

The After School Program

A Burlington Public Schools Child Care Program

Parent Handbook

The After School Program
Francis Wyman School
41 Terrace Hall Avenue
Burlington, MA 01803
781-270-1708

FOREWORD

Dear Parents and Guardians:

Welcome to the After School Program!

This handbook is designed to give parents and guardians a helpful insight into the After School Program offered by the Burlington Public Schools. It includes detailed information about After School Program activities, procedures, and policies. Please read this handbook carefully and keep it in a safe place for easy reference during the school year.

The After School Program strives to provide an atmosphere where children can enjoy, grow, and learn. The staff always welcomes suggestions and ideas that will help us to make your child's time at the After School Program beneficial and rewarding. We encourage you to share your thoughts and ideas with us at anytime.

Many thanks go to the School Committee for their ongoing commitment to the After School Program, to the Francis Wyman School for housing the Program, to the staff of the After School Program for their energy and the outstanding job they do with the children each and every day, and to the parents and guardians of the children in the After School Program for their continued support and encouragement. The children benefit greatly from the many special qualities contributed to the After School Program by so many wonderful and caring people!

If you have any questions about the content of this book, please feel free to call me at 781-270-1708. I look forward to the time that we will be spending together,

Best regards,



Laura Driscoll
Program Director

AFTER SCHOOL PROGRAM CONTACT INFORMATION

The After School Program is located at the Francis Wyman School
41 Terrace Hall Avenue
Burlington, MA 01803

For concerns about your child and/or questions about schedules, tuition, policies, or staffing, please call the Program Director at **781-270-1708**.

To report an absence, a change of pickup information, or a pickup delay, please call **781-270-1769**.

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MISSION STATEMENT

The Burlington Public School's child care programs provide a safe, engaging, and nurturing environment for families requiring quality child care for before school, after school, and summer vacation. Our mission emphasizes creating an atmosphere that balances student learning, enrichment, physical activity, and free time in a stimulating and enjoyable setting. The child care programs offered by the Burlington Schools provide parents with safe, convenient, reliable, and affordable out-of-school time care for their children. The programs maintain clear policies and procedures and actively encourage and welcome open communication and parent involvement.

THE AFTER SCHOOL PROGRAM

The After School Program is located at the Francis Wyman School and has been in operation for fourteen years. The Program uses a designated area with a private entrance, a full kitchen, a private bathroom, and computer stations for children in kindergarten through grade two, and the cafeteria for children in grades three, four, and five. All of the children have access to the gym, computer lab, hot top, and playground.

Our outstanding staff is comprised of certified elementary school teachers, qualified child care providers, college students, and assistants from Burlington High School. During the year, the Program also works with independent artisans and educational services. Background checks are performed on all staff members and vendors employed by the Program.

The After School Program serves more than 100 children per day. Our operating policy for the After School Program maintains a maximum staff/child ratio of one to nine in the kindergarten program and a maximum staff to child ratio of one to ten in grades one through five. On occasion, during staff development days, the staff/child ratio may increase to the Massachusetts state standard of one to thirteen.

Parents with children enrolled in the After School Program, and who have a background check on file at the After School Program, are welcome to visit us at any time. Prospective parents may visit the Program by contacting the Program Director at 781-270-1708 to schedule an appointment.

ADMISSION PROCEDURES

Once a child is admitted to the 6:00 p.m. dismissal After School Program, that child is guaranteed the same placement in the following year's After School Program (subject to tuition payment). If a change of schedule is requested, every effort will be made to accommodate the change, however, it is not possible to guarantee that the change requested will be available. Once registration has opened to the public, families who have not returned a registration form are no longer guaranteed a spot in the Program for the following year.

For the duration of a child's enrollment in the Program, a guaranteed enrollment of five days per week will be given to all of the child's brothers or sisters who are entering kindergarten. Guaranteed enrollment for the following school year is not available to children who join the After School Program after the registration period has ended, or for children who participate in the 3:00 dismissal kindergarten program.

Enrollment applications for the following school year are available at each of the elementary schools. Registration for the After School Program coincides with kindergarten registration. A public lottery is held two weeks after kindergarten registration to fill any open spots in the After School Program. Detailed information about the time, date, and location of the lottery is provided in the registration packet.

A completed registration form will reserve a spot in the lottery. Applicants are notified of the results of the lottery by letter. Preferential enrollment will be given to fulltime applicants. Families on the waiting list will be given the opportunity to fill any openings that occur during the school year.

An After School Program information packet will be mailed to families accepted into the Program before the beginning of the school year. In order for a child's slot in the After School Program to be guaranteed, outstanding tuition, deposits, and information forms must be received by the date specified in the Information Packet.

The After School Program will forward an attendance and bus list to each elementary school before the beginning of the school year. **Please send a written note to your child's teacher confirming your child's enrollment in the After School Program and detailing your child's daily dismissal schedule.**

TUITION

The After School Program's monthly tuition is based on the yearly tuition divided into 10 equal payments.

The After School Information Packet contains an invoice for one month's tuition. In order to guarantee your child's spot in the After School Program the invoice must be paid by the date specified in the Information Packet. Payment will be applied to your June tuition. If a child leaves the program prior to June, the June payment will be applied to the child's last month in the After School Program.

Payment is due in advance of services. The amount due does not change when the Program is closed due to holidays, or when the Program is open on half-days, vacation days, or staff development days. Credits for unexpected or unforeseen closures of the After School Program will be reflected on final year end statements. A reduced rate is available for families with more than one child enrolled in the Program. A tuition rate schedule is included in the After School Program information packet.

Each child's slot in the Program is reserved for him or her only. Payment is due regardless of attendance. Monthly statements will be left in parent mailboxes and payment should be returned with payment to the After School Program mailbox. Monthly payments are due on or before the first day of the month. The After School Program does not accept cash. Please make checks payable to the **Burlington Public Schools. Please include your child's name on the check.**

The After School Program reserves the right to impose a \$10 late payment penalty per month and/or to revoke the enrollment of any child whose account is past due. If tuition payment becomes a problem, please contact the Program Director so that a payment plan can be arranged and participation in the Program can continue. Financial aid information is available from the Program Director.

Receipts and Credits

A monthly statement is issued to all families in the After School Program. A yearly statement for tax purposes is issued by February 1. Duplicate statements are available upon request for a \$5 fee.

SCHEDULE CHANGES

Although every effort will be made to accommodate schedule changes, any changes in a child's attendance at the After School Program are subject to availability. Thirty days written notice is required for any requests for changes in schedule.

Any reduction in participation of 50% or more requires a sixty-day written notice. Fees will not be refunded due to a child's absence or withdrawal from the Program. Written notice of a schedule change should be submitted to the Program Director. Once written notification terminating a child's participation in the After School Program has been received, the family will receive an invoice detailing the charges for the child's remaining time in the After School Program. This invoice is due upon receipt.

SCHEDULE OF OPERATION

On regular school days, the After School Program operates from afternoon dismissal until 6:00 p.m. for children in grades one through five. The kindergarten programs operate from kindergarten dismissal until 3:00 p.m. and from kindergarten dismissal until 6:00 p.m.

No School Day Coverage for Children Dismissed at 6:00 p.m.

Unless there are unforeseen circumstances, the After School Program will be open on staff development days, parent/teacher conference days, and school vacation days from 7:30 a.m. until 6:00 p.m. The Program will not be open if Burlington Schools are closed for snow, or to observe a legal holiday, religious holiday, or on the Friday after Thanksgiving. The After School Program information packet includes a detailed schedule of operation.

No School Day Coverage for Children Dismissed at 3:00 p.m.

When space allows, kindergarten children dismissed at 3:00 p.m. may attend the After School Program on no school days for an additional fee. If coverage is required, please contact the Program Director at least one week in advance to make arrangements.

School Vacation/Staff Development Days

The After School Program is open on most staff development days and vacation days (a detailed schedule of Program hours is provided in the information packet). Program hours are from 7:30 a.m. until 6:00 p.m. Fieldtrips are scheduled on most no school days. During staff development days, the staff/child ratio may increase to the Massachusetts state standard of one to thirteen.

Because unforeseen circumstances may alter our plans for the day, it is very important that parents walk their child into the building and check-in with a staff member on school vacation or staff development days.

Unless otherwise notified, children attending the Program should bring a bag lunch with a drink that does not require the use of the microwave or the refrigerator.

Fieldtrips

Fieldtrips are scheduled on most no school days and are usually available at no additional cost. Information about our fieldtrips detailing times and locations will be posted on the white board in the entryway. Unless otherwise notified, transportation will be provided by school bus. Children should wear appropriate clothing and should not bring spending money for snack bars or gift shops. Parents are always welcome to join us and may make arrangements by calling the Program Director. The successful completion of a background check is required at least two weeks prior to the scheduled activity. If you would like to join us on a fieldtrip, or for an in-house activity, please see the Program Director or Site Coordinator for additional information about completing a background check.

Attendance forms will be left in mailboxes for all fieldtrips when tickets must be purchased in advance. In order for a child to attend a fieldtrip requiring an advance ticket, a child's attendance form must be returned by the due date noted on the form. If an attendance form has not been returned by the due date and a child wishes to attend a trip, he or she will be placed on a waiting list and the family will be notified if a cancellation occurs. The child will only be able to attend the Program on the day of the trip if a cancellation occurs.

The After School Program is unable to provide separate staffing at school, or on fieldtrip sites, for children who are unable to participate in a fieldtrip activity. In order for a child to attend the Program when a fieldtrip is scheduled, the child must be able to attend the fieldtrip and participate in the fieldtrip activity.

Half-Days

The After School Program is open on half-days from school dismissal until the time specified on the schedule of Program hours provided in the After School Program information packet. The children in grades one through five from the Pine Glen, Fox Hill, and Memorial Schools will take the bus they normally take to the After School Program. The bus company is unable to provide a separate bus for kindergartners on early dismissal days, therefore; kindergarten children will take the same bus to the After School Program as the children in grades one through five. When space allows, kindergarten children dismissed at 3:00 p.m. may attend the After School Program on half days at no additional cost. If coverage is required, please contact the Program Director at least one week in advance to make arrangements.

Snow Days and Delayed Openings

The After School Program will be closed whenever school is closed due to inclement weather. Credits will not be issued for days when school is closed due to snow, and no additional charges will be incurred when the duration of the Program is extended in June.

When the opening of school has been delayed due to weather, the After School Program will operate as scheduled. If a delayed opening is called on a staff development day or vacation day, the opening of the After School Program will be delayed as well. If you have any questions about our operating schedule on a day when school has been called or delayed, please call 781-270-1708 or 781-270-1769 for a recorded message detailing our schedule for the day.

TRANSPORTATION

Children from the Fox Hill, Memorial, and Pine Glen Elementary Schools will be transported to the Francis Wyman School by school bus. Every effort will be made to minimize the amount of time the children spend traveling between schools. Children must have the written permission of their parents to be transported to the After School Program by bus. A permission form is included in the After School Program information packet.

The After School Program will be responsible for transporting the children to the Francis Wyman School at normal kindergarten and afternoon dismissal times. If a child is attending a fieldtrip and returns to school after dismissal, it is the responsibility of the child's parents to arrange transportation to the After School Program. All costs associated with bus transportation included in tuition fees.

DAILY SCHOOL DISMISSAL PROCEDURES

The Francis Wyman School: The children attending the Francis Wyman School will be escorted to the After School room by their teachers. Kindergartners will be met in the kindergarten wing by an After School Program staff member and escorted to the After School Program.

Memorial, Pine Glen, and Fox Hill Schools: Children coming from the Memorial, Pine Glen or Fox Hill School will follow their school's normal dismissal procedure once they hear their bus number called. Children arriving by bus from another school will be met by a staff member at the door of the After School Program room. Please check with your child's school for bus information. Kindergarten children will be accompanied on the bus by a teacher from their school for the first week of school. After the first week, the children will be escorted to their bus by their teacher and met at the bus by an After School Program staff member when the bus arrives at the Francis Wyman School. The After School Program provides each school with a list of children who will be attending the After School Program.

In order to ensure the safety of your child, please be sure to send a written note to your child's teacher detailing the days that your child will be attending the After School Program. This will help us to ensure that each child arrives safely at the After School Program on the days he or she is scheduled to attend.

Evening pickup is at the rear of the Francis Wyman School (look for the light purple double doors).

3:00 p.m. Kindergarten Dismissal Bus Policy

Space permitting, kindergartners enrolled in the Francis Wyman School who attend the 3:00 p.m. dismissal After School Program may go home on the afternoon bus with an older sibling. Children must have the written permission of their parents to ride the afternoon bus. A permission form is included in the After School Program information packet.

Kindergartners taking the afternoon bus home will be picked up by their siblings in the After School Program room. It is the responsibility of the older sibling to ensure that his or her brother or sister gets on the proper bus. If an older sibling is absent from school, the child's parents must pickup the kindergartner in the After School Program before 3:00 p.m. A kindergarten child may not take the afternoon bus home alone, or with a friend, if his or her older sibling is absent from school

It is not possible for any children, other than the children who meet the criteria above, to take an afternoon bus home.

EMERGENCY DISMISSAL PROCEDURES

The After School Program will be closed whenever Burlington Public Schools are dismissed early due to inclement weather or whenever there is an unexpected event that impacts the safe use of our site.

In the event of an early dismissal, the Burlington Public Schools uses the Connect Ed System to send a detailed automated recording about the early dismissal to your phone. Since this is the way we will notify you of any unexpected Program closures, **it is very important that every family is signed up for the Connect Ed system!** If you have not already signed up for Connect Ed, you may do so by contacting the Superintendent's office at 781-270-1801. In addition to the Connect Ed system, a recorded message about the After School Program's hours of operation will also be available by calling 781-270-1708 or 781-270-1769.

Whenever there is an early dismissal, **children who normally attend the After School Program will be sent home on the bus. Please make sure that someone will be home to meet your child and that your child knows exactly what to do if he or she arrives at home and you are not there.**

ATTENDANCE PROCEDURES

The safety of each child is paramount to the staff of the After School Program. If a child will not be attending the After School Program as scheduled, it is **essential** that the child's parents call the absence line at **781-270-1769** to report the child's absence from the Program. To avoid miscommunication, please be sure to call the absence line whenever an absence is communicated to a child's school or an After School Program teacher. **The After School Program relies solely on the absence line for absence information.**

Check-in Procedures

When a child who is scheduled to attend the After School Program does not arrive, and the Program has not received an absence call from the child's parents, we will institute an immediate search.

An unexcused absence will initiate the following actions:

- The child's school will be called to see if the child was absent or dismissed from school.
- The child's home will be called. A message will be left if no one is home.
- The child's parents will be called at work. Messages will be left if no one is available.

- Each parent's cell phone and/or pager will be called. Messages will be left if no one is available.
- Once a child's parents have been contacted, the After School Program will assist in the effort to locate the child but will shift the primary responsibility for locating the child to the child's parents.
- If a child's parents cannot be contacted, someone on the child's emergency contact list and/or the Burlington Police Department will be sent to the child's home.

If a child is dismissed from the After School Program during check-in time (before 3:30 p.m.), please be sure to notify the staff member responsible for check-in of the child's dismissal.

Please help us to avoid unnecessary concern about a child's safety by calling the absence line at 781-270-1769 whenever a child will be absent from the Program. A \$10 fee will be charged for every unreported absence after the third occurrence.

Pick-up Procedures

The After School Program utilizes a checkout system to ensure that each child is dismissed to the proper person at the end of the day. Children will not be allowed to leave the After School Program unattended. **Parents must walk into the school building and checkout with their child's teacher. Please speak directly to your child's teacher when dismissing a child from the Program.** The children can help with this responsibility by getting into the habit of saying goodbye to their teacher. The children may not go into the hallways or classrooms unless they are accompanied by a parent or teacher.

Children will not be released to anyone other than a parent, guardian, or person listed on the child's permission form unless the child's parent notifies the After School Program prior to pickup time. If a staff member is unfamiliar with any person picking up a child, the staff member will ask to see a picture identification before the child is released.

Parent's picking up a child should enter the After School Program through the light purple doors at the rear of the school. Please follow the driveway on the right-hand side of the building around to the back of the school and park in the back parking lot. For safety reasons, parking is not allowed at the curb in front of the After School Program doors.

The entry to the After School Program is safeguarded with a keypad lock. Anyone with a child in the Program will be given the code to the lock. If you forget the keypad code, please knock on the side window and a staff member will assist you. Parents will be notified in advance whenever the code will be changed. For the safety of the children, please do not share the keypad code with your child or anyone not related to the Program. Use of the code after Program hours will activate an alarm on-site and at the Burlington Police Department.

Late Pickup Policy for the 6:00 p.m. Dismissal Program

The After School Program closes at 6:00 p.m. We ask parents to arrive by 5:55 p.m. in order to allow the children enough time to tidy up and gather their belongings. If a 6:00 p.m. arrival is unlikely, please take a moment to call us at 781-270-1769 so a staff member can speak to the child about the delay.

A late fee of \$1.00 per minute will be charged for a pickup after 6:00 p.m. If a child is picked up before 6:05 p.m., the late fee will be waived. If a child is picked up after 6:05 p.m., the late fee will be assessed from 6:00 p.m. An entry in the late pickup log will detail the time of pickup and the amount due. Late fees will be added to the child's tuition bill. After the third occurrence of a late pickup, the five minute grace period will be revoked. Continual late pickup may result in a child's suspension or removal from the program.

The staff is unable to remain on site after 6:00 p.m. for activity updates or consultations about children. We will be happy to discuss special requests or exchanges of detailed information over the telephone or at a meeting scheduled during Program hours.

Late Pickup Policy for the 3:00 p.m. Dismissal Program

The late fee and grace period policy above also applies to kindergarten children enrolled in the 3:00 p.m. dismissal program. The policy is adjusted to reflect a 3:00 p.m. dismissal time by substituting a 3 for a 6 wherever applicable.

PROGRAMMING

The After School Program strives to meet each child's need for physical and intellectual activities through a carefully designed schedule of educational, enrichment, and recreational programs. Throughout the school year, the children are offered a variety of activities at minimal or no additional cost to parents. The activities offered in the past have included art workshops, karate lessons, foreign language lessons, creative theater, computer courses, sports programs, animal adventures, cooking, music, dance, and science programs. Most activities meet a minimum of once per week for a period of four to eight weeks. A schedule of activities will be distributed in parent mailboxes or posted on the white board in the entryway. If a child does not wish to participate in an activity, they may be withdrawn from the activity with written permission from their parents. Children who do not participate in a scheduled activity may read a book or use the time to complete homework.

Homework Policy

The After School Program stresses the importance of homework and sets time aside every day for the children to complete their assignments. Staff members are available to supervise the homework area and to assist the children with their work, however, a child who needs individual help with his or her homework must ask. Because of the number of children who require assistance during homework time, the staff members are unable to check each child's homework for accuracy or provide the type of one-on-one homework help that is available from a private tutor.

Although we encourage the children to do their homework when it is assigned, using the time set aside to complete homework is the responsibility of the child. Please let us know if you prefer to have a child complete his or her homework at home. Children who do not wish to use homework time to complete their homework may use the time to read a book.

Snacks

Juice and snacks are provided for kindergarten children at 1:30 p.m. and 3:45 p.m. Children in grades one through five receive juice and a snack when they arrive at the After School Program in the afternoon. A snack schedule is posted in the parent center. If your child has any food allergies, dietary restrictions, or prefers different or additional food, please feel free to send a snack to school with your child. The children will not be allowed to use the school vending machines.

Outdoor Play

Children who attend the After School Program can expect to spend a minimum of 20 minutes outside during the day. Outdoor play will be cancelled due to precipitation, icy ground conditions, temperatures below 20 degrees, or excessive wind or heat. In order to keep staffing levels at a safe number, we are unable to offer indoor supervision for children who prefer to remain inside.

Birthdays

The After School Program celebrates each child's birthday with a birthday cake or cupcakes. Because it is important to us that each child's birthday receives equal attention, we ask families not to send food, balloons, or other party favors to the After School Program for birthday parties. Invitations to home parties should not be distributed at the After School Program.

Possessions from Home

Since we cannot guarantee the safe return of personal belongings, the After School Program asks that any personal possessions be left in backpacks during a child's time in the After School Program. Children may bring electronic games and toys from home on staff development and vacations days if they are used during scheduled times and with the permission of their teacher. Responsibility for the safekeeping of electronic games and toys brought from home remains with the child. The After School Program does not allow the use of toy weapons or trading cards at any time.

Telephone Use by Children

The staff will be happy to convey messages to children when necessary but it is not possible for children to make or receive telephone calls at the After School Program. Parents are welcome to call the After School Program at any time to speak to the Director or Site Coordinator about questions or concerns regarding their child.

Halloween and Valentines Day

Children who are not regularly scheduled to attend the After School Program on Halloween or Valentines Day are welcome to join us at no additional cost. Written notice of your child's attendance should be provided at least one week in advance of the holiday.

We celebrate Halloween with costumes and a pizza party, and the children may exchange valentines on Valentines Day if they choose. Additional information will be provided on the white board in the parent center as the holidays approach.

HEALTH POLICY

All children enrolled in the After School Program must satisfy the minimum immunization and routine physical examination requirements in accordance with the Massachusetts Public Health requirements. Documentation of the above must be on file at the child's school.

The After School Program's exclusion and reporting policies for communicable diseases are in conformance with the guidelines set by the Massachusetts Department of Public Health. In the event of an outbreak of a communicable disease or condition that is reportable to the Department of Health, a notice will be posted on the white board in the parent center.

If a child becomes ill while attending the Program, a parent or emergency contact person will be notified. A child who is not feeling well should be picked up within one hour of notification. The Program will provide a rest mat and a quiet area while the child waits.

Children who attend the After School Program should be well enough to follow the normal routine of the Program. Children who have a contagious condition, eye ailment, head lice, rash, fever, vomiting, or diarrhea, may not attend the After School Program and must be fully recovered before returning to the After School Program.

Please report any changes of emergency contact information, employment, telephone numbers, or addresses to the Program Director as soon as they become available. Although this information will be kept confidential, it will be shared with appropriate staff members to facilitate communication with parents or guardians in emergency situations.

Accidents or Acute Illness

In the event of an accident or acute illness, every effort will be made to notify the child's parents and physician prior to treatment. If a situation requires immediate attention, 911 will be called and the child will be transported to the hospital by ambulance.

Medication Policy

The After School Program will dispense prescription and non-prescription medication only when the written permission of the child's doctor and parent or guardian is on file at the After School Program. All medication administered by the staff of the After School Program must be current and in a pharmacy labeled container. An adult must bring the medication into the Program. Children are not allowed to transport medication. Expired medications will be returned to the families.

A medication request form is included in the After School Program information packet. Additional copies of the forms are available from the Program Director or from the After School Program staff.

Abuse and Neglect Policy

The staff of the After School Program are mandated reporters and as such, are required by Massachusetts General Law ch.119, S.51A to report all suspected instances of abuse or neglect to the Department of Social Services. A copy of the After School Program abuse and Neglect Policy is on file in the Program Director's office.

Head Lice

The After School Program has a no lice, no nit policy. If the Program is notified by the school nurse that a child who attends the After School Program has been sent home with head lice, the staff of the After School Program will check all of the children in the affected child's grade. If head lice are found, the parents of the child will be notified and asked to take the child home for treatment. A notice will be posted on the white board in the parent center whenever head lice are found in the After School Program.

Children who have been sent home with head lice may return to the After School Program once they have been cleared for return by the school nurse or by the Program Director or Site Coordinator of the After School Program. In order to prevent the spread of head lice, children should be encouraged not to share clothing, combs, or hair accessories.

Clothing Requirements

The children can expect to play outside year-round. Warm clothing, hats, gloves, and waterproof boots are necessary for the winter months. Children without boots or snow pants will be asked to stay on shoveled areas. During the winter months, and throughout the year, the children are welcome to leave an extra set of seasonal clothing on their assigned hooks in the After School Program room.

BEHAVIOR MANAGEMENT POLICY

The children and staff of the After School Program are asked to treat each other with respect, tolerance, kindness, and consideration. The rules and behavior expectations utilized by the After School Program will be explained to the children clearly and reinforced in a consistent manner.

Children will be given reminders and redirection in order to encourage positive behavior. A child who is unkind verbally will be asked to apologize. A child who uses supplies or equipment inappropriately will be restricted from using the supplies or equipment for a short period of time. Any activities where participants purposely exclude another child will not be allowed.

When a child is disruptive or needs time to regain self-control, he or she will be removed from the group. Time out periods will last approximately three to five minutes and will not exceed fifteen minutes. After a time out, the teacher and child will discuss behavior options before the child returns to the group.

Under no circumstances will a child be subjected to neglect, physical punishment, verbal abuse, or denial of restroom facilities. Parents will be notified if a child exhibits unusual emotional or physical behavior that threatens the wellbeing of the child or others in the After School Program.

If a child has specific behavior issues, every effort will be made to implement a behavior management program consistent with efforts being made at the child's home and school. If a child's behavior indicates that the Program is not able to meet his or her needs, the Program Director will contact the child's parents to arrange a meeting. A parent or staff member may also request a meeting. With the parent's permission, school staff, and other professionals providing services to the child may be asked to attend the meeting.

Within ten days of the meeting, in keeping with the conclusions of the meeting, an action plan will be developed that establishes reasonable, attainable objectives for the child. A copy of the plan will be given to the staff and to the child's parents. A log will be kept of the child's progress.

If the Program Director feels the Program cannot accommodate the needs of the child, or if the objectives established for the child are not met, the Program reserves the right to terminate the child's participation in the Program with two weeks notices. Pre-paid tuition will be refunded. A decision under this paragraph may be appealed by contacting the Superintendent of Schools.

Any child who does not accept the physical boundaries of the Program, or exhibits behavior that threatens his or her wellbeing, or the wellbeing of others, is subject to dismissal without notice. Any inappropriate behavior by a parent, including verbal abuse of a child or staff member, or confrontations with staff members in the presence of a child, is grounds for termination of the family's participation in the After School Program without notice. A suspension or termination decision may be appealed by contacting the Superintendent of Schools.

COMMUNICATION

The After School Program maintains an open door policy. Please feel free to direct questions or concerns related to any facet of the After School Program to the Program Director at any time.

Any questions regarding tuition, policies, staffing, activities, or a child's participation in the Program may be directed to the Program Director at **781-270-1708**. Voicemail is in place 24 hours a day and will record a message if no one is available to answer your call.

The absence line, **781-270-1769**, is a direct line into the After School Program room. This number may be called 24 hours a day to report a child's absence from the Program or to revise pickup information.

In a concern involving a staff member arises, please speak directly to the staff member involved. If the matter cannot be resolved directly with the staff member, the Program Director and Site Coordinator will meet with the staff member and arrange a meeting with the staff member and parent to discuss and resolve the concern.

The first priority of the staff is to focus as much attention as possible on the children. In order to meet the needs of the children and the staff during Program hours, we ask that parents limit their conversation with After School Program staff members to subjects involving their child. The Site Coordinator or Program Director are available to answer all other questions that arise. Please feel free to call us at any time.