



**CITY OF GREENACRES
DEPARTMENT OF LEISURE SERVICES**

**Youth Programs Division
Parent Handbook**

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



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. In 2009, the City entered into an Agreement with Family Central, Inc. to accept reimbursements through the Early Learning Coalition's Continue-to-Care Afterschool and School Readiness Programs. The City accepts Family Central reimbursement or Private Pay.

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 school, 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 Okeeheelee Middle Schools (with a minimum of 5 students per school 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 - 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 - 6:30 p.m. Monday-Friday on schools days
- 1:30 - 6:30 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 – 6:30 p.m. Tuesday-Thursday (student volunteer and mentoring program)
- 6:00 – 10:00 p.m. 1st and 3rd Friday and Saturday of every month

DURING FULL DAYS, THE DOORS WILL CLOSE AT 9:00 A.M. SHARP 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 allowed 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 and family involvement is critical for positive childhood development, as well as program success. There will be several Family Night events during the year. This is an opportunity for parents to meet the counselors that care for your child and see what the children are doing in the program. Advanced notification for upcoming 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 has a Partnership with The Arc Palm Beach County which provides a modified 1:5 group ratio. *Please note, this modified ratio is not guaranteed. A Special Accommodations Form must be completed and submitted within 5 business days from the program registration date. Youth must be able to meet modified ratio requirements in order to receive special accommodations. Youth who have significant behavioral issues (i.e., elopement, refusal to transition, and/or physical aggression towards others, such as kicking or hitting) are not eligible. Parents of these youth can provide and pay for a Behavioral Intervention Assistant to accompany their child in the program.*

Please contact us prior to registration with any special requests or accommodations you may require.

ATTENDANCE PROCEDURES

C.A.R.E.S. and Cool Zone attendance will be monitored on a weekly basis for frequency and consistency in the program. Any unexcused or unexplained absenteeism may result in program termination.

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, please call the office at 642-2193/2197 prior to 1:00 p.m. and leave a message, fax us, or let us know the day prior out sign-out for it to be considered “excused.” Your child will not be able to attend the program if they do not attend school that day. All students must be accounted for during school dismissal, before our buses may return to our facility. 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 Family Central, Inc. 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 it’s 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.

SIGN-OUT PROCEDURES & PICK UP POLICY

1. NO CELL PHONE USE UPON ENTERING THE BUILDING. Your child deserves your undivided attention when you pick him/her up. Smoking and pets are not allowed in the building.
2. Parent/guardian/authorized person must sign his/her complete first and last name and time on the child’s sign-out sheet in blue ink. Only authorized persons listed on the registration form, or persons who know your child’s password, will be allowed to sign out your child. This is for your child’s protection.
3. No one under the age of 18 will be permitted to sign out a child.
4. Authorized persons are advised to have a photo identification card to show Youth Programs staff upon release of the child(ren).
5. If a situation occurs where a person does not have the proper written authorization, identification or is not listed on the registration form we cannot release your child.

6. New authorizations will **not** be accepted over the phone, written documentation must be received to ensure your child's safety.
7. In the event of an emergency, we will accept a faxed authorization request.
8. Once your child is signed 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.
9. The program closes promptly at 6:00 p.m. for elementary and 6:30 p.m. for middle school age children, during schools days and at 6:00 p.m. on full days for all students. CHILDREN MUST BE PICKED UP BY THAT TIME or you will be charged a late fee of \$1.00 per minute per household.
10. According to the Palm Beach County Health Department and Youth Programs policies, participants will NOT be 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 we have 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 pick-up list (in accordance with Palm Beach County Health Department policy).

PROGRAM RULES AND PROGRESSIVE DISCIPLINE PROCEDURES

1. Program rules have been established for the safety of all participants and employees, and include the following:
 - Listen and follow directions the first time they are given.
 - Keep hands, feet and other objects to yourself (no kicking, scratching, biting, etc.).
 - Respect others and property at all times.
 - Walk, never run in the Youth Program areas.
 - Put all Youth Programs supplies where they belong.
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 one day suspension.
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 program termination. 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 suspended, terminated or withdrawn from the program due to inappropriate behavior, fees will not be refunded.

PROGRAM & REGISTRATION FEES

C.A.R.E.S. and Cool Zone households are required to pay a nonrefundable \$25.00 registration fee for the school year (August through May) and an additional nonrefundable \$25.00 registration fee for summer camp, if applicable. Children not enrolled in the year-round afterschool program will be required to pay a nonrefundable \$25.00 registration fee for winter/spring camp, as well as an additional nonrefundable \$25.00 registration fee for summer camp, if applicable.

All monthly fees are due by the first working day of each month. Partial payments will not be accepted. Payments must be made by check, money order, exact cash, Visa or MC credit/debit card. No bills larger than \$20.00 will be accepted. Please make checks payable to "City of Greenacres" and current Florida Drivers' License number with expiration date must be indicated on your check.

Payments will be accepted at either the Community Center (501 Swain Blvd.) or the Leisure Services Administration building (525 Swain Blvd.) on the first two business days of the month, between 3:00 – 6:00 p.m., and thereafter during regular business hours.

A \$20.00 late fee will be charged per household, if payment is not received by 6:00 p.m. on the second working day of the month. Subsequently, your child will not be picked up from school and will not be allowed to attend the after school program until all fees are paid. Repeated late payments may be grounds for termination or forfeiture of future services.

There are no fees for Hot Spot participants.

NSF POLICY

Payments made by check will be scanned and electronically processed by the City of Greenacres. Repeated 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.

CHANGE IN INCOME, WORK STATUS OR RESIDENCE

Please notify us immediately if you have moved, changed jobs, phone numbers, etc. This is very important in the event that we must reach you concerning your child. If you are registered with Family Central, Inc. for funding, notify your case worker of status change.

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, profuse amounts of green mucus, persistent cough, etc. will be isolated from the other children, and the parent/guardian or emergency contact person will be notified immediately to pick up the child as quickly as possible. He/she may not be readmitted to the program until the condition is cleared up, treated by a physician/confirmed with a Dr.'s note, 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 sent to us 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. 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. All of your emergency contacts –

names and phone numbers – must be kept current at all times. We will make every attempt to contact you.

An accident report will be filled out and reviewed with you upon your arrival or within 48 hours and your signature is required.

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, we will call 911 and your child will be transported to the nearest hospital.

EMERGENCY PROCEDURES & CODES

Parents will be called by phone and they will have one hour to pick up their child (ren) if an emergency exists. The following codes will be implemented during emergencies and the Youth Program's facilities may be 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

Please notify the Youth Programs Supervisor immediately if you are withdrawing your child(ren) from the program. Fees shall be charged to your account until the Youth Programs Supervisor has received written notification from the parent.

SNACK

A daily snack consisting of a drink and healthy snack is included with your fees. Please let us know if your child has allergies to any specific foods. A morning and afternoon snack is provided during full days.

APPROPRIATE CLOTHING FOR YOUTH PROGRAMS PARTICIPANTS

It is important to protect the skin from harmful ultraviolet rays from the sun. All children are encouraged to wear 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 to apply sunscreen (SPF 15) 15 to 20 minutes before going outdoors for after-school activities and/or field trips. Youth Programs will provide two (2) 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 staff are not responsible for lost or stolen items. Children should be careful with personal items brought to Youth Programs and leave them in their backpack. Expensive items should not be brought to Youth Programs.

ARTS AND CRAFTS

All students will be participating in arts and crafts activities. Please send a smock or large T-shirt in your child's backpack 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. All counselors provide homework assistance in classrooms each day on voluntary basis only.

FIELD TRIPS

Written parental consent is required for all field trips. Trip eligibility requirements must be met and will vary depending on the age group (C.A.R.E.S./Cool Zone/Hot Spot). Disruptive or delinquent behavior during a trip will result in the appropriate consequences, up to suspension and/or termination from the program.

YOUTH PROGRAMS STAFF

All employees are background checked and must complete 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.

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