



PARENT HANDBOOK

For School Age Programs

2019-20

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TABLE OF CONTENTS

Program Hours and Phone Numbers.....	1
Weather Related and Other Closings	
Holidays and Other Closings	
<hr/>	
Enrollment Information.....	2-3
Custodial Documents	
Change of Status	
Withdrawal	
Illnesses and Emergencies	
Medical and Developmental Needs	
<hr/>	
Account Information.....	4-5
Fee Payment Options	
Late Pick-up Fees	
Past Due Accounts	
Financial Assistance	
Receipts and Tax Information	
<hr/>	
Special Programs.....	6
All-Day Programs	
Snow Day Programs	
Summer Programs	
<hr/>	
On-Site Procedures.....	7
Sign-in/Sign-out Procedures	
Daily Schedule	
Belongings	
Communication	
Field Trips	
Damages	
<hr/>	
Behavior Guidelines.....	8
Bullying	
Parent Behavior	
Staff Behavior	
<hr/>	
Rights of Children and Parents.....	9
<hr/>	
About Community Education.....	10

Read the Parent Handbook carefully. You are responsible for the information contained in it.

If you have any questions, call the Community Education office at (270) 842-4281.

Office hours are 8 a.m. to 4:30 p.m., Monday through Friday.

The school age programs are based on the belief that all students have the right to be in the care of adults who meet their health, safety, and developmental needs.

- Goals:**
1. To help students develop to their fullest potential by focusing on the following: self-awareness, interpersonal relationships, cognitive expansion, physical development, and recreational pursuits.
 2. To provide a safe and enriching program at minimal cost to participants.

PROGRAM HOURS OF OPERATION and PHONE NUMBERS

*Program sites and hours of operation are subject to change based on Bowling Green Independent and Warren County Public School Boards of Education's decision to adjust school schedules.

Program Sites	Phone Number	Opening Time for Before-School Program	Closing Time for After-School Program
Alvaton	270-991-3426	6:30 a.m.	6 p.m.
Bowling Green Jr. High	270-991-0799		5:30 p.m.
Briarwood	270-991-3463	6:30 a.m.	6 p.m.
Bristow	270-991-3465		5:30 p.m.
Cumberland Trace	270-991-3529	6:30 a.m.	6 p.m.
Dishman-McGinnis	270-282-3985		5:30 p.m.
Jennings Creek	270-991-5820	6:30 a.m.	6 p.m.
Jody Richards	270-991-3541	6:30 a.m.	6 p.m.
Lost River	270-991-3862		5:30 p.m.
McNeill	270-991-3979		5:30 p.m.
Natcher	270-991-4134	6:30 a.m.	6 p.m.
North Warren	270-991-4172		6 p.m.
Plano	270-991-0533	6:30 a.m.	6 p.m.
Potter Gray	270-991-4231		5:30 p.m.
Rich Pond	270-991-5670	6:30 a.m.	6 p.m.
Richardsville	270-991-5633		6 p.m.
Rockfield	270-991-5679	6:30 a.m.	6 p.m.
T.C. Cherry	270-991-5740		5:30 p.m.
Warren Elementary	<i>Program currently suspended due to low enrollment numbers.</i>		

Before-School Programs supervisory staff	270-799-5028
After-School Programs supervisory staff	270-799-5028, 270-799-5029
Enrichment coordinator	270-791-2162
Community Education office	270-842-4281

WEATHER-RELATED AND OTHER CLOSINGS

If your student's school is closed two or more hours early due to bad weather or other issues, Community Education will not provide care that day. Full afternoon care will be provided if your student's school is closed less than two hours early. However, please pick up your student(s) as soon as possible so that your family and our staff can get home safely.

In the (hopefully!) rare case of an emergency situation such as power outages, water lines breaking, etc., Community Education will not be able to provide programming at affected schools. If such an emergency occurs, the Community Education office will notify you immediately so that you may retrieve your student.

Community Education will not provide programming if schools are out for an illness such as flu, etc. Schools affected by such closings use the closed time to clean and disinfect. Hosting programs would defeat the purpose of keeping students out of the building so that the viruses do not spread.

DISASTER PLANS

A copy of Community Education's site-specific disaster plans, in case students must be removed from sites due to emergency situations, is available on your MyProcure parent portal under your student's log notes, or, if you do not have access to a computer, a hard copy is available by request at the Community Education office once your student's application has been processed.

HOLIDAYS AND OTHER CLOSINGS

Community Education's programs and office will be closed on legal holidays and other selected days, such as the day after Thanksgiving. The office occasionally closes because all staff are working an off-site event, such as Stand for Children Day. Contact the office for additional details.

ENROLLMENT INFORMATION

School age programs are licensed by the Cabinet for Health and Family Services and must adhere to the state's regulations, which include completion of a new enrollment form prior to each academic year and each summer program.

Prior to a student's acceptance in the program, his or her application form will be reviewed to determine if appropriate staffing, space, equipment, and materials are available to meet his or her needs. If the program falls short in any area, the student's name will be placed on a waiting list for that site. When an opening arises, the parent of the first student on the waiting list will be called to determine if participation is desired. See Medical and Developmental Needs section.

Enrollment in our programs is on a first-come, first-served basis. All paperwork must be completed accurately prior to acceptance into the program. Necessary items for each program enrollment include:

- A completed application form signed by the student's custodial parent or legal guardian
- Copy of the student's valid Kentucky immunization certificate with expiration date and doctor's signature
- Medical or developmental assessment (if applicable) includes allergy or other medical information, Individual Education Plan (IEP), 504 plan, etc.
- Medical or health insurance card
- Non-refundable \$30 enrollment fee per account for the academic year, snow day program, and summer early bird enrollment, \$60 for regular summer enrollment (An account is defined by the adult designated as responsible for paying.)

IMPORTANT NOTE: It is the parent's responsibility to keep enrollment records current regarding home address, home and work phone numbers, emergency contacts, valid immunization certificate and medical insurance. To inform us of any change, contact Community Education at (270) 842-4281 AND notify your site supervisor.

CUSTODIAL DOCUMENTS

The following legal documents must be filed with the Community Education office addressing custodial issues:

- Temporary custody order
- Termination of parental rights
- Statement of guardianship
- Restraining orders and emergency protective orders
- Divorce decree stating custody assignment

In the event custodial arrangements change, it is the responsibility of the parent to notify Community Education and provide current documentation.

CHANGE OF STATUS PROCEDURE

Any change in status must be made by the 6th of the month. To move a student to or from part time, notify the Community Education office in writing. A change of status fee of \$15 will be incurred for each change of status. All accounts will continue to be billed, pending notification of change of status. You are responsible for all charges incurred to date.

WITHDRAWAL PROCEDURE

Withdrawal: To withdraw a student from the program, notify the Community Education office AND notify the site supervisor. All accounts will continue to be billed, pending notification of withdrawal. In order to not be billed for a month, the office must be notified by the 6th of the month of the withdrawal. You are responsible for all charges incurred to the withdrawal date and will be billed for the days your student did attend the program.

Reinstatement: If a student is withdrawn from the before and/or after-school program(s) and needs the program(s) again

during the same school year, there is a \$15 reinstatement fee.

ILLNESS and EMERGENCIES

1. Students will not be accepted into the program if absent from school due to illness.
2. Parents must sign a daily medication log each time medication is to be administered. Medication must be in original container with correct label.
3. In the event of a medical emergency, every effort will be made to contact individuals listed on the application form. Parents will be notified first. If a staff member is unable to make contact, the injured student will be transported to an emergency room by ambulance. Parents will be responsible for all costs incurred for injuries that may occur at the program.
4. Students running a fever, having lice, diarrhea, vomiting, or other signs of communicable illness must be picked up immediately.

As a courtesy to parents, Community Education provides Student Accident Insurance for students during our programming. This is a policy designed to assist parents with medical costs due to injury during programs. As stated on the enrollment form, parents are solely responsible for any medical expenses, including ambulance transportation that a student may incur for any injuries, including those resulting from on-site injuries or off-site on an approved field trip. A copy of the benefits of this policy is available at the Community Education office.

MEDICAL and DEVELOPMENTAL NEEDS

Each student is special and unique. To provide the best possible care for your student, it is important we have full knowledge of your students' medical and developmental needs including allergies, disabilities, developmental delays, medications, and/or cognitive functioning. It is your responsibility to notify our staff of concerns we need to be aware of so we can adjust staffing, program plans, transportation, etc. Parents and guardians of students who have a 504 plan or an IEP are required to submit copies of the most recent ones to Community Education so that appropriate staffing is in place before the student(s) may attend any Community Education program. You will be notified when appropriate staff are in place and of the date the student can start.

PLEASE NOTE: Any medical condition requiring any accommodations or treatments (alternative snack due to food allergies, EpiPen due to any type of allergy, other medication, etc.) must be substantiated by a doctor's note **PRIOR** to the student's first day in the program **AND** the appropriate medication must be at site by the time the student arrives for his or her first day in the program.

We recognize that some students may have difficulty fully integrating into our programs due to serious and severe disabilities. However, every attempt will be made to achieve integration. To aid in this process, we request that a written multidisciplinary evaluation of the student be conducted before the student begins the program. The school may provide this information to us. If the school does not have such records, then arrangements for an evaluation shall consist, at a minimum, of results of medical and developmental examinations and assessments of the student's cognitive functioning or current overall functioning. The program shall be provided these records as well as the student's immunization and health history, prescribed medications, and any special procedures or precautions that the student may require.

PLEASE NOTE: For us to provide the best care possible for each student, a student with special needs cannot begin the program until Community Education has proper staff in place. Providing complete documentation (i.e. current 504 plan, IEP, etc.) with the application will facilitate the application process.

ACCOUNT INFORMATION

FEE PAYMENT OPTIONS

First payment for before- or after-school care is due Aug. 1. We accept cash, check, American Express, Discover, MasterCard, Visa, and money orders.

- Online: MyProcare parent portal: You will be sent log-in instructions for your parent portal through the email address you provide on the application. The parent portal will allow you to view and pay your balance with a valid American Express, Discover, MasterCard, or Visa credit card. You also may use the parent portal to print tax statements at the beginning of the year or other receipts at any time.
- Call in: Call (270) 842-4281 during normal business hours with a valid American Express, Discover, MasterCard, or Visa credit card.
- Mail to: Community Education, 1227 Westen Street, Bowling Green, KY 42104 (mailed payments received after the due date will be accessed a late fee)
- Drop off: 8 a.m.–4:30 p.m. weekdays, 1227 Westen Street
Do NOT leave payment at the office when the office is closed. There is no payment drop box for security reasons. Do NOT attempt to shove payments under the door. Do NOT tape payments to the door, etc. Community Education is not responsible for payments left in such a manner.

Do NOT attempt to pay bill at school. Site staff are not authorized/permitted to accept payments during the academic year.

ALL ACCOUNTS

- Please write the student's full name and program on the memo line of your check when paying fees.
- There is no pro-rating of fees due to illness, vacation, weather, or intersession.
- Non-sufficient funds checks are subject to an NSF fee of \$35. After two incidents, only cash, money orders, or certified checks will be accepted.

FULL-TIME FEE SCHEDULE

Payments are due by the first day of each month, regardless of which day of the week the first falls, even if school is not in session due to fall or spring break, etc. Payments received in the office after the 6th of the month are considered late and a \$20 late fee will be charged to that account. It is the account holder's responsibility to have the fee paid by the aforementioned deadlines, regardless if the deadlines fall on a day that the business office is not open, such as a weekend or legal holiday. In those cases, the payment should be made no later than the last business day PRIOR TO the deadline. Failure to pay fees will result in suspension of your student from the program until the account is paid up-to-date.

***NOTE:** Full-time fees are based on the number of school days there are per school year rather than the number of days school is in session each month. The fee payments are divided into 10 equal monthly payments.*

Discounts available for full-time participants:

- Families with three or more students enrolled full time receive a 33 percent discount, which is applied to the third and subsequent student(s).
- Families whose student(s) are enrolled full time and who pay a full semester or school year in advance receive a 10 percent discount. This must be paid by the 6th of the month or a \$20 late fee will be added. Summer discount available when paying for five or more full time weeks.

PART-TIME FEE SCHEDULE (fewer than 10 days per month)

Payments are due on or before the 20th of each month. A minimum of one day's fee is required per month, per student, regardless of whether the student has attended, in order to hold his or her place. Payments received after the 20th of the month will result in a \$20 late fee added to your account. Accounts will continue to be billed until the student officially is withdrawn from the program. (See withdrawal procedure.)

Part-time fees are calculated at the end of the month by tallying the number of days your student attends and multiplying it by the cost per day. Billing statements are emailed to the email address you listed on the enrollment form. **Failure to receive billing does not relieve your financial obligations, including late fees.**

SPECIAL PROGRAM FEE SCHEDULES

Community Education's Summer, All-Day and Snow Day programs have varying fee schedules and policies. Please contact the Community Education office at 270-842-4281 or at info@commed.us for more specific information.

BREAKS ONLY

Should a student need care only during all-day programs, register as Only All-Day Programs. A \$30 enrollment fee is required. Information in advance of all-day programs will be emailed to the email address provided on the application.

LATE PICK UP FEES

A \$2 per minute late fee is assessed after designated closing times. This fee will be added to your account.

PAST DUE ACCOUNTS

A student cannot attend the program unless fees are paid. If the account is not paid in full by the date of suspension, then services will no longer be provided. The student's enrollment is suspended until payment is received. The student may return to the program ONLY when the account is paid in full.

Important to note – if the student attends the program and fee payment arrangements have not been made by the payment deadline, the Community Education office staff will phone the parent/guardian to pick up the student immediately. If payment is not received by the next business day and the student again attends the program, the action will be considered parental abandonment and the authorities will be notified.

If an account is past due and is in default, Community Education or its representatives may retain an attorney or collection agency for collection. Account holders will be responsible for all costs of collection, including court costs, reasonable interest, reasonable attorney's fees, and reasonable collection agency fees.

COPIES OF ACCOUNT INFORMATION

All requests for copies of account information, including those by court order, will be available within five business days following formal request and upon payment of the processing fees. Fees vary according to the type of information requested, any redaction required, and the location of that information. Check with the office for the projected fee amount.

FINANCIAL ASSISTANCE

You ultimately are responsible for the balance on your account. Community Education accepts child care subsidies through the state-funded child care assistance program. If you are interested in applying for assistance, call (855) 306-8959 or visit the local Department for Community Based Services office at 356 Suwannee Trail St. for more information. Parents/guardians receiving assistance must provide our office with a signed valid child care assistance contract before their student can begin the program. If for any reason subsidy programs do not pay the agreed amount on your account, you will be responsible for the remaining balance.

RECEIPTS and TAX INFORMATION

Individual receipts are not routinely given for payment unless specifically requested at the time of payment. A cumulative receipt documenting the actual payments made during the calendar year will be available by the end of January of the following year. You may print statements from the online parent portal provided for you or, upon request, we can send it to you via email.

For questions or concerns regarding programming or your account, please call Community Education at (270) 842-4281 or email info@commed.us.

SPECIAL PROGRAMS

ALL-DAY PROGRAMS

All-day programs are available on selected designated professional development days and school holidays at a city or county school site. All students must be registered for the specific day(s) and the additional fee paid by the posted deadline. Detailed program information will be provided at the parent table, in the monthly newsletter, on the Community Education website, etc. To register for an all-day program, please call or visit the office.

Students are not required to be enrolled in before- or after-school programs in order to participate in all day programs, but they must be registered in advance of the all-day program deadline.

Typical activities for all day programs may include the following:

Themes	Guest Speakers	Physical Activities
Educational activities	Community Services	Fine Arts

Each student must bring a sack lunch and drink unless notified otherwise. Please do not send any items that need to be heated. Breakfast and an afternoon snack will be provided daily.

- Refunds for students prepaid for an all-day program are available only if you call to cancel no later than the designated deadline prior to the all-day program. Enrollment deadlines can be found on our website at www.commed.us.

SNOW DAY PROGRAMS

Community Education plans to offer an all-day program for elementary school students on snow days declared by local schools. Parents must register students in advance in order to use the program, which will run from 7 a.m. to 5:30 p.m. on snow days declared by either Bowling Green Independent or Warren County Public Schools. Students who attend other schools, such as private schools, also are eligible to register for the snow day program.

There is a non-refundable \$30 enrollment fee for the snow day program. The program costs \$26 per day per student, with a discount given to families who have three or more students attending.

Breakfast and snack will be provided on the snow days, but students must bring a sack lunch and drink. The Snow Day Program location will be announced prior to inclement weather.

- Contact the Community Education office at 270-842-4281 *in advance* of a snow day to register your student for the program. ***There is a limited number of spaces available.***

SUMMER PROGRAMS

Enrollment begins in late spring and a new enrollment form is required by state regulations. Early bird enrollment is offered for \$30 per account. Any family applying after the early bird enrollment deadline will pay a \$60 enrollment fee. The before- and after-school program participants are notified about enrollment before the public.

Super Summer Club and Camp Extreme

Community Education's goal is to provide a safe and engaging summer program at minimal cost to participants. Fun and enriching activities are planned for the following developmental areas: self and social awareness, creative expression, cognitive expansion, physical development, and recreational pursuits. Super Summer Club serves students who have completed grades kindergarten through 3rd. Camp Extreme serves students who have completed grades 4th through 8th.

The activities listed below are examples and differ according to age group.

- Classes—Hands-on learning fun! Examples: art, nature, foreign language, science, recreation, practical living, etc.
- Special Events—Family Prom, Stand for Children Day, service learning projects, and more
- Field Trips—Swimming, skating, zoo, bowling, etc.
- Games—Active and inactive, large and small groups, cooperative as well as competitive

ON-SITE PROCEDURES

SIGN-IN/SIGN-OUT PROCEDURES

Each student, without exception, must be signed in each day he or she attends before-school, summer, or all-day program and must be signed out of the after-school, all-day, or summer programs on the designated sheet by a parent, guardian, or adult designated by the parent or guardian. A minor/sibling may sign out a program participant only if the parent/guardian has given written permission. Full signature is required. Initials will not suffice. Parents must note the time that they check their student(s) into or out of the program.

Students are released only to those persons listed on the application form. Anyone arriving to pick up a student whose name is not on the application form will be required to wait while a staff member contacts the parent to receive verification. Parents, guardians, and anyone else picking up a student must show photo identification.

Law enforcement authorities will be contacted and will assume custody of students left on site past closing time if the site supervisor has not been contacted by the parents or guardians.

DAILY SCHEDULE COMPONENTS

Snack
Homework assistance
Center activities
Organized sports
Educational period
Free time
Outdoor play (weather permitting)

Daily schedule also may include:

Enrichment classes
Arts and crafts
Special themes
Structured activities
Guest speakers

BELONGINGS

All belongings (clothing, book bags, lunch boxes, etc.) must be labeled clearly, preferably in permanent marker, with your student's name. Community Education is not responsible for lost, stolen, or damaged items. Toys and electronics are not permitted.

COMMUNICATION

The staff will post important information regarding the program. Please take time to read special messages at the sign in/out table and parent board. Notices, reminders and other information will be available at www.commed.us, on Facebook at Community Education, Bowling Green Warren County, Ky. or Twitter at CommunityEdBG. Newsletters will be emailed to parents on a regular basis. The newsletters contain information about policies, activities, upcoming program deadlines, announcements, etc. To receive the newsletters, please make sure that your current email address is on file with the Community Education office.

FIELD TRIPS

Community Education programs may take field trips based on the availability of the school facilities, school transportation, theme-related activities, and/or as a reward to students. All parents or guardians must sign a permission slip prior to the field trip date and pay cost if applicable. Field trips usually are optional; in most cases care will be provided on site for students not attending field trips. If a field trip is mandatory due to staffing or other issues, you will be notified well in advance.

DAMAGES

Any parent/guardian whose student willfully damages Community Education or school property must compensate the property owner.

BEHAVIOR GUIDELINES

Social growth is crucial during the school age years. Before- and after-school programs help students learn appropriate behavior. Behavioral guidelines are established to maintain the physical and emotional well-being of each student and to teach self-discipline methods to enforce these guidelines. Methods of discipline include, but are not limited to: encouragement, redirection, time out from activities, time out using minutes, contracting with student, parent involvement, suspension from program and expulsion from program. Community Education staff does not administer corporal punishment as a means of discipline.

Parents and staff are viewed as partners in guiding each student's development. Community Education strongly encourages this partnership when it comes to consistency in discipline.

1. Parents are kept informed of problems as they arise and may be asked to follow through at home.
2. If a student becomes a persistent discipline problem, Community Education will request a parent conference to resolve the issue. This may include but is not limited to: parent/guardian, site supervisor, school age program director, or other Community Education staff member.
3. If the school age program director determines that a student's behavior is unsafe to others and/or to him or herself, the student will be dismissed from the program. This is used only as a last resort.

BULLYING

Community Education strives to prevent bullying. Students in Community Education programs are expected to follow these rules:

- We will not bully others.
- We will try to help students who are bullied.
- We will make it a point to include students who are easily left out.
- When we know somebody is being bullied, we will tell an adult at school and an adult at home.

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ADULT BEHAVIOR

In addition to providing a safe and engaging environment for students, adults should not attempt to discipline or approach a student other than their own. Community Education is committed to providing a hostility-free work environment for employees. If adults use inappropriate language; question a staff member's authority in front of students; are physically threatening, verbally abusive or otherwise intimidating to staff; or do not follow staff instructions, their student(s)'s enrollment will be discontinued and/or the offending adult will be banned from the program.

STAFF BEHAVIOR

Staff members are expected to conduct themselves professionally. If parents hear staff members use inappropriate language or see that staff members are not focused on providing a safe environment for the students, parents should notify the site supervisor—out of hearing range of students—so that the staff members may be redirected, retrained, reassigned, or released according to agency policies.

RIGHTS OF CHILDREN and PARENTS

PURSUANT TO KRS 199.898

All children receiving child-care services in a day-care center licensed pursuant to KRS 199.896, a family child-care home certified pursuant to KRS 199.8982, or from a provider or program receiving public funds shall have the following rights:

- (a) The right to be free from physical or mental abuse;
- (b) The right not to be subjected to abusive language or abusive punishment; and
- (c) The right to be in the care of adults who shall meet their health, safety, and developmental needs.

Parents, custodians or guardians of children specified in subsection (1) of this section shall have the following rights:

- (a) The right to have access to their children at all times the child is in care and access to the provider caring for their children during normal hours of provider operation and whenever the children are in the care of the provider;
- (b) The right to be provided with information about child-care regulatory standards, if applicable; where to direct questions about regulatory standards; and how to file a complaint;
- (c) The right to file a complaint against a child-care provider without any retribution against the parent, custodian, guardian or child;
- (d) The right to obtain information from the Cabinet regarding any type of licensure denial, suspension, or revocation of an operator, and Cabinet reports that have found abuse or neglect by any child-care provider or any employee of a child care provider. Identifying information regarding children and their families shall remain confidential;
- (e) The right to obtain information from the Cabinet regarding the inspections and plans of correction of the day-care center, the family child care home, or the provider or program receiving public funds within the past year; and
- (f) The right to review and discuss with the provider any state reports and deficiencies revealed by such reports.

The child care provider who is licensed pursuant to KRS 199.896 or certified pursuant to KRS 199.8982 shall post these rights in a prominent place and shall provide a copy of these rights to the parent, custodian or guardian of the child at the time of the child's enrollment in the program.

Effective: July 15, 1998

Division of Regulated Child Care,
275 East Main St., 6E-B, Frankfort, KY 40621
Phone: (502)564-7962

ABOUT COMMUNITY EDUCATION

Bowling Green-Warren County Community Education is a cooperative program supported by Warren County Fiscal Court, Bowling Green Independent Schools, Warren County Public Schools, and the Kentucky Department of Education.

Community Education's basic components:

*K-12 support *Service learning

*Community, civic, and volunteer involvement and responsibility

*Reducing duplication of services by promoting collaborative effort

*Lifelong learning for all community members in formal and informal settings

*Efficiently using the schools' and community's physical, financial, and human resources to address community needs

MISSION STATEMENT

Bowling Green-Warren County Community Education, a not-for-profit organization, is dedicated to improving the quality of life in our diverse community by providing lifelong learning opportunities through collaborative initiatives.

We believe that:	All people are created for a purpose.	High expectations yield high results.
	All people have value.	All people can learn.
	Each person is unique.	Learning is a life-long process.
	Each person is accountable for his or her choices.	All people can succeed.

Our goals:

1. To provide personal enrichment, education and professional development opportunities for the community
2. To be aware of and work toward meeting community needs
3. To participate with community agencies, businesses and governments in accomplishing our mission

Services provided by Community Education include enrichment and recreational classes, out-of-school time programs for students, school volunteer programs, volunteer training, community service projects, professional development, service learning, art shows, Blockbusters at the Ballpark, Summer Activities Fair, Stand for Children Day, and more.

Our programs are developed with input from a citizen's advisory council consisting of individuals representing a cross section of the community. Please let us know how we can improve our programs and services.

ADVISORY COUNCIL AND BOARD MEMBERS

Advisory Council members represent the community, school districts, and youth. Our Board of Directors consists of representatives from Bowling Green Independent and Warren County Public school boards and central offices, representatives from the Bowling Green and Warren County community, and representatives from Warren County Fiscal Court.