

eliminating racism
empowering women
ywca

YWCA Jamestown

After School Program

and

LEAP Camp

Parent & Student Handbook

Programs of:
YWCA Jamestown
401 N. Main St.
Jamestown, NY 14701

(716) 488-2237

www.ywcajamestown.com

Program Contact Information.

Bush After School Program

Site Coordinator: Christine Hilyer
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Jamestown, NY 14701
P: 716.338.3827
E: bushadvantage@jpsny.org

Fletcher After School Program

Site Coordinator: Michael Kapler
301 Cole Ave.
Jamestown, NY 14701
P: 716.338.6226
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Jefferson Advantage After School Program

Site Coordinator: Leslie McMeans
195 Martin Rd.
Jamestown, NY 14701
P: 716.338.3066
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Washington Advantage After School Program

Site Coordinator: Leslie McMeans
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YWCA Director of After School Programs

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Partners:

The YWCA is proud to partner with many local, state, and national partners to make the After School Programs possible in Jamestown. Here is a sample of our partners:

- Jamestown Public Schools
- New York State Office of Children & Family Services – Office of Advantage
- Chautauqua Striders, Inc., as well as a variety of others...

Partner Contact Information:

YWCA Executive Director

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Jamestown Public Schools 21st Century Grants Director

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Chautauqua Striders Executive Director

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Chautauqua Striders Director of Education

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New York State Office of Children & Family Services

Buffalo Regional Office
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Buffalo, NY 14203
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F: 716.847.3688

Mission Statements:

The YWCA Jamestown is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

Mission of YWCA After School Programs:

To provide quality enrichment activities in a structured and supervised setting, which allows youth to develop to their fullest potential.

Mission of Jamestown Public Schools:

We are committed to provide our students' high quality, 21st century learning experiences within and beyond our classrooms so that our graduates are prepared to excel in college, career, and life.

Mission of Chautauqua Striders:

For over 35 years, Chautauqua Striders has been dedicated to mentoring and guidance of youth through education, advocacy, and athletics.

Program Partly Funded By:

Programs at **Bush, Jefferson, & Washington** receive funds from the NY 21st Century Community Learning Centers grant.



New York
21st Century Community Learning Centers
SOARING BEYOND EXPECTATIONS

Programs at **Jefferson & Washington** receive funds from the NYS OCFS Advantage grant.



**Office of Children
and Family Services**

Program Goals.

- To provide a safe after school setting for youth.
- To provide students' social, emotional, and academic skills.
- To increase positive choices and behaviors of youth.
- To reduce violence in schools and communities.

Program Operations:

- The After School Programs are school-aged childcare programs licensed by the New York State Office of Children and Family Services (OCFS).
- The After School Programs follow the JPS calendar. The After School Program does NOT operate on snow-days, holidays, or any other day when school is not in full day session.
- The After School Programs offer a wide variety of activities that are researched, planned, and based on the interest and developmental stages of the students, with input from parents, students, and teachers.
- Funding for our programs is provided by grants from the New York State Office of Children and Family Services Advantage After School Programs Grant, 21st Century Learning Centers Grant, and parent fees.

Weather / Emergency Closings:

The decision to close schools and/or delay school opening is at the discretion of Jamestown Public Schools and those decisions will be announced as deemed necessary by Jamestown Public Schools.

- The After School Program will **NOT** operate if school is **cancelled** (“Snow Day”) by Jamestown Public Schools.
 - Appropriate proration or credit will be applied to those affected accounts.
 - Delayed openings will not affect the programs operation, the program will operate as usual.
- The After School Program will **NOT** operate if Jamestown Public Schools cancels after school activities.
 - If after school activities are cancelled, parents/guardians will receive communication from Jamestown Public Schools regarding the cancellation, and from the After School program in a variety of methods.
 - In this event, all children **MUST BE PRICKED UP BY 3:30pm!**
 - When after school activities are cancelled the appropriate proration or credit will be applied to all affected accounts.
 - However, the account for any child not picked up by 3:30pm will be charged the full day tuition fees as per the finance agreement **PLUS** the appropriate late fees for arrival after the designated time as is outlined in the Late Pickup Policy section of this handbook.
 - Staff will remain on site and the program will remain open with limited access to activities until 3:30pm.
 - In the event that a child is not picked up by 3:30pm, and no parental contact has been made, the situation will be treated as a “Child not picked up” and emergency contacts will be contacted to arrange safe transport home. Should attempts to reach emergency contact be unsuccessful, the appropriate authorities will be notified.

WHO ARE THE STAFF MEMBERS?:

- Each program has a Site Coordinator, who is responsible for operations and supervision of the site, staff, and participants.
- Program Leaders (line staff) work directly with children in care, modeling and encouraging appropriate behaviors in a positive and constructive environment.
- Program Leaders plan and implement activities suitable for the age, abilities, and learning styles of the children in care.
- All staff reports to the YWCA Director of After School Programs.
- All staff are hired and trained in accordance with the New York State Office of Children and Family Services Regulations Part 414.
- Each staff member receives a minimum of 15 hours of training per year, including Mandated Reporting, Foundations of Health & Safety, CPR, and First Aid.
 - There is at least one staff member on-site during all operating hours that is certified in CPR and First Aid, as per NYS OCFS regulations.
- All staff must pass criminal background checks in accordance with NYS OCFS Regulations.
- The Site Coordinator is available during program hours, and during the school day to meet with parents, guardians, and the community. We encourage all parents/guardians to stop by and visit our programs anytime during regular program hours.
- We do not permit the hiring of parents/guardians, or other close family relatives, to work at the same site where a child of the family attends. Instead we will require the applicant to work at a different site location / program.

Food Service:

- An afternoon snack is provided daily by Jamestown Public Schools in accordance with the USDA Federal Snack Program, which is in compliance with the Child and Adult Care Food Program (CACFP) meal patterns as per NYS OCFS requirements.
 - The menu provided by JPS Food Service Office is available online, and may be subject to change.
 - The menu can be found at: www.jpsny.org
- **No substitutions can be accommodated.** If your child needs an alternate snack for any reason it is not the responsibility of the program or JPS to provide the alternative snack.
- All programs have written permission from Jamestown Public Schools Food Service Dept. guaranteeing access to stored food supplies located at each building for usage during a declared local or national emergency in the event that student and staff are sheltering-in-place and are unable to leave.

Refunds:

- **No refunds shall be issued for \$20.00 or less.**
- Any credit on account for \$20.00 or less will be considered a donation to the program at the time of withdrawal, end of service, or end of school year – depending on the situation.

Program Fees/ Tuition.

- A yearly registration fee of \$10.00 per child must be paid in full prior to any child starting the program. This fee is assessed at the time of the child's enrollment, and covers the duration of one school year (September to June).
 - This yearly registration fee is non-refundable.
- **FINANCIAL RESPONSIBILITY EXISTS REGARDLESS OF THE CHILD'S ATTENDANCE.**
- A fee of \$4.00 per day, per family, **with a minimum of 3 days per week required** at Jefferson and Washington program sites.
- A fee of \$8.00 per day, per family, **with a minimum of 3 days per week required** at Bush and Fletcher program sites.
- Payments are accepted in the forms of cash, checks, credit card, or by registering with us for an online account, please see the Site Coordinator for more details.
 - Checks must be made payable to: YWCA.
 - Please Note: Cash is only accepted in exact change. We will NOT make change for cash payments made for more than the amount due. Any change due will automatically be applied to a future balance due.
- Payments are due the last program day of the week for the following week (typically Fridays).
- It is the responsibility of the payer to collect and maintain the provided receipt for their records in either paper or electronic version, or via the online portal.
- A late fee of \$10.00 will be assessed if payment is not on time, for each missed payment date.
- Late arrival fee - please see Pick Up / Late Pick Up Policy in this handbook.
- End of Year Payment **MUST** be satisfied by the first Friday of June.
 - Invoices will be made available for each account with amounts due prior to due date.
 - Late fees will apply after the first Friday of June.
- Any account more than two (2) weeks delinquent will result in the termination of services and the account may be sent to a collection agency at the discretion of the YWCA.
 - Those accounts will be charged all late fees, and a minimum of \$25.00 Bad Debt Collection fees.
 - Any account sent to collections and is receiving a discounted rate for siblings, scholarship, or both will lose those discounts, and the account will be charged at full rate for all children attending for the delinquent time.
- The YWCA reserves the right to take legal action against any account for which unpaid tuition exists, which may include all herein listed fees and any legal fees the YWCA incurs as a result of attempts to collect.
- Accounts that become regularly delinquent (have a history of delinquency) may be required to use Tuition Express Automated Payments as deemed necessary by the YWCA.
 - Tuition Express Automated Payments will require the payer to sign up online, and authorize the YWCA to collect weekly tuition directly from a checking / savings account, or a credit card associated with your Tuition Express Account.
 - These accounts may also be subject to loss of any / all discounts, scholarships, or tuition assistance.
- Accounts receiving DSS subsidy are required to make payment to the YWCA and its programs for any amounts billed to DSS that DSS fails to or refuses to pay for any reason. These payments will be subject to due dates and late fees just as regular parents fees are. Parent/Guardians are responsible for any amounts billed to DSS that are not paid on their behalf.
- Accounts that are two (2) weeks or more delinquent in payment will not qualify for any half-day programs as offered by the YWCA at our Elementary After School Program sites until the account is satisfied, regardless of ability to pay for the half-day program.

BOUNCED CHECKS.

- A fee of \$25.00 for all bounced checks will be charged to your account. The fee and the amount of the bounced check must be paid within three (3) days of notification.
- **1st & 2nd Bounced Check:** If we receive a returned check from our bank for a payment you made, you will be invoiced for the original amount of the check plus a \$25.00 bank fee.
 - The payment of the invoiced amount (original check plus fees) will be due within three (3) days of notification. We can redeposit your check with your approval, plus \$25.00 cash or a cash payment can be made for invoice amount plus \$25.00.
- **3rd Bounced Check:** The same applies as above; however, we will not re-submit the original check, nor will we accept another check for payment.
 - All payments will need to be made by cash, money order, cashier's check, credit card, or online payment plus the \$25.00 bounced check fee within the three (3) days.
 - Check payments will not be accepted for six (6) months on this account. Cash, money order, cashier's check, credit card, or online will be the only acceptable payment.
- **4th Bounced Check:** After six (6) months, check payments will be accepted.
 - If we receive another returned check from our bank, you will no longer be able to pay on your account with checks.

Tuition Assistance:

- Tuition assistance is available for those who qualify.
 - Qualified families **must first** apply to DSS for assistance, if denied then tuition assistance may be issued once the required paperwork is submitted and approved.
- No family that qualifies for DSS assistance with a family pay portion lower than weekly program fees may receive tuition assistance (scholarships); they must take their available assistance from DSS.
- Tuition assistance is not guaranteed, and can be revoked at any time.
 - Revocation can occur if the account becomes delinquent. If revocation of scholarship or sibling discounts occurs the revocations remains in effect for the remainder of the school year.
- All tuition assistance requests will be process and determined by the Site Coordinator on a case-by-case basis according to predetermined criteria.
- Any scholarships or tuition assistance made available to families from a source other than the YWCA may be subject to the policies set forth by that funding source.
 - Changes to funding source policy are out of YWCA control, and compliance will be expected from all parties.

Withdrawal From Program:

- Notice must be provided to the Site Coordinator at least five (5) days in advance of the desired withdrawal date. **Written notice is required.**
- Failure to notify the Site Coordinator of desired withdrawal will result in an additional two (2) weeks of tuition to be billed to the account from the last date of attendance.
- At the time of withdrawal, any account credit for \$20.00 or less will be considered a donation to the program, as in accordance with our Refund Policy stated herein.
- At the time of withdrawal, any balance due, if any, will be due immediately to avoid late fees. Failure to make payment will result in the account going to collections in accordance with our policy stated herein.

DSS Regulations.

- Illness & other absences: **A maximum of twelve (12) days** will be allowed in a consecutive three-month time period, as defined by DSS.
- Any absences in excess of three (3) consecutive days requires approval from your childcare case manager before we, the provider, can receive payment from the Department of Social Services.
 - If your case manager does not approve the sick days, the amount due will be charged to your personal account (making you responsible for payment). Attendance verification is remitted to DSS each month.
- The YWCA and case manager have the right to request a physician's excuse.
- If your child/children miss three (3) consecutive days, you will be required to have a doctor's excuse to return (no exceptions). You must notify the Site Coordinator, if your child/children will not be attending on their contracted day.
- Vacation will NOT be paid by Social Services.
 - Anyone who wishes to take their child/children out due to vacation must
 - 1) Give a two-week written notice.
 - 2) Pay a 25% holding fee (of full rate) according to your child's contract prior to leaving on vacation.
- Two exceptions:
 - If your place of work closes the door for shut-down, your caseworker will give written permission stating they will cover your 25% holding fee.
 - This occurrence can happen only one time per year.
 - A letter from your employer is required and MUST be on company letterhead.
- DSS does not pay for maternity leave.
 - You must temporarily withdraw from the program (six weeks).
 - Upon return, if we have a slot open, your childcare will continue as previous assuming all paperwork is still current according to state regulations.
- If you should lose your job, you need to have your job search time approved by DSS in order to continue to have care.
 - You must notify the Site Coordinator that you have lost your job and whether or not you have been approved for job search care. If the job search time is not approved your child will be withdrawn from the program. To return after being withdrawn from the program, you must reopen your case with DSS and call us to see if we have any openings. Paperwork must still be current according to state regulations.
- **Reminder: You will be responsible financially for any tuition not covered by DSS, for any reason.**
- Co-payments are due prior to the week of care. If your payment is not paid by Wednesday, the week of actual care, childcare will be denied Thursday and your Case Manager will be notified. At that time your voucher will be cancelled. All late fees will apply as indicated in this handbook and the account can be sent to collections for non-payment.

Parent Conduct:

- A child and/or family may be dismissed from the After School Program in the event that a parent or guardian conducts himself or herself in a way deemed inappropriate while on school and/or YWCA property. Adults are expected to model the desired behaviors and language that is expected of the children in care.
- Profanity, threats, or disruptive behavior will not be tolerated in any format (in-person, electronic communications, text, email, voicemail, and/or telephone calls), and may result in the removal of the child and/or family from the program(s) if multiple children are enrolled at various sites.
- Parent, Guardians, or other Caregivers that appear to be under the influence of drugs or alcohol will be encouraged to allow the program to help them make other suitable and safe arrangements for transportation home.
 - Those that refuse to cooperate and insist on removing the child from the program should note that the program will notify the proper emergency authorities with all available information, and will also be required to place a call to the State Central Registry / Child Protective Services as per NYS OCFS regulations.

Parent Participation:

- The YWCA After School Programs encourage parents to participate! Parents are encouraged and welcomed to visit the program anytime the program is in operation.
- A variety of opportunities exist for parents to participate:
 - Attend the required orientation session, once yearly.
 - Volunteer in the program – reading stories, assisting in crafts/games, assisting with planning of special events, etc.
 - Share their profession or special skills with the participants.
 - Making donations of materials, games, or other relevant items to the program.
 - Attending all family nights / events.
 - Participate in the Parent Advisory Board at the program.
- Please see your Site Coordinator for more information on volunteering.

School Sponsored Events / Clubs / Detention:

- The YWCA After School Programs will not be held responsible for participants who are attending school-sponsored events, clubs, or in detention until the child signs into the program.
- The program will not be responsible if the child does not report to the program after the school-based event is over.
- Participants wishing to attend a club or event after they have signed into the program must have **written** permission from the parent/guardian to sign out and attend the indicated club/event.

Release of Information:

- The YWCA will maintain confidentiality of information. Certain information may be shared with partnering agencies as is permitted by permission provided in the enrollment packet:

- Shared information with partnering agencies
- For evaluation purposes.
- The limited release of information to non-custodial parents and other individuals listed on the enrollment form.

Pick Up / Late Pickup Policy:

- All parents/guardians are required to pickup and/or make arrangements for any child that is reported by the program to the parent/guardian within thirty (30) minutes of the initial contact.
 - This may include a sick child, or child who has been asked to leave for discipline reasons, and if not picked up within the thirty (30) minute window, the staff will contact emergency services, and report the case to the State Central Registry as per NYS OCFS mandated reporter policies.
- In the event that a child is not picked up or released from care by 6:00pm, the Site Coordinator will phone the parent/guardian, and/or any other contacts listed. If the child is not picked up within fifteen (15) minutes of the initial attempt to contact the parent/guardians the program will contact the proper emergency authorities.
 - Staff are required to contact the State Central Registry to report the case as per mandated reporter policies with NYS OCFS (see Safety & Security).
- **If a child is not picked up by 6:00pm, an automatic late arrival fee of \$5.00 will be charged to the account, plus \$1.00 per minute late fee for every minute past 6:00pm.**
 - The above late policy applies to half-days operated by the program, with the pickup time being 5:30pm and all policies applying as written above after 5:30pm.
- Late arrival times, used to calculate the late fees are based on the time noted by the program when the parent arrives, regardless of the time parents observe. The time observed on the program/school clock will be used to calculate the late fees.
- Excessive, repeated, or habitual late pick-ups may result in the termination of services.

Liability:

- Enrollment in the YWCA After School Program waives any liability against the Jamestown Young Women's Christian Association (YWCA) it's officers, directors, trustees, agents, servants, and employees, that they shall not be liable for any occurred bodily injury to any child while the child is practicing for, or participating in, any contest or exhibition of an athletic or sports nature sponsored by the YWCA, or in any activities as a part of the YWCA After School Programs.

Year-End Tax Statements:

- **It is the responsibility of the payer to collect and maintain the provided receipt for all payments made for their records.**
- The YWCA will provide a yearly tax statement to accounts in good standings no later than January 31st.

parent/guardian will be required to sign for the statement.

- Yearly tax statements for inactive accounts in good standings will be made available at the site where the child last attended, available for pickup where a parent/guardian will be required to sign for the statement.
 - If an inactive account is eligible to receive a tax statement, but is inactive and a mailed statement is requested a self-addressed, stamped envelope must be provided as the program will not incur the costs of mailing.
- If there is a past due balance on an account, a year-end tax statement can be requested from the YWCA and/or the program site after payment of the past due balance is satisfied.
 - If the account balance is not satisfied, no statement will be provided.
- The tax statement will be provided in the name of the primary financially responsible party as listed on the Finance Agreement at the time of enrollment.
- Requests for duplicate statements must be made to the Site Coordinator, and will incur a \$3.00 fee for each duplicate statement which must be paid at the time the statement is provided.
- Year-end tax statements may be mailed upon request, with a parent/guardian self-addressed, stamped envelope provided to the YWCA. The program will not incur the costs of mailing statements.

Attendance:

- Grant funding requires regular and consistent attendance.
- **Children MUST enroll to attend at least 3 days per week.**
 - If your child is enrolled less than 5 days per week, you must specify the days he/she will attend and he/she may only attend on those days. If attendance drops below these requirements, the participant(s) may be removed from the program.
- If your child will not be attending due to other obligations, please notify the Site Coordinator before 2:00pm.
- Parents/Guardians **MUST** attend a parent orientation meeting or participate in a web based orientation within two (2) weeks of your child's enrollment as per NYS OCFS requirements.
- If a child will no longer be attending the After School Program, the program must be notified immediately in writing so that the child can be removed from the roster.
- Failure to notify the program in writing of a child's removal will result in the child being automatically removed after two (2) consecutive weeks of no attendance, and the appropriate fees charged to the account (please see Program Fee/Tuition section).

Tutoring & Homework Help:

- Chautauqua Striders, Inc. provides homework help in the YWCA After School Programs to assist and encourage, but will **not** force children to do homework.
- Chautauqua Striders, Inc. provides approximately two (2) hours daily for homework help and academic assistance at each site location.
- **All students are required to attend at least one session per week**; this is in accordance with our grant funding requirements and YWCA best practices.
- Tutoring is available Monday – Thursdays only.

homework will be completed while in the program. Any remaining homework will need to be worked on at home.

- We encourage parents to discuss homework obligations with their child(ren) every day.
- Chautauqua Striders tutors stay in contact with teachers to help provide support for students who are attending the program.

Health Insurance:

- The YWCA After School Programs do not provide accident insurance covering participants.
- Proof of valid insurance for each child in care **must** be provided to the Site Coordinator at the time of enrollment.
 - A valid insurance card must be presented to the Site Coordinator so a copy can be placed in the child's file.
 - Or the enrolling adult must include a copy of the card(s) with the enrollment packet.
- For reason of program security and privacy, no child is permitted to use, or carry on their person any personal electronic devices, including a cell phone.

Medication:

- The YWCA After School Programs DO NOT administer any medications to children.
- **NO children are allowed to carry their own medication, prescription or over-the-counter; and are not permitted to administer any medications.**
 - Please consult with the Site Coordinator regarding your child's specific situation.

Court, Custody, & Visitation Orders:

- Copies of court, custody, visitation orders, and divorce decrees must be provided directly.
- Changes to any documents provided to the program should be updated as soon as possible.
- Failure to provide the program with copies of the court documents will prevent the program from upholding parental wishes beyond the extent the law allows.

Health:

- If your child appears to be ill, they will be sent home in accordance with the OCFS Health Care Plan.
- Please keep all emergency contact information up to date.
 - Updating contact information with your child's school DOES NOT update it with our programs. You must update our program separately.
- A child needing medication is strongly encouraged to take it before or after the program, as the program is not authorized to administer medications.
- In accordance with the Health Care Plan, staff will contact the parent/guardian of any child who is sick, becomes ill, or is injured while at the After School Program to make arrangements for the child.

parent/guardian.

- We require a parent/guardian to pick-up their child within thirty (30) minutes of being notified.
- Any child with a temperature of 101°F or higher, vomiting, diarrhea, or a contagious illness **MUST** go home.
- If a child is seriously ill, the staff will contact parents/guardians and emergency services if needed. Emergency care permissions are authorized on the program registration form.
- The Health Care Plan is available to any parent/ guardian for review upon request.
- The After School Program has a no-live lice policy.
 - If the school notifies the Site Coordinator that a student has live lice, he/she will **not** be allowed to attend the program until live lice are confirmed to be gone.
 - If staff at the program observes live lice the parent/guardian will be notified and the child will be required to be picked up immediately.
 - Children will not be permitted to attend the program again until live lice are no longer present.
- Parents/guardians are required to pickup or arrange for safe pickup of their child within thirty (30) minutes of notification by the program.
 - This may include a sick child, or child who has been asked to leave for discipline reasons.
 - If not picked up within the thirty (30) minute window, the staff will contact the appropriate emergency authorities as needed.

Communication:

- In the event a parent / guardian should need to contact a child in the After School Program while the program is in operation, a parent / guardian may call the program the child attends to speak with the child.
- However this option should only be used in the event of an **emergency**.
- Programs can be contacted as follows:
 - Bush: (716) 338-3827
 - Fletcher: (716) 338-6226
 - Jefferson: (716) 338-3066
 - Washington: (716) 338-2806

Cell Phone Policy:

- Program staff will convey messages to participants when deemed **necessary**, but it is not permissible for participants to use a phone during program hours.
- Personal cell phones and other electronic devices (ie: “smart watch”) are **NOT** permitted to be used or **CARRIED** on their person by any child while in the After School Program.
 - If a student has a device, it should be stored in their backpack, cubbies, or left with an adult until dismissal.
 - All cell phones and other electronics are to be **POWERED OFF**, and stored during program hours.
- If a student is found using a personal cell phone or other electronic device during program hours it will be **immediately confiscated**.

picked-up by an authorized adult, or until a parent can come to retrieve the device.

- **NO confiscated device will be returned to any student!**

Facility Use / Program Environment:

- The program is usually held on school grounds. Field trips require parent/guardian permission.
 - However some “walking field trips” may occur as authorized on the child’s enrollment application.
- Dress code is the same as the school dress code, although certain activities require special dress (such as a swimsuit).
- If a parent/guardian needs to speak with their child they can call the program. Under **no** circumstance should you attempt to contact your child directly.
- **NO child is permitted to have a cell phone during program hours.**
 - Bush: (716) 338-3827
 - Fletcher: (716) 338-6226
 - Jefferson: (716) 338-3829
 - Washington: (716) 338-3830
- Valuables should be left at home, or stored responsibly by the child. The program is not responsible for damaged or lost valuables.
- The school provides rooms and equipment for programs usage. Students and staff alike are responsible for putting equipment away and cleaning areas appropriately.
- The school and program promote open communication by holding regular Parent Advisory meetings. Parents/guardians are encouraged to attend and provide input regarding the program.

CELL PHONE USE BY PARTICIPANTS IS PROHIBITED!

**PARTICIPANTS ARE NOT PERMITTED TO
CARRY A CELL PHONE ON THEIR PERSON
DURING PROGRAM HOURS!**

Cell phones should be stored appropriately, or left with an adult until the participant is released for the day.

Surveillance:

- Security / surveillance cameras are in operation at all Jamestown Public School locations and YWCA locations. They are operational during the After School Program hours. Cameras are located in all public, non-private areas. Footage is secure and confidential. Footage may be used on an as needed basis to confirm facts when an incident may have happened in the view of a camera.
- Due to privacy and confidentiality, camera footage cannot be shared with anyone that is not a program representative, including parents/guardians.

Safety & Security.

- Parents/guardians **MUST** inform the program site coordinator immediately if any contact information, such as phone numbers, change.
 - Updating contact information with your child's school DOES NOT update it with our programs. You must update our program separately.
- The manner in which the student is released and the departure time is designated on the enrollment form.
 - Special circumstances must be provided in writing to the program, and in certain situations may need to be accompanied by written court orders.
- All students **MUST** sign in and out of the program with an adult or authorized pickup person.
 - At all programs, a staff member will sign in students.
 - Authorized persons listed on the enrollment form may pick up any student, or a student at Jefferson / Washington may sign-out his/herself based on information provided by parent/guardian on the enrollment form.
- At the Bush & Fletcher programs, students are **NOT** permitted to sign themselves out, and **MUST** be picked up by an authorized adult everyday before 6:00pm.
- **Authorized adults should be prepared to show photo I.D. to pick up a child, and be at least 18 years old.**
- Once a student has signed-out, the After School Program staff is no longer responsible in any way for the child.
- Visitors are considered to be anyone other than After School Program staff.
 - Visitors are required to sign in and out at the front desk and are given a visitors pass they **MUST** wear while in program.
- Emergency exit routes are posted near each door. Fire drills and fires safety inspections are conducted on a monthly basis.
- Shelter-in-place drills are conducted twice yearly. Parents will be notified prior to the drill occurring.
- If a child abuse is suspected, as mandated reporters, staff will take appropriate action.
- If a parent/guardian suspects their child has been abused or maltreated, call 1-800-342-3720.
- For the safety and security of all, program participants are **NOT** permitted to make communication with individuals outside the program (including parents/guardians) via any communication method.
 - Including phone calls, text messages, emails, instant messages, and other electronic communications. All communication with outside individuals **MUST** come from the program representative working the sign-out desk or the Site Coordinator.
- **Please DO NOT attempt to contact your child directly!**

Evacuation Locations:

- All YWCA After School Programs have dedicated relocation sites where the program will relocate to in the event that the school site is no longer safe.

The relocation sites are as follows:

Bush:

Camp Street United Methodist Church
110 Sanford Drive

Fletcher:

Kidder Church
Corner of Cole Ave. & Hazzard St.

Jefferson:

Allen Park Ice Arena
Elizabeth Ave. & W. Virginia Blvd.

Washington:

C.C. Ring Elementary School
333 Buffalo St.

- **ALL programs secondary relocation site is the YWCA Jamestown building at 401 N. Main St. Please call (716) 488-2237 for more information.**
- In the event of ANY emergency, please refrain from calling the program cell phone as this will cause confusion. Please wait for the program to communicate with you.

Gifts to Program:

- The YWCA After School Programs are non-profit, and any gifts/donations to the program are tax deductible. Our programs are in constant need of supplies and equipment. We typically need art/craft supplies, board games, sporting equipment, and various other materials. Please consider donating to our programs. All donations will be acknowledged with a letter from our organization recognizing your donations.

Bus Procedure:

- Students **MUST** obey staff and bus drivers.
- Attendance is taken each time students get on and off of the bus.
- Staff and students are to make sure the bus is clean at all times.
- Loud talking, foul or abusive language, standing in the aisles, or sitting on seat backs is prohibited.
- Hanging or throwing items out of bus windows is prohibited.
- No food or drink is permitted on the bus, unless approved by the Site Coordinator and bus driver.

Discipline Expectations.

- Participants are expected to abide by all school rules and regulations while in the After School Program, in addition to the After School Program rules and regulations.
- The YWCA After School Programs provides students with guidelines that will foster positive behavior and help students to grow into responsible adults.
- Students are expected to follow ALL rules and regulations for health, safety, and rights of all program participants. Please remind your child(ren) that it is important to follow the rules.
- Program staff will exercise a reasonable amount of discipline to enforce these rules.
- The Site Coordinator, YWCA Director of After School Programs, YWCA Executive Director, School Principal, and/or JPS Administrative personnel will handle discipline as needed.
- Health and safety of all students is our number one priority, inappropriate physical contact will not be tolerated and will result in immediate suspension or termination from the program.
 - In addition the YWCA and Site Coordinator reserve the right to suspend or expel any student who does not follow the rules or is disrespectful to staff members or other students. In the event that a student is suspended from the program, parents/guardians will be expected to pick up their child from the program immediately (within thirty minutes of notification).

Behavior Policy:

- The inappropriate physical contact policy and behavior action guidelines are based on the understanding that a certain level of order is necessary if the program is to function effectively, and the students are to thrive.
- Students are constantly making choices about whether they will positively or negatively contribute to a situation. The staff believes that students can and will make good choices if they are given the opportunity and support. The staff also believes that it is important to hold students accountable for the decisions they make.

Inappropriate Physical Contact:

- If a student commits any physical act towards another student, staff member, or themselves, and/or commits any other serious offense, it can result in an automatic minimum three-day suspension or total expulsion from the program. The length of time a student is suspended or if expelled is at the discretion of the Site Coordinator, and will be determined by the severity of the behavior, past instances of the behavior(s), and any other contributing factor.
- **We have a Zero Tolerance policy regarding inappropriate physical contact!**

Unsanctioned Child Care:

- The YWCA does **NOT** permit our employees to provide childcare outside of the facility for participants of our programs while employed by the YWCA. **No exceptions.**
- The YWCA does **NOT** take responsibility for the actions of our staff when they are not on duty for the YWCA, and does not acknowledge their skills or abilities outside of our licensed care facilities, and further will not be held responsible for their actions outside of the YWCA.

Parent & Child Requests:

- We will make all efforts to accommodate requests made by parent or child that are reasonable and possible in our programs. However, our available space, resources, staff, funding, and other factors that may influence the decision made by the Site Coordinator.
- The program staff or Site Coordinator may alter child activity schedules in the best interest of the child and program as a whole. Children will be expected to follow any schedule changes set forth by staff.
- Requests for children to be sequestered from certain staff will **not** be accommodated under any circumstance.
- Requests to sequester a child from another child will be dealt with on a case-by-case basis, and determined by the Site Coordinator.
- **Decisions made by Site Coordinator are final.**

Vacation / Long-Term Absences:

- With **written** notice of vacation / long-term absence (three (3) days or more), the YWCA will provide a fifty percent (50%) discount on tuition costs for the duration of the absence.
- In order to qualify for the discounted rate, all criteria below must be met:
 - The YWCA receives written notice two (2) weeks prior to the absence notifying of the intended absence.
 - The discounted rate is paid **prior** to the first day of the absence.
 - All balances due on the account are paid in full, including the discounted rate for the absence.
- Failure to satisfy any criteria for the discounted rate will result in the absences to be billed at full tuition rate, and be subject to all late fees as detailed herein.

Loss of Utilities:

- In the event the After School Programs loses power, water, or other vital utilities, the After School Program will wait no more than thirty (30) minutes after the loss of the utility to contact parents for the early release of the child into the care of the parent/guardian or other authorized adult.
- In the event that utilities are not restored within the thirty (30) minutes waiting period, the program will begin the process to contact all parent, guardians, or emergency contacts to attempt to arrange for safe transport home for each child in care.
 - In the event that the program has to dismiss children early, all accounts will be charged as per the contract for care, and charged a regular day tuition rate because the child was in attendance.
 - Remember: Financial responsibility exists regardless of attendance.

BEHAVIOR ACTION GUIDELINES.

* Not all situations are equal, and in some situations these guidelines may be dismissed for the immediate actions deemed best at the time by staff in that situation. Decisions made by the program regarding behavior are final.

Step 1 – Verbal Communication:

- Three attempts are made to redirect a child to make better choices, or self-direct themselves to better choices.

Step 2 – Documentation:

- When the situation dictates, or when multiple infractions occur, staff members will document these occurrences on Discipline Reports and/or on an Incident Report.
- When serious incidents of misbehavior or chronic misbehavior occur a discipline report will be issued, and a phone call to the child's parent/guardian will occur.
- When three discipline reports are filed for the same child, regarding the same behavior, the Site Coordinator may issue a suspension of 1 to 5 days.
- All discipline and/or incident reports will be filed in the child's file on record at the program site, and may have a copy filed with the YWCA Director of After School Programs.

Step 3 – Parent Conferences:

- Children whose behaviors or frequency and intensity of behaviors cause staff members to spend an inordinate amount of time disciplining the child will lead to a required parent conference. The goal of the conference is to make the parent aware of the situations and the child's behaviors, and how these behaviors are impacting the safety and overall experience of the child and their peers. The conference should help the program secure the assistance of the parents/guardians in coping with the situation, and to help the program determine the most effective way to help the child.
- Upon completion of a parent conference a definitive strategy of intervention and corrective behavior plan will be developed by the Site Coordinator, along with a timeline with the assistance of the parent/guardian. This guide will be used to help the child make better choices and be a successful participant of the program.
- If a parent/guardian does not attend the scheduled parent conference, the child will not be permitted to attend the program until the conference can be held.

Step 4 – Suspensions / Expulsions:

- In the event that a child commits a severe infraction, or violates the Zero Tolerance policy on physical aggression, the child will be immediately suspended or expelled from the program.
- The After School Program reserves the right to suspend or expel any child who is a danger to themselves or other participants of the program. This may also include if a child willingly leaves the supervised sight of a staff member, is an extreme behavior concern, or has injured any other participants or staff.
- Suspensions or expulsions may occur at the discretion of the Site Coordinator or Director without a parent conference depending on the severity of the situation.
- All policies regarding discipline are at the discretion of the Site Coordinator, Director, and OR Executive Director without notice of change or implementation. All decisions of the program administration are final, and cannot be appealed.

Program Rules.

- It is the **expectation** that parents/guardians are reviewing the rules with their child on a regular basis, and help the program to enforce the rules with support from parents/guardians.

Be Respectful

Be Safe

Be Responsible

Be Active

Have Fun!



Find us on:
facebook®

All of our After School Programs have a Facebook page, please LIKE our pages! We post periodically, please watch for updates!

www.facebook.com/bushafterschool

www.facebook.com/fletcherafterschool

www.facebook.com/jeffadvantage

www.facebook.com/washadvantage

YWCA IS ON A MISSION

Disclaimer: All policies and procedures contained herein are subject to change without notice, and all decisions made by the Site Coordinator, YWCA Director of After School Programs, YWCA Executive Director, other YWCA administrative staff, and/or Board of Directors are final and cannot be appealed. Future revision of this handbook takes effect upon the adoption of said policies by the YWCA, and automatically replaces current and past handbooks.

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