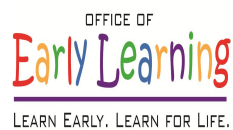




**CITY OF GREENACRES
DEPARTMENT OF LEISURE SERVICES**

**Youth Programs Division
Parent Handbook**

PBC Dept. of Health License # 50-51-00526



Welcome to a continuum of care and positive youth development for your child(ren).

PROGRAM HISTORY & ADMISSION CRITERIA

The City of Greenacres Youth Program was originally established in 1995 through a grant with the Children's Services Council of Palm Beach County, Inc. to provide afterschool enrichment services for working families. The City accepts reimbursements through the Early Learning Coalition's Continue-to-Care Afterschool and School Readiness Programs, in addition to "Private Pay" fees.

The program is open year-round and is available to all children who reside in Palm Beach County. Children must be enrolled in elementary, middle, or high school. Transportation is provided from Greenacres Elementary, Heritage Elementary, Cholee Lake Elementary, Liberty Park Elementary, Diamond View Elementary, L.C. Swain Middle, Tradewinds Middle and Okeehetee Middle Schools (a minimum of ten (10) students per school is required to receive transportation).

LOCATION & HOURS

Greenacres Community Hall
501 Martin Avenue, Greenacres, FL 33463
(561) 642-2193

Elementary School (C.A.R.E.S.):

- 2:00 p.m. - 6:00 p.m. Monday-Friday on school days
- 11:30 a.m. - 6:00 p.m. on early release days
- 7:30 a.m. - 6:00 p.m. on full days (teacher planning days, some school holidays and Spring, Winter & Summer breaks)

Middle School (Cool Zone):

- 4:30 p.m. - 6:00 p.m. Monday-Friday on schools days
- 1:30 p.m. - 6:00 p.m. on early release days
- 7:30 a.m. - 6:00 p.m. on full days (teacher planning days, some school holidays and Spring, Winter & Summer breaks)

High School (Hot Spot):

- 3:30 p.m. - 6:00 p.m.: Monday through Friday (student volunteer and mentoring program)
- 6:00 p.m. - 10:00 p.m.: First or third Friday or Saturday of each month

DURING FULL DAYS, THE DOORS WILL CLOSE PROMPTLY AT 9:00 A.M. AND YOUR CHILD MAY BE ON A FIELD TRIP UNTIL 4:00 P.M. If your child cannot be dropped off at Youth Programs before 9:00 a.m., he/she will not be permitted to attend that day. If your child has a doctor's appointment at a specific time, please let us know in advance and we will make accommodations.

FAMILY NIGHTS

Parent involvement is encouraged as it is critical for positive childhood development, as well as the success of the program. There will be several "Family Night" events during the year which provide opportunities for parents to meet the counselors that care for the children and learn what the children are doing in the program. Advanced notification for Family Night events will be provided.

INCLUSION & RATIOS

The City of Greenacres is an inclusive after school and summer camp program, with an average daily staff to student ratio of 1:18, and students of all abilities are encouraged to register. Inclusion offers a number of benefits:

- Children develop a more positive image of themselves and a healthy image about the uniqueness of others.
- Children with special needs have the opportunities to learn new skills by observing and imitating other children.
- Children are encouraged to be resourceful, creative and cooperative.

The City of Greenacres partners with The Arc of Palm Beach County to provide support services for recreational day camp programs. The Arc staff encourages active participation and socialization, as well as appropriate behavior. They may add adaptations and/or minor behavioral modification, as needed. The Arc support staff is not a modification to the general ratio up to 1:18. (For more information on Arc of Palm Beach County, visit www.arcpbc.org).

Please note: An Arc Inclusion Camp Registration Form must be completed and submitted within five (5) business days from the program registration date. Youth must meet eligibility requirements and be approved in advance to receive services. Youth who have significant behavioral issues (i.e., elopement, refusal to transition, and/or physical aggression towards others) are not eligible. Parents can provide a Behavioral Intervention Assistant (BIA) to accompany their child in the program to ensure their safety and the safety of others.

Please contact us prior to registration with any special requests or accommodations that may be required.

ATTENDANCE PROCEDURES

C.A.R.E.S. and Cool Zone attendance is monitored on a weekly basis for frequency and consistency in the program. Unexcused or unexplained absenteeism may result in expulsion from the program.

Attendance is taken several times daily; upon pick-up at school, during field trips, and on and off the bus. If your child will not be attending the program, so as to avoid an unexcused absence, please let us know by calling 561-642-2193 by 1 p.m. and leave a message if there is no answer; fax a note to 561-642-2097, or inform us the day prior at check out. Your child will not be able to attend the program if they do not attend school that day. If your child does not report to the bus loop within ten (10) minutes after school dismissal he/she will be marked absent for the day. We will not call you to notify you that your child was not on the bus. It is a safety concern for other students and a challenge for our staff and school personnel when students do not report to the bus area as expected.

The Early Learning Coalition reimbursement guidelines specifically state “no reimbursement shall be made for more than three (3) absences per calendar month (a doctor’s note must be provided), except in the case of extraordinary circumstances in which case the coalition or its designee shall provide written approval for payment based upon written documentation provided by the parent justifying the excessive absence for up to an additional seven (7) days”.

Hot Spot participants are required to sign in and out upon arrival and departure each day. The high school students must be on-site and signed in for volunteer/mentoring assignments by 3:30 p.m. If the teen(s) leave the program early, they may not re-enter until the next program day.

CHECK OUT PROCEDURES & PICK UP POLICY

1. CELL PHONE USE IS PROHIBITED UPON ENTERING THE BUILDING. Your child deserves your undivided attention when you pick him/her up. Smoking and pets are also not allowed in the building.
2. Parent/guardian/authorized person must provide program staff with a valid driver’s license or acceptable form of photo identification card so a copy can be made and kept on file. Only authorized persons listed on the registration form, or persons who know your child’s password, will be allowed to check out your child. This is for your child’s protection.
3. If your child(ren) is/are not checked in or out you will be charged as follows for **each** missing check in/or out section:
 - a. Private Pay Participants: \$25.00
 - b. Early Learning Coalition Participants: \$25.00
4. If your child(ren) is/are not checked in/or out three (3) times during the calendar school year he or she will not be allowed to return to the program and there will be no refunds processed.
5. No one under the age of 18 will be permitted to check out a child.
6. Authorized persons are advised to have a photo identification card to show Youth Programs staff upon release of the child(ren).
7. If a situation occurs where a person does not have the proper written authorization, identification, or is not listed on the registration form, we will not release your child.
8. New authorizations will **not** be accepted over the phone. Written documentation must be received to ensure your child’s safety.
9. In the event of an emergency, we will accept a faxed authorization request.
10. Once your child is checked out, care is transferred from the program to the parent. Supervision is your responsibility and you must leave the building. The Palm Beach County Health Department and Youth Programs policies prohibit any unscreened or unauthorized person(s) to be in the facility.
11. The program closes promptly at 6:00 p.m. during schools days and on full days for all students. CHILDREN MUST BE PICKED UP BY THAT TIME or a late fee of \$1.00 per minute per household will be charged.
12. Excessive (3 or more) late pick-ups will result in termination from the program.
13. According to the Palm Beach County Health Department and Youth Programs policies, participants are NOT allowed to wait outside of Community Hall or at the Community Center after the program has closed.

CUSTODIAL PARENT/CUSTODY ISSUES

A copy of a Court Ordered custody notice must be on file at Youth Programs so that the City has proper authority to release a child to the custodial parent. If official papers are not on file, we are obligated to release the child to the biological, non-custodial parent after proof (birth certificate with a photo identification card) has been verified. This authorization stands even if the parent is not listed on the child's "additional people authorized to pick up child" list (in accordance with Palm Beach County Health Department policy).

TOBACCO PRODUCTS:

It is against the Florida Clean Air Act, the Pro-Children Act of 1994 and the Youth Programs policy for any persons to use tobacco, e-cigarettes, or vapor-less products of any kind during program hours or on property at any time.

PROGRAM RULES AND PROGRESSIVE DISCIPLINE PROCEDURES

1. Program rules have been established for the safety of all participants and employees, and include the following:
 - a. Listen and follow directions the first time they are given.
 - b. Keep hands, feet and other objects to yourself (no kicking, scratching, biting, etc.).
 - c. Respect others and others' property at all times.
 - d. Walk, never run in the Youth Program areas.
 - e. Return all Youth Programs supplies where they belong.
 - f. Positive compliance with any additional requests.
2. Any child observed not following the rules will receive a written Incident Report, and/or Discipline Report, depending upon infraction.
3. Any child who has received three (3) written incident reports will receive a Discipline Report with a suspension. Length of suspension is dependent on severity of incident.
4. A second Discipline Report will result in a one week suspension.
5. The third Discipline Report issued between August to July will result in expulsion from the program. Offenses will be documented in writing and parents will be notified of all offenses.
6. VIOLENCE WILL NOT BE TOLERATED AND A CHILD MAY BE EXPELLED FROM THE PROGRAM WITHOUT THE ACCUMULATION OF THREE DISCIPLINE REPORTS IF DEEMED NECESSARY AND IN THE BEST INTEREST OF STAFF AND THE OTHER PARTICIPANTS.
7. If a child is expelled from the program he or she will not be permitted to re-enroll in the program for the current school year and the following school year. After this time admission is not guaranteed. Parent meeting will need to be scheduled to determine eligibility.
8. If a child is suspended, terminated or withdrawn from the program due to inappropriate behavior, fees will not be refunded.

The Youth Programs policy prohibits negative techniques and approaches for behavior management, including, but not limited to:

- a. corporal punishment
- b. aversive stimuli
- c. withholding nutrition or hydration
- d. inflicting physical or psychological pain
- e. demeaning, shaming, or degrading language or activities
- f. unnecessarily punitive restrictions
- g. forced physical exercise to eliminate behaviors
- h. punitive work assignments
- i. punishment by peers
- j. group punishment or discipline for individual behavior

Bullying:

The City's Youth Programs Division is a "No Bullying Zone" and in an effort to eliminate bullying and victimization, personnel are trained to:

- a. recognize when a child or youth may be experiencing bullying
- b. intervene immediately and appropriately when bullying occurs
- c. report any incidents to their supervisors immediately
- d. follow-up individually with the involved children and youth
- e. document the incident
- f. follow up with involved youth and parents

Protecting the rights of children, youth and their families:

The City of Greenacres is an Inclusive Community and upholds the American's with Disabilities Act (ADA) in its practices. The program maintains the rights and confidentiality of our children enrolled and the information provided by families. The child's records and information is exempt from Public Records requests, and will only be provided during a program initiated Child Abuse Investigation. Information is provided to the Florida Department of Children & Families and the Greenacres Police Department without parent consent.

Access to child's files and records:

Parents and/or legal guardians can access their child(ren)'s files at any time upon request to review and update information.

Access to student files meets legal requirements, and is limited to children and youth and/or, as appropriate, their parents or legal guardians or designated legal representatives, personnel authorized to access specific information on a "need-to-know" basis, auditors and licensing or accrediting personnel consistent with the program's confidentiality policy and other who are permitted access, as applicable. Examples: Early Learning Coalition, Palm Beach County Health Department, Community Block Development Grant PBC (DES), the Council on Accreditation and the Florida Department of Children & Families.

Children, youth and their families, have the right to fair and equitable treatment including the right to be treated in a non-discriminatory manner. Program information, other print materials, electronic media, and trainings are presented in a non-discriminatory manner using non-stigmatizing language. Program treats all stakeholders in a fair and equitable manner that is

culturally responsive and affirming, including the freedom to express and practice religious and spiritual beliefs.

All program staff sign a “Family Data and Confidentiality Agreement” upon hire and are trained on keeping all children/family information confidential. Conversations regarding children in the program are done privately in staff meetings behind closed doors.

Parental access to child(ren):

Parents have unlimited access to their child(ren) during normal hours of operation when child(ren) are in the care of Youth Programs. Additionally, tours are offered to all parents during the orientation process.

Grievance Policy:

Parents and/or guardians of enrolled children must first express their complaints, concerns, and grievances with the Youth Programs Supervisor. Parents are encouraged to bring any issues to the provider’s attention so that we may find a successful resolution between both parent and provider. The following are the steps parents and/or guardians need to take in trying to resolve issues that may arise. Most issues can be solved using step one alone.

1. Discuss the issue with the Youth Programs Supervisor in person, by phone, or by e-mail.
2. Provide the Youth Programs Supervisor with a written letter of grievance. In order to respect the privacy of everyone enrolled, no personal issues will be discussed in front of other parents and/or children.
3. Schedule a meeting by phone or in person to discuss this grievance.
4. In the event that your grievance cannot be successfully resolved with the Youth Programs Supervisor, you have the right to contact the Leisure Services Director (contact information shall be provided upon request).

Parent Responsibility & Expectations:

The mission of the Youth Programs Division is to provide the best possible experience for your child(ren) in a safe, supportive, and structured environment while promoting leadership opportunities by professionally trained, experienced and nurturing adults. The City has high expectations for employees, participants and all family members. Pursuant to the programs mission, parents must adhere to the following:

- Cell phone use is not allowed at sign-out.
- Review program mission, demonstrate respect to City employees, and support decisions made by administrative personnel.
- Read the Youth Programs Parent Handbook to become aware of program rules and policies.
- Allow program staff to photograph me and all individuals authorized to pick up my child(ren); photos will be uploaded into our Procure software program that is used to sign children in /out.
- Allow program staff to make a copy of your driver’s license and a copy of all individuals who are authorized to pick up your child(ren) upon their first visit.
- Sign-in/out child(ren) daily.
- Support City employees in their efforts to ensure the safety of your child(ren) at all times.

- Remit monthly payments by due date, follow program and payment schedules, be cognizant of late fees/late pick-up fee charges (all fees are non-negotiable).
- Greet child(ren) daily in a positive and encouraging tone (no yelling or embarrassing child(ren) in the sign-out area).

Please be aware that if you are unable to meet and demonstrate the above program expectations on a consistent basis you will need to find an alternate child care provider.

Family Involvement:

Family involvement is viewed as key factor in the continued success of Youth programs. Personnel support family involvement by:

1. Offering orientation sessions for the families of new program participants.
2. Developing and distributing a handbook of program policies, procedures, and rules for families.
3. Keeping families informed about program activities and events.
4. Allowing family member to visit during operating hours; and
5. Encouraging families to give input and become appropriately involved with the program.

PROGRAM & REGISTRATION FEES

C.A.R.E.S. and Cool Zone households are required to fill out a registration form and pay a non-refundable \$35.00 registration fee for the school year (August through May). A new registration form and an additional non-refundable \$35.00 registration fee is required for summer camp, if applicable. If a child is enrolled during the school year (August through May) and misses a month; households will be required to submit a new registration form and pay another non-refundable \$35.00 registration fee. Children not enrolled in the year-round afterschool program will be required to fill out a new registration form and pay a non-refundable \$35.00 registration fee for winter, summer/spring camp.

All monthly fees are due by the first working day of each month. Partial payments are not accepted. Payments can be made by check, money order, cash, Visa or MC credit/debit card. Checks should be made payable to "City of Greenacres" and a current Florida Drivers' License number with expiration date must be provided if paying by check. Monthly fees may also be paid online.

Payments are accepted at the Community Center (501 Swain Blvd.) on the first two business days of the month, during regular business hours.

A \$20.00 late fee will be charged per household if payment is not received after the second business day of the month and added to your account balance. On the fourth day, if no payment is yet received, another \$20 will be added to your balance. On the fifth day another \$10 late fee will be added. After five (5) days and \$50.00 in accumulated late fees, your child will not be picked up from school until full payment is made. Repeated late payments may be grounds for termination or forfeiture of future services.

HOT SPOT PROGRAM

There is a \$35.00/per child annual fee for the Hot Spot Program due at the start of each school year in August. Enrollment into Hot Spot is not guaranteed, space is limited and candidates are interviewed to ensure their goals and intentions align with the programs mission.

NSF POLICY

Payments made by check are scanned and electronically processed by the City on a daily basis. Returned checks (NSF) and future payments must be replaced by a money order, cash, Visa or MC credit/debit card for a period of 12 months. A NSF fee of \$20.00 or 5% of the check amount (whichever is greater) will be charged for all returned checks.

REFUND POLICY

Refunds shall be subject to a 15% administrative fee. Exceptions may be granted on a case-by-case basis and/or with a doctor's note. If payment is made for a session and child (ren) do not attend, a refund must be requested within the first seven (7) days of session. Any requests for refunds after the seventh (7th) day will not be approved.

RESIDENCE, CELL PHONE NUMBER AND WORK NUMBER

It is your responsibility to notify us immediately if your personal contact information has changed (address, cell/work/home phone number, and employer). This is very important in the event that we must reach you concerning your child. If you are registered with Early Learning Coalition for funding, notify your case worker of status changes. We utilize Procure software to send text blasts with reminders and updates (i.e. payment reminders & status of field trips). In order to receive these messages Procure requires that we know your cell phone provider.

ILLNESS & MEDICATIONS

Any child believed to have an infectious illness (Ringworm, Lice, Chicken Pox, Measles) or symptoms of illness, such as vomiting, fever (99 degrees or above), sore throat, rash, diarrhea, signs of green mucus, persistent cough, etc. will be isolated from the other children, and the parent/guardian or emergency contact person will immediately be notified to pick up the child as quickly as possible. The child may not be readmitted to the program until the condition is cleared up, treated by a physician and confirmed with a doctor's, and/or checked by the Youth Programs Supervisor/Assistant Supervisor.

If your child requires medication to be dispensed during the program hours, a medication form must be completed. All medication must be provided to us directly from the parent and in the original pharmacy container with child's name, name of medication, dispensing directions, doctor's name, phone number and expiration date. Over-the-counter medication will not be accepted.

Please advise our office of any medical conditions (asthma, epilepsy, diabetes, etc.) and provide detailed information on the registration form. DO NOT send your child with medication of any kind.

ACCIDENTS/INJURIES

Minor first aid for scrapes and cuts will be administered by Youth Programs staff as an employee certified in First Aid and CPR will be available at all times. You will be notified for any illness/injury and may be requested to pick up your child, dependent on the situation. An accident report will be completed and reviewed with you upon your arrival, or within 48 hours, and your signature is required. In addition, an emergency release form must be signed and on file for your child in the event that emergency medical care is needed. In such a case, 911 will be called and your child will be transported to the nearest hospital.

All emergency contact information, (names and phone numbers) must be kept current at all times so that we can contact you accordingly.

EMERGENCY PROCEDURES & CODES

In the event of an emergency at the Youth Program's facilities, parents will be contacted by phone and provided one hour to pick up their child(ren). The following codes will be implemented during emergencies and the Youth Program's facilities closed for safety reasons and re-opened once the emergency no longer exists:

CODE RED – LOCKDOWN
CODE BLUE – EVACUATION
CODE GREEN – ALL CLEAR

PROGRAM WITHDRAWAL

Written notification is required to officially remove your child from the program. Fees shall be charged to your account until the Youth Programs Supervisor has received documentation from you.

SNACK

Please let us know if your child has any specific food allergies as children are provided a daily healthy snack and a drink which is included in the fees. A morning and afternoon snack is provided during full days.

LUNCH

Children need to bring a packed lunch on non-school days or full days, Winter Camp, and Spring Camp. Fast food and beverages such as burgers, French fries and sodas are NOT allowed. Examples of acceptable lunch components include: cold cut sandwiches/wraps/subs, juice, water, etc. CARBONATED BEVERAGES OF ANY TYPE ARE NOT ALLOWED.

APPROPRIATE CLOTHING FOR YOUTH PROGRAMS PARTICIPANTS

Children should be dressed in protective clothing such as long sleeve shirts, hats (program retains discretion to determine the type of hat allowed), closed-toe shoes (i.e., sneakers), and be encouraged to apply sunscreen (SPF 15+) 15 to 20 minutes before going outdoors for after-school activities and/or field trips. Youth Programs will provide three (3) shirts per registration for field trips and event days.

RESOURCES

- American Cancer Society www.cancer.org
- American Academy of Dermatology www.aad.org
- SunWise School program Information www.epa.gov/sunwise
- Centers for Disease Control & Prevention Guidelines for School Program to Prevent Skin Cancer www.cdc.gov/cancer/nscpep

PERSONAL ITEMS

The Program and City staff are not responsible for lost or stolen items. It is encouraged that children not bring personal or expensive/valuable items with them. If items are brought to Youth Programs, they should be secured and remain in their backpack.

ARTS AND CRAFTS

All students participate in arts and crafts activities. A smock or large T-shirt should be sent with your child daily to protect clothing.

PROGRAM ACTIVITIES

<ul style="list-style-type: none">• Arts and Crafts• Language Arts• Centers• Educational Bingo• Trivia• Outdoor Games• Counseling	<ul style="list-style-type: none">• Media Academics• Science Adventures• Computers• Sports• Show & Tell• Social Skills• Circle Time	<ul style="list-style-type: none">• Character Education• Reading/Story Time• Homework• Indoor Games• Movies• Fun Academics• Volunteer/Mentoring
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Academics are an integral part of our program and are administered in a fun and exciting format to enhance skills for all age groups. During the school year, a homework area is available to all students. Counselors provide homework assistance in classrooms each day on a voluntary basis.

FIELD TRIPS

Written parental consent is required for all field trips. Trip eligibility requirements must be met and vary depending on the age group (C.A.R.E.S./Cool Zone/Hot Spot). Consequences for disruptive or delinquent behavior during a trip may result with suspension and/or expulsion from the program. During water activities program maintains a 1:10 water ratio and a 1:15 ratio for all field trips when possible.

Loss of Field Trip: Any child observed not following the rules will receive a written Incident Report, and/or Discipline Report, depending upon infraction. An incident report can result in the loss of a field trip. If you choose to keep your child at home if he or she receives an incident report that results in the loss of a field trip it does not count as a loss of a field trip. The child must be present for camp and miss a field trip for the consequence to be effective. Children who miss their field trip will be placed in an on-site group that is closest to their age group where they are able to participate in all of the group's activities while on-site (excluding any field trips).

YOUTH PROGRAMS STAFF

All employees complete a background check, a mandatory 40-Hour Child Care Certification Course, and CPR/First Aid Training. Employees are required by the Health Department to obtain a minimum of 12 additional hours in-service training annually, and are encouraged to attend ongoing training throughout the year. All child care personnel are considered "professionally mandatory reporters" per Florida Law, and they all have the responsibility to report suspected abuse or neglect. Upon hire, all new employees shadow and train with experienced employees for at least two weeks before beginning to work with a group by themselves. All Leisure Services employees are cross-trained so that in the event that multiple staff are absent or unavailable, there is always trained staff who can fill in on short notice.

We look forward to developing a positive and very nurturing relationship with your child and the entire family!