of clothes seeing as water play is very frequent during Summer Camp. Wearing sneakers or closed toe shoes is also mandatory. Your child may bring sandals or water shoes to wear while participating in water activities. Note: All members must bring a backpack to Summer Camp and all items must remain in their personal backpacks.

CLUBHOUSE RULES

While in the Club,

- Members must not leave the Club without permission
- Fighting, swearing, smoking and gambling are prohibited
- Respect is a must... rudeness will not be tolerated
- Running, roughness, and horseplay are not permitted
- Members must take good care of Club equipment. If they break it while using it improperly, you pay for it.
- Sitting on tables is prohibited
- Members must respect the rights of others
- Member must stay with their group
- Follow social distancing rules

DISIPLINE POLICY

- Verbal warning
- Time-out
- Two time-outs in the same day = 1 day suspension
- Club suspension/parent meeting
- 3 Suspensions = Expulsion

Causes for Immediate Suspension and/or Expulsion

- · Physical Fighting (even with your brother or sister)
- · Use or possession of alcohol, drugs, or any other illegal substance
- · Possession of a weapon or any item which could cause bodily harm
- · Defacing or destroying the Club's property
- Disrespect towards a staff member
- Children are responsible for broken items that are not accidents. Children will not be permitted to use the Club until payment is made.

If your child is suspended from the Club, it is expected that they will be picked up from

the Club immediately. If your Child is not picked up within one hour of us contacting you an additional day of suspension will be added.

Behavior and Incident Management

All members and parents must adhere to BGCM Expectations and Guidelines. BGCM reserves the right to implement the discipline and behavior management process at any point in time, up to and including suspension, probation, and/or membership termination.

- Parents will be notified of repeated intentional lack of adherence to social distancing.
- As always Parent(s) and/or guardian(s) of children involved in any incident are informed verbally and are asked to sign the incident form acknowledging that they have been made aware of the situation involving their member.
- Injuries, property damage, behavior management, and other incidents are all documented and reported to senior leadership at BGCM

The Executive Director and Board of Directors has the right to expel any member at any time for severe disciplinary issue.

EMERGENCY INFORMATION

It is important that everyone cooperate fully with illness and emergency procedures; they are intended to protect the well-being of all members. Any change in EMERGENCY INFORMATION MUST be communicated to the Club immediately. This is the ONLY way this information can be updated in your child's file.

MEDICINE

If your child takes medication daily, please complete the parent section of the authorization of medication form and then have your physician fully complete the form. This includes inhalers and EpiPen's. Also, please make sure to fill out a Plan of Care form that you can find at the front desk. Please have this paperwork in by June 15, 2020 in order to begin on the first day of Summer Camp.

ILLNESS & EMERGENCY SITUATIONS

Staff and members will be observed for cold/flu like symptoms throughout the day.

If a member develops an illness or signs of an illness during the day the group leader will immediately notify the supervisor in charge of the building. The member will be removed from the group and brought to an isolated supervised area, keeping a safe distance away from other members and staff while waiting for their parent/guardian to pick them up.

Staff members will be required to end their shift if a temperature above 100 degrees develops, or they begin to display cold/flu like symptoms.

The program area/s in which that member/staff used will immediately be closed for deep cleaning and disinfecting.

If a parent/guardian is called to pick up their sick child, the child must be picked up within 30 minutes and will not be allowed back to camp without verification that they are well.

Any person sent home displaying any of the symptoms related to COVID-19 must wait 5 days before returning to the program and be symptom free without the use of medication OR have a written approval from a physician.

REPORTING COVID-19 CASES

If a member or staff of the BGCM program has a confirmed positive COVID-19 test they must make sure that they notify the Boys & Girls Club of Milford.

Immediate once receiving this information the following will happen:

- The Executive Director and Leadership team will notify the Milford Health Department.
- We will immediately shut down the area in which the infected individual has been and clean per the OEC regulations.
- We will send out a notification to all participants in the program. The notification will specify if it is a direct or indirect contact. BGCM will ask all program participants with direct contact to the infected individual to self-quarantine away from the Boys & Girls Club for 14 days of encountering this individual and until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments
- In addition, we will follow any protocols or guidance from the Milford Health Department specific to the situation

HYGIENE

Proper hygiene is required for all Club members. Children should be clean, have clean clothes and proper hair treatment.

In the case of lice, all nits must be removed, and the child must have a doctor's written permission to return to the Club. Pink eye, coughing, and other medical problems must be treated before a child attends the Club. Parents must pick children up immediately, if a hygiene problem exists. <u>All children must be toilet trained to attend the Club (policy available upon request).</u>

Also, if your child is of appropriate age please consider the use of anti-perspirant due to the heat.

CELL PHONE AND TABLET USE BY CLUB MEMBERS

If a club member, parent, or other guest is in the Simon Lake Unit, he or she may only use his or her cell phone, tablet, or other mobile device in a designated area determined by the Executive Director, Director of Operations, or their designees unless special permission is granted by the Executive Director, Director, Director, Director of Operations, or their designees.

If a club member, parent, or other guest is in any unit of the Boys and Girls Club of Milford, he or she may not record video or take pictures of a person or event without their consent., post recorded video or pictures of a person or event on the internet or other electronic medium without their consent or record people or events at the club and stream them live via the internet or other electronic medium without their consent.

TOLIET TRAINING

The Boys & Girls Club of Milford does not accept children into membership who are not toilet trained. It is the same policy that governs acceptance into the public schools, which is designed not only to prevent "accidents and distractions" during the course of the school day, but to ensure the well-being, health, and self-esteem of the child. However, from time to time, accidents may happen. In the event of an accident, you can expect these procedures to be followed:

- Club staff will clean your child as well as possible and will provide clean clothes for the child to wear while waiting for their parent to arrive.
- Parents will be notified immediately through the contact numbers provided on the child's registration. Children will be kept in the Director's office until the parent arrives.
- Parents are expected to respond as quickly as possible and to bring clean, dry clothing for their child. If we provided clothing, parents are to launder it and return it the next day.
- Huggies®, Pampers ®, or any other type of diaper or "pull up" are not acceptable
- undergarments and will be taken as a sign that a child is not toilet trained.
- Any child who has more than two toilet accidents during summer camp will be considered not toilet trained and will not be allowed to participate in Club activities for the remainder of summer camp.

FIRE PROCEDURE

In the event of a fire, evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the fire exit. The group will walk safely away from the building, and line up for attendance. The staff will immediately take attendance. Should it not be possible to return to the building, parents will be notified via cell phone to pick up their children.

CHILD ABUSE & NEGLECT POLICIES

All of our staff have a responsibility to prevent child abuse and neglect of any children involved in our Club. All staff will be trained as Mandated Reporter.

PARENTS HIRING EMPLOYEES

Employees of the Boys and Girls Club may work or volunteer for the parents of club members in a personal capacity. When working with a club member outside of structured club activities, the employee is doing so in a personal capacity and is not working on behalf of the club.

The Boys and Girls Club of Milford is not liable for the actions of any of its employees acting in a personal capacity. Boys & Girls Clubs employees are only responsible for club members during structured club activities. When interacting with club members outside of structured club activities, including but not limited to when the employee is hired by a club member's parent to perform a service, the employee is acting as an individual in his or her personal capacity and is not acting on behalf of the club.

The Boys and Girls Club of Milford is not liable for the actions of any of its employees acting in a personal capacity. Boys & Girls Clubs employees are only responsible for club members during structured club activities. When interacting with club members outside of structured club activities, including but not limited to when the employee is hired by a club member's parent to perform a service, the employee is acting as an individual in his or her personal capacity and is not acting on behalf of the club. This means that the employee cannot make any claim against the Boys and Girls Club of Milford, including but not limited to worker's compensation claims, arising out of working in his or her personal capacity for a club parent or other person.

MEMBER & PARENT EXPECTATIONS

The Boys & Girls Clubs of Milford strives to maintain a Club environment that is built on respect for all. As such, there is a zero tolerance policy for behaviors or actions that jeopardize the health, safety, and well-being of any individual(s) being served or employed by the organization; this includes but is not limited to other parents, members, staff, volunteers, and partners of the organization.

BGCM does reserve the right to terminate any membership based on the behavior of member and or parent/guardian.

Parents/guardians are asked to support the Club in providing a safe space for our members and staff by informing the Club of any changes to their child's health or community exposure. If a child exhibits any symptoms of fever, runny nose, coughing, or shortness of breath, parents are asked to keep them home until their symptoms have subsided for 120 hours without the assistance of medication. Parents are expected to answer a verbal health questionnaire daily upon drop-off and authorize the Club or its representatives to administer a daily temperature check on their child prior to admission into the program.

Members participating in the program are expected to follow Club policies surrounding behavior, hygiene, health practices, social distancing, and any recommendations outlined by the CDC. Members must be able to participate in program at their designated workspace and follow instructions of staff to ensure their safety.

Members, parents, guardians that show disregard for Club policies or exhibit intentional disruptive behavior may be asked to leave the program.

HEALTH & SAEFTY PROCEDURES

It is important that every parent cooperate fully with the Health and Emergency Procedures of the organization. Our regulations are designed to protect the well being of all members. Boys & Girls Clubs of Milford's number one priority is to safely serve all children and youth in our care.

Due to the current situation and the COVID-19 Pandemic, the organization may be required to modify its regular procedures by adding more rigor, regulations, and/or restrictions to ensure its ability to safely operate its facilities and programs. Processes may require at minimum additional screening, parental acknowledgement of health and wellness, provision of documentation, and/or verification of compliance with organizational standards prior to admission to program or services, and/or modified operating hours. Any process implementation may require an escalation in its administration and/or frequency of administration. All process implementation is done in accordance with organizational policy, and an adherence to local, state, and federal laws and ordinances, including but not limited to anti-discrimination, ADA compliance, Child Abuse and Neglect, and HIPAA.