



bitty city

PLAYERS

PS 307 Afterschool Bitty City Players Family Handbook 2018-2019

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

Contact us promptly at ps307@bittycityplayers.com

Thank you!

INTRODUCTION

The staff and leadership of 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 self-aware, curious and creative thinkers through “hands-on, brains-on” learning and play.

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 Bitty City Players’ policies is to create and protect that environment and that community.

This includes showing kindness and respect towards:

- Students
- Families and caregivers
- 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 other caregiver (family members, babysitters) read the BCP Family Handbook carefully. Please keep the Handbook to refer to throughout the year. Our Site Director 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.

A note about our Emergency Plan: We follow the school’s Emergency Plan.

FAMILY HANDBOOK SECTIONS

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I. ENROLLMENT, CANCELLATION, AND REFUNDS

(This policy previously available on our website as an independent document)

For registration in a Term or Full Year (weekly) program, before September 1st, a deposit of one month's tuition - 10% for Full Year enrollment or 25% for single term enrollment - is required. Thereafter, 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 and is non-refundable except as noted below. The registration fee is non-refundable.

The first day of Bitty City Players Afterschool at PS 307 for the upcoming school year is *Wednesday September 12, 2018*. If your child will begin the program on a later date, we encourage you to enroll in full promptly to secure your child's spot, but contact us and we will happily pro-rate your tuition accordingly for Term and Full Year Bundles to reflect a later start date.

Cancellation

If you cancel your child's enrollment...

- before August 15: you will receive a full refund of your deposit.
- between August 15 - August 31: you will receive a partial refund of your deposit.
- between September 1 - program start date: you will be refunded for the month of September, but your deposit will not be refunded; may be applied as class credits.
- during his or her first 2 weeks of the program: you will receive a pro-rated refund of the tuition for the remainder of that month, and a refund on any remaining months' tuition already paid, minus your deposit.
- after his/her first 2 weeks of the program: the full month's tuition is non-refundable, but you will receive a refund on any remaining months' tuition already paid, minus your deposit.

Late Enrollment

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

Changing Days

If you need to switch enrolled days, we will try to accommodate you with enough advance notification (see Absences and Makeup Classes below). You are always welcome to increase your child's number of enrolled days; though should you wish to decrease the number of enrolled days, we will also happily accommodate you, but will only be able to refund part of the tuition difference.

Waitlist

Please note, **enrollment may be capped** in order to maintain our staff to child ratio and fit comfortably in the program space. If the program approaches its enrollment cap, we will do our best to notify families and we will start a waiting list. We will admit children off our waiting list at the rate we are able to expand our staff and program while maintaining our level of quality.

Waitlist priority will generally be given to families who have completed the enrollment process and are ready to join the program immediately. If you are on a waitlist and enroll your child and

have paid a deposit, but we are not able to accept your child off the waitlist, you will receive a full refund of your deposit.

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. Caregivers may pay in full or enroll in AutoPay installment billing. If there is an issue with billing, 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 participation may be suspended until the issue is resolved and payment is made.

II. ABSENCES AND MAKEUP CLASSES/CLASS PACKS

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 of any change in schedule.**

1. The first reason we require advance notification is so we do not waste materials, staff time, or food (which would eventually require increasing program fees)
2. The second reason we require advance notification is to show respect for the effort our staff has put into preparing each day for each child's individual participation in the enrichment class, and for any other families/children who might be waiting for an open spot in the program that day.

We know our student families appreciate that our afterschool program is not designed as a last-minute drop-in program or ad hoc babysitter, and we are grateful for your cooperation.

If your child is sick, please let us know as soon as possible. In order to count the day as a notified absence and credit you for a makeup class, you must notify us by **10:00 AM**. 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

or by telephone at 212-757-2780

Thank you!

Days that ARE Eligible for Makeup Class Credit

Your child will be credited for a makeup class in the following circumstances. See next page for how to redeem/schedule the makeup class.

1. If your child is enrolled in the program weekly, but misses a day due to illness or planned absence **and you have notified us** by 10am on the day of the absence

2. If your child is enrolled in the program weekly, but a planned school closure as per the NYC DOE School Year Calendar falls on one of your scheduled attendance days. This applies only to single day planned school closures such as Columbus Day and Election Day; classes.
 - o Remember School Holiday Full Day programming is not included in the Afterschool program, and requires a **separate registration** and tuition. See our website for information and registration.

Days NOT Eligible for Makeup Class Credit

Your child will not be credited for a makeup class in the following circumstances:

- Absences we have NOT been notified of in advance (see above) cannot be made up.
- If your child is picked up or sent home early during afterschool, it is not counted as an absence
- Extended school vacations, for example those in late December, mid-February, and mid-April, are not included in the Afterschool program or tuition calculations; vacation days cannot be credited for makeup classes.
 - o We welcome Afterschool students and others to join us during our Holiday Mini-Camps at PS 307 in February and April; please note this *requires a separate tuition* and you must enroll on Classbug registration site or email us to notify us that your child plans to attend.
- Days missed due to incomplete enrollment information. *Complete Registration Information & Medical Form Is Required for Participation*. Please note **if your child's enrollment or health information is incomplete, we cannot allow your child to participate in the program** or be under the care of our staff until this information is complete. For example:
 - o Contact and emergency contact information
 - o Names of authorized caregivers for pickup
 - o 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 (a copy of the one you submit to the school is fine, but you must submit copy directly to us, we cannot get it from the school)
- Days missed due to Weather & Other Unexpected School Closures. If the school site is closed, such as for a snow day or other extenuating circumstances, the Afterschool program will be closed as well, and we cannot offer makeup credits for those days.

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. You can also redeem a makeup class credit in the form of a discount on School Holiday Full Day Programming. Please notify us at least 48 HOURS in advance of the School Holiday that your child will be attending the School Holiday Programming, and please note that your child will not be officially enrolled in that day until the remaining balance of the School Holiday Program fee has been paid.

If your child will be attending a makeup class, please notify us in advance

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.

How to Redeem Class Pack Classes

Please notify us at least 24 hours in advance if you wish to redeem a class pack class. This is to ensure that the program has adequate food, staff, and materials for your child. 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.

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 preferred, ps307@bittycityplayers.com).

Your child's authorized caregiver must sign your child out with our staff before leaving. The caregiver must show ID until the staff comes to recognize them.

Dismissal Times and Procedures

Our Afterschool room at PS 307 is **Room 202**. The standard 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 we ask that you notify us by 1:00pm of any changes in your regular pickup plans for the day.

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!

- Dismissal 2:30 - 3:30pm: The children and staff will be on the first floor in the playground and cafeteria. Please let us know if you plan to pick up at this time. Remember to sign your child out.
- Dismissal 3:30 - 4:30pm: *We strongly encourage caregivers NOT to pick up between 3:30-4:30pm*, as this is our enrichment class hour and we want every child to get the benefit of the full lesson and not have to leave in the middle. If the timing is unavoidable, however, pickup will be at the door of the afterschool room (see next bullet point).

- Dismissal before 5:45pm: Dismissal will be at the door of the afterschool classroom; **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 their own caregiver to arrive.
 - If you are picking up before 5:45, please poke your head quietly into the afterschool classroom (Room 202) to let a staff member know you are here, and *wait in the hallway outside the classroom*; a member of our staff will bring your child to meet you. Remember to sign your child out.
- Dismissal 5:45 – 6pm: This is the end of the program and caregivers are welcome to come into the afterschool room (Room 202) for pick up at this time! Remember to sign your child out.

Late Pickup

We recommend you **arrive for pickup by 5:45pm**. Dismissal will take some time, especially at the beginning of the year as our staff is still learning to recognize your child's authorized caregivers.

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

Late pickups will incur a fee.

For standard end of program pickup, if you arrive for pickup later than 6:00PM, an additional charge of \$10.00 until 6:15PM and \$15.00 until 6:30PM will be due to the staff member who waits with your child. Should you or the caregiver who picks your child up late not make this payment directly to the staff, we will add it to your bill and charge the method of payment we have 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 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 or the school office. Once the school is closed, your child and our staff member will not be permitted to wait inside the building.

IV. ITEMS FROM HOME

a. Bathroom & Change of Clothes

Please send a seasonally appropriate **full change of clothes** (shirt, pants/skirt, 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.

There is a bathroom in Room 202. We will remind children to use the bathroom regularly during the afternoon. If your child needs more than minimal assistance using the toilet, or has any issues in this area, please let us know.

b. Food

You are welcome and encouraged 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 or pineapple.*

The 3pm meal is graciously provided by the school, therefore the menu is not under our control.

c. 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.

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 in, and whenever possible to lead the way, in finding solutions to their problems and conflicts.

However, 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 for classes. 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. 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!