



ABC's Bitty City Players
PS 307 Afterschool
Family Handbook
2019-2020

Visit us in Room 116!

To notify Bitty City Players of absences, change in schedule,
change in authorized caregivers, or other updates:

Contact us promptly at ps307@bittycityplayers.com

Thank you!

FAMILY HANDBOOK SECTIONS

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INTRODUCTION

The staff and leadership of ABC's Bitty City Players are honored by the trust you place in us by putting your children in our care. Our aim is to help guide children to become more socially and emotionally aware, curious and creative thinkers through "hands-on, brains-on" learning and play, in an emotionally and physically safe environment that is also convenient and accessible to student families.

In our program, families and staff establish a mutually supportive partnership, and **every member of our community does their part to create a safe and respectful environment**. The goal of our policies is to create and protect that environment and that community.

This includes showing kindness and respect towards:

- Students
- Families and caregivers
- ABC's Bitty City Players teachers and staff
- School site faculty and staff
- The school facility and the learning materials.

It is important that each parent and caregiver read the BCP Family Handbook carefully. Please keep the Handbook to refer to throughout the year. We will also keep a copy of the Handbook in the Afterschool room.

Thank you very much for your attention to this document! We believe it is important for our whole program community to start from a place of mutual understanding and support, and clearly defined expectations.

I. SCHEDULE, ENROLLMENT, PAYMENT, REFUNDS, CLASS PACKS

ABC's Bitty City Players Afterschool at PS 307 2019-2020 will operate on the following schedule, from the 3rd day of the school year through the 2nd to last day of the school year:

Fall Term	Sept 9, 2019 - Dec 23, 2019
Winter Term	Jan 2, 2020 - April 8, 2020
Spring Term	Apr 20, 2020 - June 25, 2020

Deposit

For enrollment in a full Term or Full Year Program, before the month in which that year/term begins, a deposit of one month's tuition is required. This is 10% for Full Year enrollment, 25% for Fall or Winter Term enrollment, 34% for Spring Term.

If enrolling in the month the Term begins, two months' tuition is required - a one month deposit plus payment for the current month.

The deposit amount is applied as payment for the last month of the term/year of enrollment, and is non-refundable except as noted below. There is a \$75 registration fee per family, which is also non-refundable.

Registration Information

- *Complete Registration Information & Medical Form Is Required for Participation.* Please note **if your child's registration or health information is incomplete, we cannot allow your child to participate in the program** or be released into the care of our staff until this information is complete. For example:
 - Primary and emergency contact information
 - Names of authorized caregivers for pickup
 - Health and Services information including allergies, health or behavioral issues we should be aware of, **and an up to date [Medical Health Exam Form](#)** submitted to Bitty City. This is a copy of the form you submit to the school, but you must submit a copy directly to us, we cannot get it from the school.

Payment

Families will create profiles for the parent and separate profiles for each child on our Classbug registration site (<https://classbug.com/businesses/1671/offerings>). If you have trouble with this, please contact us and we can help you.

Payment via Classbug can be made via credit or debit card, or e-check (bank account transfer). Details are kept encrypted by a secure payment processor, and ABC/Bitty City does not have access to card or account information.

Occasionally, we will accept payment by paper check, but the payment due date will be several days earlier than that for electronic payments. Contact us for information. We do not accept payment in cash for amounts over \$20.

AutoPay installment plans are available at no charge. Installments are automatically charged monthly on the 1st of the month. You must have a valid payment method on file with Classbug to pay in installments.

Responsibility for Payment

Once children are enrolled, the parent or guardian is responsible for the full tuition of the day(s) in which they are enrolled. Families may pay in full or enroll in AutoPay installment billing.

If an issue with billing arises, we ask that the parent or guardian work with us to resolve that issue promptly. Significant or repeated late payments jeopardize the program’s ability to serve the child, and the child’s participation may be suspended until the issue is resolved and payment is made.

Class Packs

On Classbug you may also purchase a pack of 10 classes to use within a single term, or 20 classes to use within the school year. The same registration information and fee is required. You may use these classes at any time, as long as there is room in the class.

To use them:

Add a single class for the day you want to your cart in your Classbug account, and if the class is available, choose the option to use a class pack credit (rather than paying)

OR

Email us at least 24 hours in advance. If we do not receive sufficient advance notice of your child’s attendance, the program may not be able to accommodate him/her that day.

Once you have committed via Classbug or email that your child will attend a specific day using a class pack credit, standard absence and makeup policies apply.

Cancellation

If you cancel your child’s term/year enrollment... You will receive...

2 weeks or more before the month in which your child starts the program (e.g.: Jul 1-Aug 15)	Full refund of your deposit
Within 2 weeks of the month in which your child starts the program: (e.g. Aug 16-31)	Partial refund of your deposit
Between the 1 st of the month and the first day of participation (when applicable, e.g. Sept 1-8):	Full refund for the current month. Deposit non-refundable, but may be applied as class credits.
During your child’s first 2 weeks of the program	Pro-rated refund of current month’s tuition, full refund of pre-paid months or cancellation of future installments. Deposit non-refundable
After his/her first 2 weeks of the program	Deposit and current month's tuition non-refundable. Full refund on any pre-paid future months’ tuition or cancel future installments.

Late Enrollment

If you enroll your child after the program start date, we can pro-rate the tuition for Term or Full Year Program Bundles, but we cannot guarantee program availability on your preferred day(s).

Changing Enrolled Days

If you need to switch enrolled days, we will try to accommodate you, with advance notification, as long there is room on the day.

You may increase your child's number of enrolled days any time, if there is room in your chosen day. Should you wish to decrease the number of enrolled days, we will happily accommodate you, but will only be able to refund part of the tuition difference.

Waitlist

Please note **enrollment will be capped** in order to maintain our staff to child ratio and fit comfortably in the program space. If a day is listed on our Classbug site as Sold Out, you may click to join the waitlist. We will admit children off the waitlist at the rate we are able to expand our staff and program, so that we can maintain the quality of programming for all involved.

Waitlist priority will be given to families who have completed the registration process and are ready to join the program immediately.

II. ABSENCES, MAKEUP CLASSES, AND HOLIDAY PROGRAMMING

We are thrilled to have your child with us, and we hope they can be with us every day as planned. However, if your child will be absent, or if you plan to have them attend the program on a different day, we ask that you **notify us IN ADVANCE - no later than 10AM - IN WRITING of any change in schedule. If we do not receive advance notice in writing of an absence, we cannot offer a makeup day for that absence.** (see below)

Advance notification ensures there are enough meals and materials available, acknowledges the effort our staff puts into preparing each day for each child's individual participation, helps our pickup flow more smoothly, and is mindful of families on the waitlist who may be waiting for an open spot in the program that day.

The school does not have a protocol to let Bitty City know about an absence before afterschool starts; **it is the caregiver's responsibility to notify Bitty City Players directly about absences.**

To notify Bitty City Players of your child's absence or illness:

Please notify us by **10:00 AM** on day of absence

By email at ps307@bittycityplayers.com

If unable to email by 10AM, notify by 10AM at 212-757-2780, and email later.

Thank you!

Days that ARE Eligible for Makeup Class Credit

Your child will be credited for a makeup class if they are enrolled in the program on a specific day or days, and you have paid for that day, but the child is unable to attend that scheduled day due to illness or a planned absence - **and you have notified us per above** at the latest by 10am on the day of the absence

See next page for how to redeem/schedule the makeup class.

Days NOT Eligible for Makeup Class Credit

Absences under the following circumstances are not eligible for makeup class:

- Absences we have NOT been notified of in writing by 10AM
- If your child is picked up or sent home early during the school day
- If your child is picked up or sent home early from the Afterschool program. Program attendance is by the day, not by the hour. For example, a 3pm pickup one day does not equal a "makeup half-day" the next day.
- Scheduled school closures & vacation days, including scheduled half days.
 - We invite children to join our School Holiday Programming (see below), to be held nearby on a number of scheduled vacation and school closure days.

- Unexpected school closures, such as snow days. If the school site is closed, the Afterschool program will be closed as well,
- Days missed due to incomplete enrollment information. Complete Registration Information & Medical Form Is Required for Participation (see Section I)

School Holiday Programming

We will offer programming in the neighborhood of the school during February and April breaks, and several closures.

Please note holiday programming, though offering similar activities with similar staff, is NOT officially part of the Afterschool program; programming on those days has not been factored into Afterschool tuition.

Holiday Programs require a **separate enrollment and tuition**. In certain cases, afterschool makeup days may be applied towards the cost of these programs. See our website or Classbug site for schedule, information and enrollment.

How to Make up a Missed Class

You may redeem your child's makeup class credits in these ways:

1. Your child may attend Afterschool on a day on which s/he is not normally scheduled to attend. Please notify us at least 24 HOURS in advance of the day your child will attend as a makeup, or we may not be able to accommodate your child that day.
2. If you are enrolled in the program 5 days a week, and thus have no alternative days to redeem makeup classes, you may redeem a makeup class credit in the form of a discount on School Holiday Programming. Please notify us at least 48 HOURS in advance of the School Holiday if you want your child to attend the School Holiday Programming, and please note that your child will not be officially enrolled in that day until any remaining balance of the School Holiday Program fee has been paid.

If you want your child to attend a makeup class, please check with us to confirm availability

Email ps307@bittycityplayers.com

or Call 212-757-2780

Thank you for your attention and adherence to these policies!

If you have any questions, feel free to reach out.

III. DISMISSAL

Dismissal only to Authorized Caregivers

Please note that for the safety of your child, we will only dismiss your child to the adults you listed as an authorized caregiver in your child's registration information online. If you wish to add caregivers or change the list during the school year, you must notify us in advance, in writing (email ps307@bittycityplayers.com).

Caregiver must sign children out with our staff before leaving. When we are in our room, the sign-out sheet will be hanging on the door. Caregivers may be asked show ID until the staff comes to recognize them.

Daily Schedule, Dismissal Times and Procedures

Our Afterschool room at PS 307 is **Room 116**. The final dismissal time for children enrolled in PS 307 BCP Afterschool is at the end of the program **5:45pm-6pm**. You are welcome to pick up your child at any time (see our recommendation below), but if you come to have a regular pickup time, and there is a change one day, it is helpful to notify us so we can prepare your child.

In order to make the program flow as smoothly as possible, we have different procedures for different times of day. We very much appreciate your attention and adherence to these procedures!

2:30 – 3:30pm	The children and staff will be on the first floor in the playground and cafeteria, please find us there. Remember to sign your child out.
3:40 – 4:30pm	<i>We strongly encourage caregivers NOT to pick up during our 3:40-4:30pm enrichment lesson, as we want every child to get the benefit of the full lesson. If it is necessary, pickup will be at the door of Room 116 (see procedure below)</i>
4:30 – 5:45	Choice time and Story time. Dismissal will be at the door of the afterschool classroom (Room 116); we ask that caregivers DO NOT go inside the afterschool classroom before 5:45pm , in order to avoid disruption, and avoid upsetting other children waiting for caregivers. Please knock or poke your head quietly into the room to let a staff member know you are here, and wait in the hallway outside the classroom; a member of our staff will help your child gather belongings and bring your child out to meet you.
5:45 – 6pm	End of program - caregivers are welcome to come into the afterschool room for pick up at this time! Pickups after 6:00pm will incur a fee (see below)

Late Pickup

We recommend you **arrive for pickup by 5:45pm**. Dismissal may take time, especially at the beginning of the year.

We understand that people occasionally run late, and transportation can be unreliable, but please make every effort to be on time to pick up your child. Late pickup creates a sense of instability and insecurity for the child, and does not show respect for the program staff.

Late pickups will incur a fee. Regardless of the reason, it requires additional staff time.

If the caregiver arrives for pickup later than 6:00PM, an additional charge of \$10.00 until 6:15PM or \$15.00 until 6:30PM (increasing \$5 every 15 minutes) will be due to the staff member who

waits with your child. The caregiver may make this payment in cash directly to the staff member, or we can charge it to your payment method on file, plus a \$5.00 administrative surcharge.

We will call designated caregivers who have not arrived by 6pm, generally from the BCP office line or occasionally the school building, and if we do not reach this person we will proceed through the child's emergency contact list until we reach an authorized caregiver who can pick them up.

If you are late but on your way, *do not depend on the school switchboard to reach us during afterschool hours - please contact us directly* via email at **ps307@bittycityplayers.com** or call us at **212-757-2780**.

Late pickup will be in the afterschool room (116) when the building is open. Once the school is closed, your child and our staff member will not be permitted to wait inside the building.

IV. ITEMS FROM HOME

Change of Clothes

Please send a seasonally appropriate **full change of clothes** (shirt/dress, pants/skirt/tights, underwear, and socks) to keep in the afterschool room. Please label all items with the child's name. Please send these items with your child on your child's first day of Afterschool, in a plastic bag to keep the items together, and change or replace it as necessary, especially following an incident when they are required to wear their change of clothes.

Food

You are welcome to send food with your child for afterschool, but please make sure you are familiar with the ingredients, and *please do not send food containing nuts*.

The 3pm meal is graciously provided through the school, therefore the menu is not under our control, and we do not know it in advance.

Because children receive a full meal, we do not make snack a regular part of the afternoon, but children are welcome to eat snacks from home at appropriate times in the afternoon. We keep emergency snacks on hand, but please do not depend on these.

Toys/Comfort items

Children are welcome to bring a photo, toy or object from home if it makes them feel more comfortable at the program, but please keep it small, avoid toys that have batteries (light up or make noise), and remind children that if they play with a toy in sight of other children they may be asked to share that toy.

PLEASE LABEL ALL YOUR CHILD'S BELONGINGS. IF YOU DON'T, WE MIGHT.

IV. PART 2: BATHROOM

There is a bathroom in Room 116. We also make multiple scheduled group stops at the bathroom and we remind children to use the bathroom regularly during the afternoon. Students are generally expected and encouraged to handle the toileting process independently. Our staff will only provide support if necessary, with minimal contact and an open door. If your child needs more than minor assistance using the toilet, or has any issues in this area, please let us know.

V. BEHAVIOR MANAGEMENT POLICY

We follow the principles of Positive Discipline, including setting out clear and consistent expectations, encouraging discussion of emotions and the reasons behind what we do, engagement and redirection, and non-punitive separation/quiet time.

We emphasize the importance of understanding feelings (ours and our friends'), the power and value of taking responsibility for our behavioral choices, and the understanding that our choices have natural consequences.

We encourage students to participate, and whenever possible to lead the way, in finding solutions to their problems and conflicts.

Student behavior that puts the safety or well being of the class or any individual at risk, or significantly disrupts the functioning of the program, is not acceptable.

Parents/caregivers will be notified of any behavioral issues, and as necessary our staff will discuss the issue with parents, including strategies we have used with the child, and possible solutions. We ask for your support in ways such as following our staff recommendations, discussing the problem with the child, and reinforcing appropriate behavioral choices at home.

If a child repeatedly exhibits behavior that is not acceptable, despite staff support and parent support, the child may be suspended from the program. This is noted in the Waiver/Terms of Service (see below), which parents agree to upon submitting payment in Classbug. In these situations, we ask for your support in sending a parent or authorized adult to pick up the child as soon as you are notified.

If you have questions or concerns about your child's behavior or well being at any time, please contact our site director at ps307@bittycityplayers.com or the office at 212-757-2780.

VI. EMERGENCY PLAN

In case of a lockdown, we will lock the classroom door and shelter in place. In case of evacuation, we will proceed to the corner of **Front St & Gold St** (per PS 307's emergency plan) and wait until we receive the OK from first responders to re-enter the building. If we need to move to a second location, we will proceed to the lobby of **Empire Stores, at 53 Water Street**. The safety of the children is our priority, and once the children are safely relocated, we will notify parents.

VII. WAIVER/TERMS OF SERVICE

Please note, upon enrollment in a class on our registration site, you check a box indicating that **you agree to our Waiver/Terms of Service**, including a Liability Waiver, Participation Clause, Medical Authorization, and a Photo Release. The full text of this statement is available on the registration site, and is also printed below. If you have any questions, please contact us.

Liability Waiver

I hereby certify that the enrollee [child] has no condition, of any kind, that prohibits full participation in the activities led by Bitty City Players [BCP]. I assume all ordinary risks when my child participates in said activities in the PS 307 facilities and BCP rooms, and I hereby release BCP and any of its staff members from liability for any injury or damage suffered in the course of participating in said activities.

Participation

I assume liability for any damage caused by my child to the facility or equipment/materials used by BCP.

I understand that if my child does not or becomes unable to follow instructions from Bitty City Staff, and/or poses a safety risk to themselves, staff, or other program participants, he/she may be asked to leave the afterschool program, and that in this case I will forfeit my deposit, and any partial refund on any other payments made will be at the discretion of BCP.

Medical Authorization and Waiver

I have submitted - or will submit before my child's first day of BCP activities - a complete and truthful medical form signed by my child's physician.

In case of emergency, if I and my child's emergency contacts cannot be reached, I authorize BCP, its representatives and employees, to provide first-aid for my child, and if it is necessary, in their best judgment, to contact and secure further medical attention for my child.

Photo/Image Release

I hereby grant to BCP and its legal representatives, the irrevocable, absolute, and unrestricted right to use and publish the likeness, photograph, or film of my child, or in which my child may be included, for editorial, trade, advertising, website, social media, and any other purpose, in any manner or medium, and to copyright same. I hereby release BCP and its representatives from all claims, royalties, and liability related to the use of said likeness.

Bitty City Players appreciate the trust our clients place in us and place a high value on the privacy of children and families. We always use photos with great care and minimal identifying details. If you do not want your child's photograph used, or used in particular ways, simply contact BCP and we will accommodate your preferences.

Thank you again for being our partner in this program!