



School Age
Child Care
Program
Parent Handbook





Jewish Community Center
of Greater Ann Arbor

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www.jccann Arbor.org

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Dear School Age Parent/Guardian:

On behalf of the Jewish Community Center of Greater Ann Arbor, we would like to welcome you and your child to our School Aged Child Care programs, also known as KidZone. The JCC's KidZone program provides a safe and fun environment for children to explore, play with new and old friends, and just be a kid.

This handbook has been prepared to help you throughout the year on our policies and procedures. Refer to it whenever you have questions regarding our programs. If you have comments, concerns, questions, or feedback, please feel free to contact the KidZone office at (734) 971-0990 x141.

The JCC is extremely excited to offer you KidZone programming throughout the year for your child/ren and we hope you will continue to return to our programs year after year.

Thank you in advance for your support.

Peretz Hirshbein
Director of Early Childhood Education
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KidZone Programs Include:

- Afterschool Program
- Enrichment Classes
- Vacation Days
- Snow Days

ABOUT THE PROGRAM-MISSION, VISION, & CORE VALUES

MISSION

The JCC School Age program exists not only to provide care for families, but to give children a space of their own. This is all done in a warm, safe, and fun environment outside of home and school. It is important that children have the opportunity to be kids while encouraged to have fun, explore, and succeed. We want to provide these opportunities for you by providing affordable care.

VISION

We will strive to promote the development of each child's physical, emotional, and social needs on a developmentally appropriate level and in a stimulating multi-faceted environment. We will encourage individuality, decision-making, and understanding and respect for others. Our childcare will foster development of the total child and nurtures the core values of honesty, respect, caring, and responsibility.

CORE VALUES

We offer safe and welcoming opportunities for learning and growth to all kids K-5th grade regardless of background, socio-economic status, and religious affiliation.

KidZone encourages children to engage in fun activities to develop their own identities. The JCC of Greater Ann Arbor accommodates these children by providing a comfortable and safe environment for growth.

Staff (including the youth director) are responsible for following through KidZone's mission and vision by providing and administering the proper execution of sign-in/sign-out procedures, games, snack, homework and outside time, as well as speaking with parents and providing the necessary feedback (e.g., misbehaving children, conflict with co-worker, etc.) to the youth director.

POLICIES & PROCEDURES, HEALTH FORMS, SPECIAL NEEDS, & TERMINATION OF CARE

POLICIES & PROCEDURES

- Families will not be denied childcare services because of the inability to pay. Financial aid & scholarships are available. Please call the Youth Office to find out more.
- All persons involved with the program will have the ability to rate its effectiveness.
- No person shall be denied employment by the JCC based on race, color, religion, sex, or national origin
- Special needs children will be accommodated whenever possible.
- Parents may address or schedule a conference with the youth director if/whenever they deem necessary
- Children must keep personal belongings on them or in a safe place. Please keep valuable items at home. The JCC is not responsible for lost or stolen items. Items leftover can be claimed but may be disposed of or donated at the discretion of the director.

HEALTH FORMS

All children participating in JCC KidZone activities must have health forms on file. These forms provide the JCC staff with a primary resource for reference when it comes to your child's health. When registering for any KidZone program, you will automatically be sent an email indicating that there are health forms you need to fill out. This form will apply to any KidZone event (afterschool, vacation, @ night, snow days). Please fill it out thoroughly. Once complete, your record will be kept online, and printed in a secure location which will be valid for the entire academic year. At any point in the year, you may email or call the KidZone office if health information needs to be changed. At the beginning of each academic year, you will have the opportunity to update any information.

CHILDREN WITH SPECIAL NEEDS

The JCC is an all-inclusive facility. With that in mind, we include all people, of all backgrounds, in our programs. We will make every attempt to adapt program activities, staffing, and facilities unless it poses a hardship on the JCC and KidZone. There are often solutions unrealized, so speak to the youth director if you have questions.

It is the recommendation of the youth director that a family member (guardian, caregiver, etc.) tour the facility with a child who has special needs prior to attending KidZone (or any JCC program). This will make you, as the parent, guardian, etc. be more knowledgeable about what goes on during our programs. This also allows for staff to get to know you and your child prior to joining the program.

TERMINATION OF CARE

The JCC of Greater Ann Arbor reserves the right to discontinue childcare for any of the following reasons:

- Failure to follow the conditions presented in this handbook.
- Behavior by a child who disrupts the group after several disciplinary actions have been taken by both staff and the director. This includes, but is not limited to: failing to listen to the staff, refusal to follow

rules, using physical force (including staff), hitting, punching, kicking, biting, verbal threats or threats to perform acts of violence against staff, other children, or his/herself.

PROGRAM SCHEDULES

All school age KidZone programs are offered for those in grades K-5. Pre-registration required for all programs.

Due to the JCC following both the Judaic and Secular calendars, KidZone will not offer care when the JCC is closed. Please check the community calendar for closings for the following:

- Labor Day (September)
- Rosh Hashana (September or October)
- Yom Kippur (September or October)
- Sukkot (1st two days) (September or October)
- Simcha Torah (1st two days) (September or October)
- Shavout (June)
- Thanksgiving day & Friday after (November)
- Christmas Eve & Day (December)
- New Year's Eve & Day (December)
- Memorial Day (May)

AFTERSCHOOL

The afterschool program runs 3:30-6:00 pm. Children are picked up by staff from a variety of locations including the Hebrew Day School office, and bussing from Bryant & Pattengill schools.

If there is a school not offering transportation to our facility, we may work with you in order to find a way for your children to attend including using Kids Cruiser.

Depending on the day, children will go to enrichment, have free time, go outside, or play in the gym. There is also snack, quiet time, a special activity, and sometimes, additional free time.

***Pick up after 6:00 pm during KidZone Afterschool will result in a \$1/per minute charge (see 'late fees' section on pp. 9-10).**

ENRICHMENT

Enrichment classes are offered at 4:30 pm. Classes vary from hip-hop to art. Sessions often run 10-13 weeks.

Enrichment attendees will be escorted to class by KZ staff. If not enrolled in Afterschool program, students may be picked up by parents directly from class. Afterschool drop-in is available with 24-hour notice by registering for a KidZone Punch Card.

VACATION

Vacation days run from 9:00-4:00 pm with a pre care option from 7:30-9:00 am and a post care option from 4:00-6:00 pm (KidZone attendees may stay at no added cost but must indicate this when registering) on days when Ann Arbor Public Schools, or Hebrew Day School is closed.

Many programs take place at the JCC in the KidZone Lounge with a child-friendly movie after lunch, but there are certain occasions where field trips are taken and children are transported with staff, by bus.

A “health officer bag” with medical supplies is brought on all field trips along with copies of your child’s health records.

****AM care (7:30-9:00 am) costs \$5 (per day) for all KidZone Vacation attendees and must be indicated when signing up.***

*****PM care (4:00-6:00 pm) can be added at no extra charge to full-time KidZone Afterschool attendees but must be indicated when signing up (must be done for each day attending). The cost is \$5 (per day) for a child not enrolled full-time in KidZone Afterschool.***

SNOW DAYS

On days when school is cancelled due to snow or inclement weather, KidZone may provide a day of care from 10:00 am-6:00 pm. The fee for the day includes post care (4:00-6:00 pm). Please call the front desk or check the website to see if we are offering a program or if the JCC is closed. The cost for this program is \$50 for the first participant with any additional siblings at \$25. This service is only open to members of the JCC or participants of KidZone. This is a first-come-first-serve basis program.

REGISTRATION, FEES, & LICENSING

REGISTRATION

All registration for any KidZone School Age program can be done on our website: www.jccann Arbor.org.

KidZone programs are open to children in Kindergarten through 5th Grade. Middle & high school helpers are welcome at no extra fee.*

Children are enrolled on a first-come, first-serve basis. Others may be placed on a waiting list and accommodated as space becomes available. Exceptions may be made on this rule for those with special needs.

Note: Those enrolled in KidZone Afterschool may sign up for Pre & Post Care during Vacation Days at no extra cost.

*A **health record** must be filled out for any minor (under 18) prior to participating in any KidZone program.

FEES

Program fees will vary for each program. Please check the website for more information.

EARLY AND LATE FEES



After 6:00 pm Pick Up:

Any parents/guardians picking up after 6:00 pm will be charged \$1/per minute.

This fee includes being inside the KidZone Lounge after all programming has finished. Staff needs to clean and often go to other jobs. These fees are marked down by staff and will be shown on your next billing statement.

***Exception to the rule:** you may call beforehand to let the front desk staff know that you, or the child's guardian will be late picking up and how long you will be (within reason).



24-hour notice must be given if attending AM or PM Care on these days.

AM Care (7:30-9:00 AM) Early Fees:

Any parent/guardian dropping off before 9:00 am for a child **not registered** for AM Care will result in an automatic **\$5 charge per occurrence**.

PM Care (4:00-6:00 PM) Late Fees:

Any child staying for PM Care who is **not registered** will result in an automatic **\$10 charge per occurrence**.

After 6:00 pm Pick Up:

Any parents/guardians picking up after 6:00 pm will be charged \$1/per minute.

(in addition to the automatic \$5 charge per occurrence for a child staying after 4:00 pm).

These fees include being inside the KidZone Lounge after all programming has finished. Staff needs to clean and often go to other jobs. These fees are marked down by staff and will be shown on your next billing statement.

***Exception to the rule:** you may call beforehand to let the front desk staff know that you, or the child's guardian will be late picking up and how long you will be (within reason).

Also applies to enrichment & Snow Day programs.

LISCENCING

The program is licensed by the Department of Human Services. The program is operated on a not-for-profit basis as a service to families of Ann Arbor and the surrounding area. Michigan Licensing rules enforce a strict School Age ratio of 1 teacher to 18 children. The JCC of Greater Ann Arbor strives to maintain a 1:10 ratio.

The School Age programs are mandated by the Child Protection Law and will report to the Child Protective services, any suspected cases of child abuse, neglect, child sexual abuse or sexual exploitation. If you have any questions or concerns regarding the Child Protection Law, and the program's reporting guidelines, please speak to the director.

CURRICULUM, CLOTHING, & FOOD

CURRICULUM

Most activities, with the exception of enrichment classes, take place in the KidZone Lounge, gymnasium, on the playground, or outside the fence for sledding, etc.

Curriculum components include the following, but are not limited to (and are not necessarily done each day):

- Arts & crafts
- Music
- Board games
- Health, wellness & fitness
- Computer/video games
- Free time

CLOTHING

Please take the time to label all of your child/rens articles of clothing prior to coming to KidZone.

Please provide appropriate foot and/or outerwear for all types of weather (eg. fall: athletic shoes, light coat. winter: heavy coat, mittens, scarf, etc.)

During the winter months, shoes should be provided to be used on the gym floor. Those with boots will not be allowed to participate.

- **Lost & Found:** Items are often left in the KidZone Lounge which may be picked up at any time. However, unclaimed items are subject to being donated or disposed of at the discretion of the director

FOOD

Snack: A nutritious, meat-free, nut-free, snack will be given at all KidZone programs with the exception of enrichment. Snacks run on a bi-weekly schedule. Snacks will be provided in the afternoon ***only***. Children may choose to take something from their lunch to eat in the morning so pack extra if you want them to enjoy a full lunch.

A snack menu is posted in the KidZone Lounge. If your child has special dietary restrictions, or you prefer your child eat something else than is planned, you may send food with your child for their snack. We prefer it be utensil-free, but you may provide utensils. KidZone can also provide plastic ware.

Lunch: Children should be provided with a lunch on Vacation and Snow Days. All lunches should be meat and nut-free. The ***JCC does not provide lunch service*** for any reason and makes no exceptions to this rule.

- Passover: during the Passover holiday, participants must bring their own lunch which does not need to be kosher-for-Passover. **Note: The JCC will not provide a kosher-for-Passover food for snack.**
- Students may refrigerate their lunch if they would like in the KidZone Lounge's refrigerator.
- If a parent/guardian forgets a lunch, they will be called to bring a lunch for the child.

Make sure to note any food allergies on the child information record and let staff know prior to your child beginning the program.

MEDICATIONS

If your child takes medication which needs to be administered during a program, please let staff know at the start of the program by handing them the medication, with directions.

If your child has medication in case of emergency, please let staff know by handing them the medication in a plastic bag. This will be kept in a “medications bucket” outside the reach of any children. You may leave medications for long periods if you know your child is going to be returning for other programs. Please also indicate any medical conditions in which medication would need to be administered on the child’s health record.

BEHAVIOR MANAGEMENT, SUPERVISORY, & SAFETY POLICIES

BEHAVIOR MANAGEMENT

PHILOSOPHY

KidZone takes behavior management very seriously. Part of being a child in an environment different than school or home takes on different challenges for a child. At KidZone, in addition to exploration, we feel children should use conflict-resolution to the best of their ability dependent on their developmental stage. We consider each child's age and personality and try to establish reasonable expectations.

If and when guidance is needed, staff will redirect the child to more constructive activities. KidZone provides a safe environment with which to do this. We want children to make decisions on their own, but also take responsibility for their actions.

GUIDELINES

Children are expected to respect the rights and feelings of others and avoid disruptive behaviors which will interfere with program activities.

Actions that will not be tolerated:

- Kicking, hitting, punching, biting, tripping, spitting, verbal abuse to staff or other children
- Other inappropriate behaviors

Staff are trained to make decisions based on their training from the director. Children are expected to follow all directions of staff and not question them regarding decisions made. Questions about this should be followed up with the director.

Children will be with at least one staff member at all times. Failure to follow this rule (eg. running off) will be subject to disciplinary action.

The JCC and KidZone prohibit the alcohol, tobacco, or any other drugs except for prescribed medications or over-the-counter medication with written and proper consent.

Vandalizing or theft will not be tolerated and is subject to care being terminated immediately.

PRACTICES

Should a child engage in any of the above actions, the KidZone staff, and/or the director will:

- Stop the behavior
- Warn the child that continuing with the same behavior will result in further action
- If staff feels they can no longer handle the situation, the director will be called to remove the child from the situation and placed in the director's office.
- From there, a parent may be called for the child to be immediately dismissed from the program

If the behavior is not directly jeopardizing other children, the staff will discuss whether disciplinary action is necessary. If no action is required, staff may do the following (which may sometimes include the director):

- Speak to the child about the behavior and consequences, inform the child of future disciplinary action, redirect them away from their current activity, conduct a conference with parents

- If the behavior of the child causes too much disruption and takes away from the safety, needs, or well-being of the other children, a child will be considered for expulsion from the program. This is not done in haste, and will carefully be considered before action is taken.

SUPERVISORY & SAFETY POLICIES

No child will be left alone or unsupervised. A minimum of two KidZone staff are always working when children are present.

- During the afterschool program, children are checked in with staff.
- During Vacation & Snow Days, parents must indicate the time their child/ren arrived by the child's name on the sign-in/sign-out form. When the child/ren leave for the day, parents must indicate the time they are leaving with their children, and ink their signature on the same sign-in/sign-out form.
- Anyone picking up who is not a relative and is unrecognizable to the staff must present a **VALID PHOTO IDENTIFICATION** to both the front desk, and a KidZone staff member. This person must be indicated as a person of "release authorization" on the child's Child Information Record. If this person is not indicated on the form, a parent will be called to grant release authorization of the child to this person. The child will be kept safe and may not leave until this is complete.
 - **Custody Issues:** Families must provide copies of **original court documentation** to the director. Only court documentation will be followed by staff. The papers presented to the director will be filed and followed by staff. Staff cannot implement any changes to the court documents. If custody changes occur, new court documentation must be presented to the director. Please note that JCC and KidZone staff cannot withhold children from a parent without legal documentation stating such restrictions.
- Parents are reminded to call ahead if their child is not going to be attending a program.
- For Vacation Days, credits or refunds are often issued if your child/ren are unable to attend that day's program.
- If the director's suspect that a child has been abused or neglected within the center's care, the local public services agency will be notified and immediate disciplinary action will be taken. KidZone is meant to protect children.
- In accordance with Michigan State Law, seasonal fire drills will take place. Mock tornado or lockdown drills may also occur. It is crucial to the safety of the children that they learn proper emergency procedures. Fire and severe weather evacuation plans are posted inside the KidZone Lounge. In the event of a fire drill: children will line up, be counted, and go outside in the clothes they are wearing. In a lockdown or tornado drill: children will be escorted by staff in to the gym closet which is connected to the KidZone lounge (which has no windows). They will stay huddled in the fetal position until notified they can return to the room.

ACCIDENT/INCIDENT REPORTING

In the event of (and based on the nature of) an accident, basic first aid will be provided.

In the event of an altercation between staff and/or multiple children, children will be separated, removed from the situation, spoken to about consequences, have parents called, or be suspended/expelled from the program.

In both instances, staff will write up an accident/incident report which will be evaluated by the director, signed, copied, and given to a parent or guardian. Forms are kept on file for at least three years.

EMERGENCY PROCEDURES

If there is a medical or dental emergency, 911 will be called. If transportation is necessary, parent/guardian will be called in order to grand parental permission. If the parent is unavailable, an emergency contact will be called. If no one can be reached or is unavailable, a JCC employee will ride with the child, along with their health forms, to the emergency facility.

STAFFING

KidZone staff is hand-selected by the director. They are put through a rigorous interviewing process in which references are called and a potential candidate's full portfolio is reviewed. Qualifications looked favorably upon are those with after school programming or education background. The JCC does not discriminate based on age, race, sexual orientation, or ethnic background. All candidates are considered.

Once staff is hired, they are put through a thorough training of each KidZone program, the KidZone Lounge, the building, policies, procedures, etc. They are taught the rules, and have been given authority to speak to, or call parents in certain situations. The KidZone staff has your child/ren's best interest at heart, and is here to assist you and your child/ren to have the best possible time at KidZone. Do not hesitate to speak to the staff about concerns you may be having.

***All staff is First Aid, CPR, AED certified in addition to knowledge on blood borne pathogens.**

GIFTS TO SCHOOL AGE PROGRAMS

The JCC is a non-profit organization. We accept all gifts, new & used and consider them donations. All items donated are tax-deductible. In return, you will receive a letter of acknowledgement for your generous donation. Thank you in advance

IMPORTANT PHONE NUMBERS

(734) 971 0990

Comments, Questions, Concerns, Feedback and Registration: Youth Director- **X141**

THANK YOU AND WELCOME TO KIDZONE, THE JCC'S SCHOOL AGE PROGRAM!

ACKNOWLEDGEMENT

- I acknowledge that I have read the Parent Handbook, and am fully aware of the School Age Child Care Program and its philosophy, policies, and procedures.
- I have read and understand the fee arrangements and conditions detailed in this handbook.
- This acknowledgement must be placed in our files.

Please sign the form and return it to the Youth Department.

Parent/Guardian Signature

Date