
City of Bluefield Parks & Recreation

AFTER-SCHOOL & DAY CAMP PROGRAM



FAMILY HANDBOOK

WELCOME!



Dear Family,

We are ecstatic about your choice to be a part of our program. Thank you for entrusting us with the care of your child/children. We truly believe that every child is a unique and special gift. Our programs are designed as a safe and healthy environment in which your child/children grow and learn in a special, creative way. Our mission is to provide premier child care, while providing a safe and fun learning environment for your child/children on a daily basis. We understand that a peaceful and happy place for children to learn is created through a caring, positive, and affirming atmosphere. It is our duty to enrich your children as they develop into our future leaders. We continually strive for excellence in assisting your child/children in building, succeeding, and persevering. We are committed to providing dedicated, trained, and qualified staff members who are devoted to the care and well-being of the children and families we serve, as we continually maintain our exceptionally high standards of care for your child.

We value the partnerships and relationships developed with the community, businesses, and local colleges, as we work together to care for, train, build character, and prepare our youth for life and all that it offers. We look forward to developing this same partnership with you as we welcome you into the City of Bluefield Parks and Recreation Family. We are always here to meet your needs and answer your questions. Please do not hesitate to contact us at any time. We look forward to your involvement as we join together in teamwork for the continued success and growth of your child/children.

Thank you for choosing The City of Bluefield Parks and Recreation After-School and Day Camp Program to aid in your needs. We look forward to providing your child with a safe, fun, caring and enriching experience.

Sincerely,

Katana Mullen

City of Bluefield Parks and Recreation

Youth Development Director

304-327-2401 ext. 2445

304-324-2995 (fax)

www.cityofbluefield.com

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ABOUT US

STATEMENT OF PURPOSE

The City of Bluefield Parks and Recreation After-School and Day Camp Program will provide services for children ages 5-13, serving grades kindergarten- middle school. Our programs are designed as a safe and healthy environment in which our students grow and learn in a special, creative way. Our mission is to provide premier child care, while providing a safe and fun learning environment for our youth. It is our job to enrich and encourage as our youth develop into our future leaders.

OUR MISSION

The City of Bluefield Parks and Recreation After-School and Day Camp Program focuses on promoting the development of educational values, physical fitness, social and emotional skills, and creativity for school-aged children in the local community.

OUR VISION

Helping our youth Build. Succeed. Persevere.

OPERATION

After-School: Monday- Friday, 2:30 p.m. - 5:30 p.m.
Day Camp: School closings & Select holidays, 7:30 a.m. - 5:30 p.m.

HOLIDAYS

We are CLOSED for certain holidays:

- Labor Day (**September 5**)
- General Election (**November 8**)
- Veteran's Day (**November 11**)
- Thanksgiving Break (**November 23-25**)
- Christmas Break (**December 22-23**)
- New Year's (**January 2**)
- Spring Break (**April 14 & 17**)
- Memorial Day (**May 29**)
- Independence Day (**July 3-4**)



DAY CAMP SCHEDULE

There will be FULL DAY openings on:

- December 26-30 (Monday-Friday) - 7:30 a.m. – 5:30 p.m.
- January 3 (Tues.) - 7:30 a.m. – 5:30 p.m.
- January 16 (Mon.) - 7:30 a.m. – 5:30 p.m.
- February 27 (Mon.) - 7:30 a.m. – 5:30 p.m.
- March 10 (Fri.) - 7:30 a.m. – 5:30 p.m.
- March 13 (Mon.) - 7:30 a.m. – 5:30 p.m.
- March 24 (Fri.) - 7:30 a.m. – 5:30 p.m.
- March 27 (Mon.) - 7:30 a.m. – 5:30 p.m.
- April 18-21 (Tuesday-Friday) - 7:30 a.m. – 5:30 p.m.
- May 5 (Fri.) - 7:30 a.m. – 5:30 p.m.
- May 12 (Fri.) - 7:30 a.m. – 5:30 p.m.
- May 19 (Fri.) - 7:30 a.m. – 5:30 p.m.
- May 22-23 (Mon. & Tues.) - 7:30 a.m. – 5:30 p.m.
- May 26 (Fri.) - 7:30 a.m. – 5:30 p.m.
- May 30 (Tues.) - 7:30 a.m. – 5:30 p.m.

EARLY DISMISSAL SCHEDULE

There will be EARLY openings on:

- September 21 (Wed.) – 1 Hour Early Dismissal from school
- October 12 (Wed.) – 2 Hour Early Dismissal from school
- November 16 (Wed.) - 1 Hour Early Dismissal from school
- December 21 (Wed.) – 2 Hour early Dismissal from school
- January 18 (Wed.) – 1 Hour Early Dismissal from school
- February 15 (Wed.) – 1 Hour Early Dismissal from school
- March 9 (Thurs.) – 2 Hour Early Dismissal from school
- April 12 (Wed.) – 1 Hour Early Dismissal from school
- May 17 (Wed.) – 1 Hour Early Dismissal from school
- June 5 (Mon.) – 2 Hour Early Dismissal from school

(June 5: LAST DAY OF AFTER-SCHOOL & DAY CAMP PROGRAM FOR STUDENTS)



TRADITIONAL & SPECIALTY CAMPS

Traditional & Specialty Summer Camps Begin: June 19- August 4

Traditional Camp Time: 7:30 a.m. – 5:30 p.m.

Specialty Camp Details & Times: To Be Announced

DEFINITION OF FAMILY

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

ADMISSION & ENROLLMENT

All admission and enrollment forms must be completed and enrollment fee paid prior to your child's first day of attendance.

An enrollment fee of \$20 is due at the time of enrollment. This fee is non-refundable.

Based on the availability and openings, our facility admits children from 5 to 13 years of age, in grades kindergarten – middle school.

Our process for introducing children to our program is through relationship building. It is our goal to get to know all of the children who attend our program, so that we can better meet their needs and allow them to have the most amazing experience possible.

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

If your child has an identified special need, please specify those needs on the registration form, and we will accommodate to his or her needs the best way we know how. We encourage our parents/guardians to give as much information as possible, so that his or her experience is also an amazing while attending our program.

INCLUSION

The City of Bluefield Parks and Recreation Department believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.



NON-DESCRIMINATION

At the City of Bluefield Parks and Recreation After-School and Day Camp Program, equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

FAMILY ACTIVITIES

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Please see the list of Family Activities at the end of this booklet.

CONFIDENTIALITY

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

STAFF QUALIFICATIONS

Our After-School Counselors are hired in compliance with the state requirements and qualifications as a base minimum. All staff certifications are as follows:

All staff have Education and training in Child Growth and Development, Abuse and Neglect Prevention Training, First Aid, CPR, and AED Certifications, and are registered with the West Virginia State Training and Registry System, which allows our staff to continue to practice programming that conforms to Core Knowledge and Core Competencies. All Caregivers participate in an orientation class and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by The City of Bluefield Parks and Recreation Department.



CHILD TO STAFF RATIOS

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Max. Group Size
5 year olds	<u>12 to 1</u>	<u>12</u>
6-12 year olds	<u>16 to 1</u>	<u>16</u>

COMMUNICATION & FAMILY PARTNERSHIP

Parent Advisory Board.

Any parent who would like to be a part of the Parental Advisory Board, please let us know. We will meet once a quarter to discuss the concerns, needs, and flow of the program. We will work to make the City of Bluefield Parks and Recreation After-School and Day Camp an even more amazing experience for our children.

Daily Communications.

Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Notes will be placed into your child's cubby at the end of the day or given out at the time of the child/children's departure.

Bulletin Boards.

Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

Social Media.

Facebook, Instagram, & twitter: Social Media will provide center news, events, announcements, etc.

Email.

We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

Family Visits.

Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. Each visitor must wear a visitor's badge while on premises and sign-out upon leaving.



Family Night.

Family nights are scheduled on a regular basis. These nights include snacks, drinks and fun filled age-appropriate activities for families. Family Nights allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families.

Conferences.

Family & teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

OPEN DOOR POLICY

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. Anyone working directly with the children on a daily basis, for more than 2 hours will have to under-go a background check, required by WVDHHR licensing.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

PUBLICITY

Unless the family indicates on the registration form that they want their child to participate, we will not use pictures and names of children for publicity.



CURRICULA & LEARNING

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play.

Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Curricula & Assessment

Our After-School and Day Camp Program will use a variety of curricula. As part of all of the different curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom, so as to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

OUTINGS & FIELD TRIPS

Weather permitting; we conduct supervised walking trips around the neighborhood, but mostly to the Bluefield City Park. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package.

From time to time, there will be supervised field trips. Permission Slips for each trip must be signed by the child's parent/guardian.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.



TRANSITION

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

TRANSFER FROM HOME TO CENTER

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

TRANSITION BETWEEN LEARNING PROGRAMS/ACTIVITIES

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

TRANSITION TO LOCAL FACILITIES, COLLEGES, & BUSINESSES

Transition activities such as a field trip to a local organization, business, college, or facility, creating a mural of special friends and special times at our center will be part of your child's education at our center. We will provide you with information on these excursions, what to expect, and ideas on how to talk to your child about going on local excursions.

TELEVISION TIME

Our normal daily routine does not include television watching, but from time-to-time, we may record a television show without advertisements as a teaching aid and discussion stimulator or children may have free-time to spend in our youth lounge. Television consumption will not be longer than [one] hour and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world.

ELECTRONIC MEDIA

Electronic Media are limited to 30 minutes or less per day per child. Internet sites and software are pre-screened to contain non-violence and high-quality educational content.



MULTICULTURISM

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as it aids to teach our children respect for our world and the diversity of life upon it.

CELEBRATIONS

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

September: 9/11- Never Forget

October: Halloween/Fall Festival, National School Bus Safety Week

November: Veteran's Day, Thanksgiving Day

December: Christmas Day

January: New Year's Day, Martin Luther King Jr. Day,

February: Black History Month, Groundhog Day, Lincoln's Birthday, Valentine's Day, President's Day

March: St. Patrick's Day, First Day of Spring

April: Easter, Spring Break Festivities

May: Teacher Appreciation/Child Nutrition Week, Memorial Day

June: End of Year/Summer Bask Kick-off



GUIDANCE

GENERAL PROCEDURE

The City of Bluefield Parks and Recreation After-School and Day Camp Program is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

CHALLENGING BEHAVIOR

Children are guided to treat each other and adults with self-control and kindness.

Each student in our program has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. A discipline or incident report is put on file for the child/children involved with challenging behaviors or incidents. If you have any concerns about this at any time, please report it to the Director of the Center.

PHYSICAL RESTRAINT

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

NOTIFICATION OF BEHAVIORIAL ISSUES TO FAMILIES

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.



GREIVANCE PROCEDURE

A grievance may be defined as an unresolved problem, as a result of which the parent or employee feels a sense of injustice or unfairness for which he/she seeks relief or mutual satisfaction.

If you feel that you, as a parent, your children, or as an employee, are not being treated fairly, you should request a meeting with the director within five (5) days of the incident. The director may also involve the person of concern in that meeting should the issue be with someone other than the director. If you feel that no resolution has been reached as a result of that meeting, the following procedure should be followed:

- Within ten (10) days of the meeting with the director, the grievant should express their concerns in writing, explaining their situation, their grievance with the employee, director or policy, the date they met with the director, and the outcome of that meeting. If needed a form is available from the director.

Mail this document to the President of the City of Bluefield Board of Directors and a copy to the director of the child care center at the addresses listed below:

- *Tom Cole- Mayor (Board of Directors)*
- *Katana Mullen (Executive Director)*
- *1780 Stadium Drive Bluefield, WV 24701*

Upon receipt of this request, a hearing will be scheduled with the Board of Directors.

The grievant will receive a notice of the meeting, which will be at least two weeks in advance of the scheduled meeting date and time.

If the grievant requests that the meeting be rescheduled, the grievant must contact the board president at least five (5) days prior to the scheduled meeting date. The meeting will be rescheduled at a mutually agreed upon time.

The grievant has the right to bring an advocate or representative with them to a meeting.

The board may have presented any and all persons it deems necessary to be present.

All evidence and testimony presented will be considered.

The Board of Directors will make a decision and communicate the decision in writing within ten (10) days of the grievance meeting.

If the grievant is in disagreement with the decision of the grievance committee, they have the right to seek resolution within the legal system.

The intent of this policy is to outline a process to resolve issues or problems as a result of an action of an employee or policy of the City of Bluefield Parks and Recreation After-School and Day Camp program and in no way is intended to limit the legal recourse of the grievant.



BEHAVIOR MANAGEMENT

Policy

- Young children can present challenging behaviors in the educational setting. The City of Bluefield Parks and Recreation After-School and Day Camp Program is committed to using Positive Behavior Intervention Support (PBIS) to promote social competence and address challenging behaviors. Child guidance and classroom / bus management decisions will promote: (a) positive social skills; (b) emotional literacy; (c) positive self-esteem, and (d) provide a nurturing, safe environment.
- Promoting social competence and preventing/addressing challenging behaviors to enhance children's social success in educational settings involve the components below.

Building Positive Relationships: Supportive, responsive relationships among adults and children are an essential component to promoting healthy social emotional development.

Counselors will:

- Develop and support meaningful relationships with children and families
- Examine their personal, family, and cultural views of child's challenging behavior
- Examine their own attitudes toward challenging behavior

Creating Supportive Environments: High quality environments promote positive outcomes for all children.

Counselors will:

- Design the physical environment to support social and emotional security
- Develop schedules and routines
- Ensure smooth transitions
- Design activities to promote engagement
- Give directions that are clear to each child
- Establish and enforce clear rules, limits, and consequences for behavior
- Engage in ongoing monitoring and positive attention
- Use positive feedback and encouragement



BEHAVIOR MANAGEMENT

(Continued)

Social Emotional Teaching Strategies: Systematic approaches to teaching social skills can have a preventive and remedial effect.

Counselors will:

- Interact with children to develop their self-esteem
- Show sensitivity to individual children's needs
- Encourage autonomy
- Capitalize on the presence of typically developing peers
- Utilize effective environmental arrangements to encourage social interactions
- Use prompting and reinforcement of interactions effectively
- Provide instruction to aid in the development of social skills
- Promote identification and labeling of emotions in self and others
- Explore the nature feelings and the appropriate ways they can be expressed
- Model appropriate expressions and labeling of their own emotions and self-regulation throughout the course of the day
- Create a planned approach for problem solving processing within the classroom
- Promote children's individualized emotional regulation that will enhance positive social interactions within the classroom

Individualized, Intensive Interventions: Assessment - based interventions that results in individualized behavior support plans

Counselors will:

- Team with family to develop support plans
- support the child in the classroom
- Implement the behavior support plan
- Teach replacement skills
- Communicate regularly
- Monitor how well the plan is working and make adjustments



BEHAVIOR MANAGEMENT

(Continued)

Procedure

Bus Procedures:

- The **bus monitor** will be responsible for behavior management on the bus. The **bus driver** may need to assist when children are loading or there is a substitute **monitor**. The **bus monitor** will inform the Executive Director and Program Director of behavior problems on the bus and work with classroom staff to ensure that strategies used for behavior management are consistent in the classroom and on the bus.
- The **bus driver, bus monitor**, and parent will be included in the development of the bus behavior plan if possible. If that is not possible, the **bus driver** and **monitor** will be informed of the plan by the Director. A copy of the bus behavior plan will be kept on the bus. If there is a substitute **bus monitor**, the **bus driver** will share the plan with him/her.
- The Executive Director will ensure that there is structure, (e.g. pictures, rules posted, clear expectations, assigned seating) inside the bus environment to communicate to the children what to do and how to behave.
- There will be systems, schedules, and routines established by the Director(s)/Teacher/Bus Monitor to promote predictability and security for children.
- **Bus drivers/monitors** will be expected to interact with children in a positive, friendly, and socially supportive manner using positive behavior support strategies and encouraging pro-social interactions among the children.
- **Monitors** will provide developmentally appropriate, individualized, and safe activities for children to engage in while riding on the bus:
 - Restate the rules and give positive support to those who are following the rules (sometimes using tangible rewards such as stickers).
 - Use natural consequences including removing objects, activities, and giving verbal redirection.
 - Physical touch (such as hand on shoulder), direct eye contact, sitting beside the child, or moving the child to another seat.
 - Move the child to the front seat of the bus with no other child next to him/her.

Supplementing positive behavior intervention using strategies with intensity:

- Occasionally, young children present dangerous behaviors in the educational setting, with the potential to injure themselves or others. In such circumstances, children may need strategies with intensity to help them learn appropriate behavior. After consultation with the Executive Director, staff and family may supplement the above strategies with one or more of the following interventions. These examples of such consequences might include but are not limited to:



First Response Strategies:

- Responding to unanticipated dangerous behavior. Occasionally, staff may be unaware of a child's potential for dangerous behavior, which may occur very quickly and with little warning. A Site Plan for Dangerous Behaviors will include the following:
 - A safe, quiet place in the classroom for a child to be alone.
 - A procedure for quickly exiting the children from the classroom so the child with behavior issues is isolated with an adult.
 - A place outside the classroom to take a child that needs time alone.
 - Ways of quickly communicating to the rest of the team (including regular parent and community volunteers) with a signal word so that the plan can be quickly implemented without a lot of discussion.
 - For the safety of the child and staff, the crisis intervention for the child will not exceed gentle but firm physical guidance/direction, holding a child only long enough to get them to a safe space to calm down.
 - When dangerous behaviors occur on the bus, the **bus monitor** will move the child to the front seat of the bus if possible. The Bus Driver will proceed to the child's drop off as soon as possible.
 - When dangerous behaviors occur, staff will contact the child's parent to debrief the incident. Use of physical restraint. Rarely, a child may need use of physical restraint if there is imminent danger to self or others. Physical restraint is not to be used as a routine procedure nor without an approved behavior plan specifying its use. (signed by parent)
 - Teacher will fill out an incident report
 - The use of corporal punishment is strictly forbidden. Use of such methods will result in disciplinary action
 - Withholding of food, access to the bathroom, or name calling or any other form of demeaning treatment is strictly forbidden. Use of such methods will result in disciplinary action.
 - Continual communication with parents and guardians must be maintained concerning the child's behavior and ongoing documentation and progress reports are required. Staff will be sensitive to different cultural beliefs and values.
 - Behavior that is chronically dangerous may be an indicator that further support and assessment is needed.
 - Sending a child home/loss of bus privileges due to a behavior related incident: Rarely, a child may engage in behavior that poses a significant physical and/or mental risk to self or others. Only then, should a team consider sending a child home and/or removing bus privileges due to a behavior related incident.



- No child will be sent home or lose bus privileges without prior approval from the director. In the case of loss of bus privileges, the Transportation Manager will be consulted. If the child attends a full day classroom, staff will be given prior notification in order to address possible financial and childcare concerns/issues.
- Each incident will be considered on its own merit and not be generalized with other incidents by the child or other children.
- Any incident resulting in approval to send a child home/lose bus privileges will be followed up immediately with:
- Development of a temporary behavior plan or modification of existing plan so the child can return the next day.
- Documentation will be maintained on the child's progress on the behavior plan.

REPORTING ABUSE

All employees and persons working in this organization are mandated reporters. Anyone may report suspected abuse or neglect. However, under WV Code §49-6A-2, certain persons are mandated reporters and required to make a report.

These persons are:

<i>Child care or foster care workers</i>	<i>Humane officers</i>
<i>Christian Science practitioners</i>	<i>Medical, dental or mental health professionals</i>
<i>Circuit court judges, family court judges or magistrates</i>	<i>Members of the clergy</i>
<i>Commercial film or photographic print processor</i>	<i>Peace officers or law enforcement officials</i>
<i>Emergency medical services personnel</i>	<i>Religious healers</i>
<i>Employee, coach or volunteer of an entity that provides organized activities for children</i>	<i>School teachers and other school personnel</i>
<i>Employees of the Division of Juvenile Services</i>	<i>Social Service Workers</i>
	<i>Youth camp administrator or counselor</i>

In any case where a mandated reporter believes the child suffered serious physical abuse, the reporter shall immediately make a report to the West Virginia State Police and any law enforcement agency having jurisdiction to investigate the report.

Also, any person over the age of 18 who receives information from a credible witness or observes any sexual abuse or sexual assault of a child, shall immediately and not more than 48 hours report the circumstances to the Department of Health and Human Resources and the West Virginia State Police or other law enforcement agency having jurisdiction to investigate the report.

If the reporter feels making a report of sexual abuse will expose himself or herself, the child, the reporter's children or other children in the subject's household to an increased threat of serious bodily injury, the individual may delay the report while he or she takes measure to remove himself or herself or the affected children from the perceived threat of additional harm. The individual must make the report as soon as practical after the threat of harm has been reduced.



ENSURED SAFETY

The City of Bluefield Parks and Recreation After-School and Day Camp assures the safety of children, volunteers, and its employees.

Below is a safety checklist for all employees involved in child care.

- Age Appropriate Outdoor Play
- CPR, First Aid, and AED
- Daily Safety Checklists: Indoor & Outdoor
- Emergency Contact Person
- Emergency Drills & Procedures
- Fire Extinguisher
- Guideline for Addressing Suspected Abuse and Neglect
- Guideline for Safe Pick Up of Children
- Health & Safety Checklists
- Incident (Accident) Report Form
- First Aid Kit
- Medication
- Playground Supervision
- Poison Prevention Presentation
- Situations that Require Medical Attention Right Away



TUITION & FEES

Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due as outlined in the Enrollment Agreement.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered an exceptional occurrence. Late fees of \$15 per every 15 minutes late. Fee will be assessed beginning at 5:45 P.M. and will be due upon arrival.

Special Activity Fees

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

Late Payment Charges

Late payments can pose serious problems for our programs. Therefore we have put procedures in place to reduce their impact.

If payment is not received on the day that it is due, a late fee of \$20 will be added to the balance. If your account has not been paid in full within 2 weeks your child may be discharged from the program.

If payment is more than 10 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee up to the maximum amount allowed by law. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on "cash only" status.



Additional Fees Credits

- **Vacation** - to retain your child's spot during vacation, 50% of your regular tuition is due. Vacation days can be used if written notice is given in advance for the days the child will not be in attendance. Tuition must be paid prior to going on vacation. These fees are non-refundable if you choose not to return.
- **Withdrawals** - if a child is suddenly withdrawn from the program without a 2 week written notice of withdrawal, a 2 week tuition fee may be applied. Families who withdraw and later re-enroll will be charged a re-enrollment fee.

CREDITS AND NO CREDITS

- **Credit will be given for Excused Absences** - if your child is hospitalized, absent due to a contagious disease, or absent at the request of the child's doctor, the absence is considered excused. A written doctor's note is required to receive a credit.
- **Credit will NOT be given for Sick Days** - there are **NO** credits for sick days. Sick days are considered in determining tuition and are **NOT** refundable.
- **Credit will NOT be given for Inclement Weather** - if we do not open due to inclement weather on a day that your child is scheduled to attend, your account will **NOT** be credited for that day.



ATTENDANCE AND WITHDRAWAL

Absence (EARLY DISMISSALS & FULL DAY)

If your child is going to be absent or arrive after 12:00 p.m., please call us at 304-327-2448. We will be concerned about your child if we do not hear from you.

If your child/children will not be attending after-school care, please notify us at 304-327-2448.

Withdrawals

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in additional fees.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

If your child is transitioning to a new center, a written request from you with instructions to where the records should be sent is required.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, and loss of water) prevent us from opening on time or at all, notification to the families will be announced via phone call/text and/or on *WVVA Snow Patrol*.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.



DROP-OFF & PICK-UP

Full Day Hours

We open at 7:30 a.m. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children and sign them in.

We close at 5:30 p.m. Please allow enough time to arrive, sign your child out, and leave by closing time.

After-School Hours

We open at 2:30 p.m. Please do not drop-off your child prior to the opening.

We close at 5:30 p.m. Please allow enough time to arrive, sign your child out, and leave by closing time.

TRANSPORTATION

ARRIVAL PROCEDURE

The Mercer County Public School Bus will be picking up students from the following schools: Whitethorn Elementary School & Bluefield Intermediate School, and Memorial Primary School and bringing them to the after-school program.

The City of Bluefield Parks and Recreation Bus will be picking up students from the following school: Bluefield Middle School.

Any student who does not attend the following schools listed above will need to have transportation to the City of Bluefield Parks and Recreation After-School & Day Camp Program.

A staff member will be at the entrance as each bus arrives to drop children off at the program. Students will then be escorted to the facility in a safe manner.

DEPARTURE PROCEDURE

ASSEMBLY LINE:

Parents are expected to enter at main entrance and drive up to the front doors of the facility, forming an assembly line for the other parents/guardians/authorized persons picking up children for the day.

Parents/guardians/authorized persons will not have to leave their vehicles to sign their child/children out. A staff member will greet you, ask for proper and legal identification, and then have you sign the sign-out sheet. The staff member will then call for your child/children on the walky-talky to depart.

Note: *if your child/children are being picked up **before 5:00 p.m.**, parents are expected to come into the facility to sign their child/children out for the day. All parents who arrive between 5:00 p.m. - 5:30 p.m. are asked to please stay in your vehicles, and a staff member will assist you.*



CELL PHONE USAGE

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

AUTHORIZED & UNAUTHORIZED PICK-UP

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 1 hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the police and the local child protective services agency.

RIGHT TO REFUSE CHILD RELEASE

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in a call to the police station and the release of your child from the program.



PERSONAL BELONGINGS

What to Bring

- Kindergarteners: at least one change of clothes, socks and shoes to leave here at the facility.
- After-School Care Children: books for homework, appropriate play clothes

Please label all items brought from home with your child's name (i.e., clothes, bottles, backpacks, etc.) to prevent items from becoming misplaced or lost.

We are not responsible for lost or damaged items.

Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name. If you will be picking up your child early, please check your child's cubby on a daily basis for items that need to be taken home. Staff members responsible for departure procedures at the end of the day will ensure other staff members are checking cubbies for belongings left behind.

Lost and Found

You can look for lost items and bring found items to the Lost-and-found Box located at the main office inside of the facility. Please note that we are not responsible for lost personal property.

Toys and Electronics from Home

We request that you do not allow your child to bring toys and electronics from home into the center unless they are part of a show-and-tell activity.



NUTRITION

Food Prepared for or at the Center

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Meal Time

At meal time meals are served by counselors and staff members. Everyone sits at a table with their original home room classes. Good table manners are modeled and encouraged.

Weekly menus are posted for viewing by parents/caregivers.

A caregiver who is trained in first-aid for choking is present at all meals.

School Aged Participants & Day Camp (Full Days)

After-school child care participants will be served lunch and a light snack at each Day Camp session during the afternoon. These snacks are not a meal. If your child will be arriving later than 8:30 a.m. on Full Days, arrangements can be made to serve your child breakfast. Otherwise, please make sure your child has had breakfast before arriving to Day Camp.



HEALTH

Immunizations

A current copy of each child's up-to-date immunization record must be presented and kept on file. Prior to registration, admission forms and policies of the program must be reviewed.

Physicals

Routine physicals are required. A copy of your child's physical should be received before but must be received no later than 6 weeks after your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever (above 100°F under the arm, above 101°F in the mouth, above 102°F in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or 2 or more times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.



Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen or sent to the facility where meals are being prepared. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

We will NOT administer medications to any children for any reason, unless deemed necessary and with the consent of a parent/guardian. Please make arrangements to disperse medications to your child/children as need be.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilic Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness



SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground at the Bluefield City Park is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution. Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 40 °F degrees. Additionally, outdoor play will be cancelled if the air quality rating is 50 or below.

Communal Water-Play

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will to contact you or an emergency contact.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.



Smoking

The poisons in secondhand smoke are especially harmful to young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately and the police may be called.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.



EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 10 minutes, the family and the police will be notified.

Fire Safety

Our center is fully equipped with a new and improved fire system.

Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

Please refer to the emergency evacuation plan for the City of Bluefield Parks and Recreation Department for all other emergency cases.

CENTER POLICIES

Our center policies not included in this handbook are reviewed quarterly and updated as needed. They are available for review upon request to the center Director and/or the Human Resources Director.

STANDARDS OF ETHICAL CONDUCT

This center does not misrepresent or operate in a manner that is misleading, deceptive, or illegal.



FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Advisors:

- Discussion of Program Goals – quarterly meeting for families to provide input into our plan for the program.
- Parent Advisory Board – meets 4 times a year to review progress toward annual goals.
- Classroom Representative – serves as a liaison between classroom parents and teachers
- Home and School Committee – meets monthly to plan family events and fundraisers

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Open House
- Back to School Night
- Family Movie Night
- Holiday Gatherings
- Talent Show
- Book Swap
- Fall Festival
- Annual Family Picnic
- End of School Year Bash

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items
- Serve as a parent representative
- Welcome new families
- Contribute to class Pot Luck Meal
- Family Teacher conferences

Family/Parent Workshops: Our menu of family workshops changes annually. Below is a list of workshops we plan to offer. We will try to offer these in the early evening or on Saturdays. A monthly calendar will be available for scheduled topics. We welcome requests for workshop topics.

- Positive Guidance and Loving Discipline
- Safety in the Home
- Brain Development
- Nutrition and Exercise for Small Bodies
- Supporting Your Child in Times of Stress
- Food Allergies
- How to Prepare for a Conference
- Warning Signs for Developmental Delays
- Value of Reading to Your Child
- Everyday Math



Bluefield, West Virginia
Nature's Air-Conditioned City

MOUNTAINHEART Community Services, Inc.

MountainHeart Community Services, Inc. is a private, nonprofit 501(c) (3) community action agency that was incorporated in 1965 in accordance with the economic opportunity act of 1964. The organizational mission of MountainHeart is working together with individuals, families, and communities to provide resources for a better life.

The City of Bluefield Parks and Recreation After-School and Day Camp Program is now accepting MountainHeart Participants.

For parents/guardians who already have MountainHeart, you will need to check with your case worker about having your child/children enrolled into our program. We will need a valid Child Care Certificate on file before your child/children are able to attend the program.

For parents/guardians who live in West Virginia and need assistance with child care cost, please visit the MountainHeart Child Care Resource and Referral Office in Princeton, WV for further details.

1411 N. Walker Street
Princeton, WV 24740

Phone: 304-425-3669
Fax: 304-425-2301
Toll Free: 1-800-738-8531



Family Handbook Acknowledgement

(A Copy for Reference- Must Remain in Family Handbook)

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the **City of Bluefield Parks and Recreation After-School and Day Camp Family Handbook**. It is my responsibility to understand and familiarize myself with the Family Handbook and to ask center management for clarification of any policy, procedure or information contained in the **City of Bluefield Parks and Recreation After-School and Day Camp Family Handbook** that I do not understand.

Recipient Signature

Date

Center Director Signature

Date



Bluefield, West Virginia
Nature's Air-Conditioned City

Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

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