

# OUT-OF-SCHOOL-TIME

OPERATED BY THE YWCA of SOUTH HAMPTON ROADS

PARENT HANDBOOK  
2019-2020

Effective 08/2017

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# PROGRAM INFORMATION

## IMPORTANT PHONE NUMBERS

OST Director: Cleo Simms, [cleo.simms@ywca-shr.org](mailto:cleo.simms@ywca-shr.org), 757-625-4248

Administrative Office Address:

500 E. Plume Street

Suite 700

Norfolk, VA 23510

YWCA Chief Program Officer, Kristen Pine, [kristen.pine@ywca-shr.org](mailto:kristen.pine@ywca-shr.org)

757-625-4248

\*Please make note of the telephone number at your child's center:

### **Site telephone numbers:**

Mary Calcott (757) 237-5181

Oceanair (757) 237-6075

Ocean View (757) 237-5182

Tanners Creek (757) 237-1530

### **YWCA YOUTH SERVICES MISSION OBJECTIVES:**

***YWCA Youth Services Program*** helps children to develop physically, emotionally, socially and intellectually by playing, exploring, and learning with others in a fun, safe, engaging and nurturing environment. Activities are designed to be culturally sensitive, developmentally appropriate and promote principles that help children succeed in school and in life.

***YWCA Youth Services*** employs dedicated and well-trained professionals that care for children in a quality, affordable childcare setting that provides parents with both financial relief and peace of mind that their child is safe and well cared for.

***YWCA Youth Services*** encourages friend-raising and community-building attitudes amongst participants, parents, teachers and staff. As part of the YWCA's commitment to eliminate racism, children in our program celebrate diversity as they learn to understand, value, and create a just society where all people are treated equally.

### **WHAT IS THE YWCA OUT-OF-SCHOOL-TIME PROGRAM?**

The Out-of-School Time program is a recreational and academic support program for school-age children. We provide a recreational atmosphere while focusing on your child's social, emotional, physical, and intellectual development. The YWCA is committed to keeping childcare affordable and maintain below market rates on a sliding scale fee basis.

The program services children ages 3-12 years old at Mary Calcott Elementary School and ages 4-12 at Oceanair, Ocean View, and Tanners Creek Elementary.

The program is open to all children regardless of race, color, religion, sex, or origin.

**HOURS OF OPERATION AND SCHOOL CLOSINGS\***

7:00am until school opening and school closing until 6:00pm

<b>SEPTEMBER</b>	
WEDNESDAY 5 <sup>TH</sup>	First Day of Program
<b>OCTOBER</b>	
MONDAY 14 <sup>TH</sup>	Columbus Day – NO SCHOOL
<b>NOVEMBER</b>	
TUESDAY 5 <sup>TH</sup>	Election Day – SCHOOL CLOSED
MONDAY 11 <sup>TH</sup>	Veteran’s Day – SCHOOL CLOSED
WEDNESDAY 27 <sup>TH</sup>	Early Release Day – OST Closes at 4pm
THURSDAY 28 <sup>TH</sup> – FRIDAY 29 <sup>TH</sup>	Thanksgiving Holiday – SCHOOL CLOSED
<b>DECEMBER</b>	
MONDAY 23 <sup>RD</sup> – TUESDAY 31 <sup>ST</sup>	Winter Break – SCHOOL CLOSED
<b>JANUARY</b>	
WEDNESDAY 1 <sup>ST</sup>	SCHOOL CLOSED
THURSDAY 2 <sup>ND</sup> – FRIDAY 3 <sup>RD</sup>	Winter Break- SCHOOL CLOSED
MONDAY 20 <sup>TH</sup>	Dr. Martin Luther King Jr. Day – School Closed
MONDAY 27 <sup>TH</sup> – TUESDAY 28 <sup>TH</sup>	Professional Development – NO SCHOOL
TUESDAY 30	Professional Development – NO SCHOOL
<b>FEBRUARY</b>	
MONDAY 17 <sup>TH</sup>	President’s Day – SCHOOL CLOSED
<b>MARCH</b>	
TUESDAY 3 <sup>RD</sup>	NO SCHOOL
<b>APRIL</b>	
FRIDAY 10 <sup>TH</sup>	Early Release Day- OST closes at 4pm
MONDAY 13 <sup>TH</sup> – FRIDAY 17 <sup>TH</sup>	Spring Break – SCHOOL CLOSED
<b>MAY</b>	
MONDAY 25 <sup>TH</sup>	Memorial Day – SCHOOL CLOSED
<b>JUNE</b>	
TUESDAY 9 <sup>TH</sup> – FRIDAY 12 <sup>TH</sup>	Early Release

\*Please note, parents will be provided with as much notice as possible for site closings outside of the ones listed above.

**REGISTRATION INFORMATION**

A non-refundable registration fee of \$55.00 per child is required at the time of enrollment. This registration fee is for the 2019-2020 Out-of-School Time Program and does not cover the 2020 Summer Clubhouse.

Each site has a maximum daily enrollment of 50 children. Once capacity is reached, your child will be placed on a waiting list. Only payment reserves your child's space.

**PAYMENT POLICY**

Payment for the program is due every MONDAY. If the program is closed on Monday, payment is due the next day the program is open. Payments are made weekly. **We ONLY accept payments using BRIGHTWHEEL. WE DO NOT ACCEPT CASH UNDER ANY CIRCUMSTANCES.**

**There are no credits or refunds for absences, illnesses or closures. Fees will not be prorated for days not used.**

**DEPARTMENT OF SOCIAL SERVICES**

The YWCA accepts childcare assistance through the Department of Social Services. If a parent wishes to utilize that program, the parent will be responsible for swiping in/out and/or calling in every day to ensure accurate payment from DSS. Any missed swipes, absences, or fees not covered by DSS are the responsibility of the parent (including all co-pays). Your sites Program Leader must have verification from DSS **PRIOR** to your child's first day of attendance.

**PENALTY FOR LATE PAYMENTS**

Any payment received after the close of business on Tuesday is considered late. A \$20.00 penalty fee will be assessed for **each day** the payment is late and childcare services will be suspended after one week of non-payment. All other future payments will first be applied to the outstanding balance (any remaining portion will be used towards the current month).

**POLICY FOR WITHDRAWING FROM THE PROGRAM**

The YWCA requires a minimum of a two-week notice in writing for withdrawing from the program and all program fees must be paid in full. This notice should be given to your center's Program Leader.

**POLICY FOR YEAR-END TAX STATEMENTS**

Year-End tax statements are only provided by request and the YWCA charges a fee of \$10.00 for year-end tax statements. All parents should keep receipts provided for payment as documentation. The YWCA of South Hampton Roads' Federal ID number is #54-0506491.

# PROGRAM GUIDELINES/PARENT INFORMATION

## **SIGN-IN/SIGN-OUT**

Parents are expected to sign their child/ren in upon ARRIVAL in the morning and sign them out before LEAVING for the day. There is a SIGN-IN/SIGN-OUT pre-printed sheet available as you come into the program. Please get into the habit of taking this **DAILY REQUIRED** step. We cannot be held responsible for your child if we are uncertain of his/her presence. There must be an exchange of responsibility from one adult to another, not from a child to a staff. All persons signing children in/out must be at least 18 years of age.

## **EMERGENCY CONTACTS**

Per Virginia Licensing Standards, on every registration packet parents/guardians are required to provide two emergency contacts, to include name, address and phone number of two designated people to call in an emergency if the parent cannot be reached. Contacts cannot have the same phone number, but can have the same address. Emergency contacts should know that they have been listed as an emergency contact, and should be willing to pick up child in the event of an emergency.

## **CHILD PICK UP POLICY**

Children will be released only to the responsible parents or persons listed on the child's registration form. Custodial parents have a right to be admitted to our center during any period of time in which his/her child is present. If children are supposed to be picked up by someone other than the parent, staff must have written consent. A picture ID is required for persons who are unfamiliar to the YWCA program staff.

## **LATE CHILD PICK UP POLICY**

The **Out-of-School Time Program** closes promptly at 6:00P.M. unless notified, Monday through Friday. If you are unable to pick up your child, please make arrangements to notify the center concerning who will be picking up your child. Additionally, anyone authorized to pick up your child must be listed on the child's registration form.

A late fee of \$1 for **EVERY MINUTE** that your child(ren) is in the building after 6:05P.M., Monday through Friday is applied per family. Late fees are payable through Brightwheel by the close of business the next day. If you are late for ANY reason, a charge will be issued. There will be no exceptions or warnings.

**Call the program if you expect to be late. The program phone number can be found on page 1 of this packet.** If the parent or emergency contact cannot be reached and the center has not heard from you by 8:00P.M. Child Protective Services will be called.

## **FOOTWEAR**

Tennis shoes or closed toed shoes with straps and rubber soles are required daily. No flip-flops or open toed sandals are permitted. Tennis shoes are safer for running and playing.

## **TRANSPORTATION**

Transportation to and from the program is the responsibility of the parents.

## **DISCIPLINE**

The YWCA is committed to providing a safe, positive and structure environment for all children in the program. Our expectations are that all children will exhibit age appropriate behavior during program hours. Please review the rules with your children and consequences that will guide our program.

- No bullying /threats
- No inappropriate language
- No biting/Hitting/pinching \* violence\*\*
- No inappropriate touching
- No throwing Objects/ property damage

**1<sup>st</sup> offense – Verbal Warning**

**2<sup>nd</sup> offense or severe 1<sup>st</sup> offense – Written Warning**

**3<sup>rd</sup> offense – immediate pickup & two-day suspension from program**

**4<sup>th</sup> offense - immediate pickup & week suspension from program (program fees are still required to maintain registration)**

**5<sup>th</sup> offense – expulsion from program**

## **INCLEMENT WEATHER POLICY**

The program operates on the same schedule as Norfolk Public Schools for inclement weather. Meaning if Norfolk Public Schools is on a 2-hour delay, the program will also operate on a 2-hour delay. If Norfolk Public Schools is closed, the program is closed. If there is an early release due to weather, the program will not open for after school care. If Norfolk Public School states no afterschool programs due to inclement weather, there will be no YWCA afterschool program.

If Norfolk Public Schools determines that the weather conditions are unsafe and that they need to close immediately. Staff will inform notified parents by phone and/or Brightwheel. Parents will be given thirty minutes to pick up their child.

## **MEDICATION**

We know there may be times when your child may need to take medication while at our program. **To make sure we administer medication in a safe and healthy manner and in accordance with licensing regulations, written permission from the parent or guardian is required.** Medication must be in the original prescription bottle with written instructions and given to center staff. You may provide sunscreen or insect repellent for your child. We will follow directions on the original container only. **Long-term medication (beyond 10 days) requests require a physician's signature.**

## **SICK POLICY**

On days where your child is not feeling well, we urge you to keep your child at home to ensure the illness does not spread. Please notify your Program Leader when this happens. If your child becomes ill at the center (temperature above 100.0, recurrent vomiting or diarrhea, or signs of any communicable disease), we will contact you and your child must be picked up immediately. If your child is sent home sick, they may not return to the program until they are symptom free for a minimum of 24 hours **without the use of medication.** In the event of any serious accident or illness, an ambulance will be

called as needed. We will keep you informed of any instances of disease affecting children at our program. If a child is absent because of contagious disease, they are not allowed to return to the program without a note from a physician indicating the child's condition is no longer contagious.

**SAFETY**

We take every precaution to make sure your child is safe. This includes a comprehensive safety awareness program, frequent inspections of the building and playground equipment, as well as fire drills and health inspections. To ensure the safety of each child, no child is allowed to leave the premises without a staff person. There is an **EMERGENCY PREPAREDNESS PLAN** available on-site for viewing. It outlines our methods and guidelines in the event of several types of emergencies. In the event of an emergency, every attempt will be made by the program to contact the parent, guardian, and/or emergency contacts.

**INJURY**

At the YWCA, we aim to have a safe environment for our students and staff. In case of an injury, all staff are CPR and First Aid Certified. If a student becomes seriously injured such as head injury, allergic reaction, broken skin, etc. during program operation, parent(s) will be notified immediately by phone of their child's condition. A report will be written by staff detailing the incident and actions taken. Both parent and staff will sign the document. A copy of the incident report will be given to the parent and the other copy will remain in the student's file.

**FOOD**

All children enrolled in the after-school program will be served one snack and/or hot meal daily in the afternoon, provided by Norfolk Public School.

**PERSONAL ITEMS FROM HOME**

Unless otherwise noted, please do not allow your child to bring personal items/toys from home. We are not responsible for any lost or damaged items. Please make sure to label all of your children's personal items with their first and last name.

**SUSPECTED CHILD ABUSE OR NEGLECT**

All Youth Services professionals are mandated by law to report any suspected cases of child abuse or neglect. If abuse or neglect of a child is suspected, the witnessing staff person will contact Child Protective Services for guidance or to file a complaint if necessary.

**SUGGESTIONS AND PARENTAL CONCERNS**

The YWCA, not Norfolk Public Schools, conducts the programming at the Out-of-School Time Program. All suggestions and parental concerns should be addressed with your centers Program Leader. If at that time you feel as if your suggestions or concerns were not addressed fairly, promptly, or are dissatisfied with the response or decision given by the Program Leader, you should contact the Program Director at 757-625-4248. All suggestions or concerns will be looked into and a response will be provide to you within 24 business hours of first contact.