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**The Mother Connection**

3115 Albany Post Road \* Office B \* Buchanan, NY 10511

## **PARENT HANDBOOK**

### **Policies and Procedures**

#### **BEFORE AND AFTER SCHOOL PROGRAMS**

#### **IMPORTANT TELEPHONE NUMBERS**

Main Administrative Office:	914-737-8976
Buchanan-Verplanck Center (BV):	914-257-5405
Frank G. Lindsey Center (FGL):	914-257-5505
Furnace Woods Center (FWS):	914-257-5605

**THE MOTHER CONNECTION**

# BEFORE AND AFTER SCHOOL PROGRAMS

## PARENT HANDBOOK

### **INTRODUCTION**

The Mother Connection is a non-profit organization that offers quality child care for children, grades Kindergarten through Fifth, within a safe and nurturing environment—right in their own school. Our Before and After-School Centers are available to children in the Hendrick Hudson District 3 schools, and are located within the three elementary schools. Licensed by the NYS Office of Children and Family Services, The Mother Connection provides caring and responsible supervision by highly qualified staff.

Our Programs offer a variety of activities, which includes recreation and games, indoor and outdoor play, arts and crafts and time to work on homework. Children are provided with the opportunity for quiet play and/or active play both in group and individual settings. Students may bring a nutritious breakfast or purchase from the school for the Before School Center. Please pack a healthy snack for our Afterschool centers. We are a nut-free facility, due to the allergies of some of our students.

This Parent Handbook is a valid part of the enrollment agreement between the Before and After School Program and the parents and/or guardians of children who are enrolled in the Program. Enrollment in the Program constitutes an understanding that you will abide by the policies and procedures set forth in this Handbook.

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### **SECTION 1. PARENTS EXPECTATIONS OF THE PROGRAM**

#### **Parents/Guardians may expect that:**

1. Their children are cared for in a safe, supportive environment.
2. They may speak with the Teacher/Director about concerns related to their child or the Program and may request a scheduled after hours meeting (if necessary).
3. They will be told about any behavior problems on the part of their child and will be able to meet with the Teacher/Director to help improve the situation.
4. They will be informed promptly if their child does not arrive at the Center per his/her enrollment schedule.

## **SECTION 2. PROGRAM'S EXPECTATIONS OF THE PARENTS**

### **The Program/Center expects that parents will:**

1. Pay fees on time, per our Fees and Payment Policies.
2. Pick their child up on time.
3. Keep their child's records/forms up to date.
4. Follow the Center's health policy.
5. Contact the Teacher/Director if their child will not be attending on a scheduled day.
6. Respond to any communications from the Teacher/Director regarding their child's behavior and cooperate in efforts to bring about improvement in the situation.

## **SECTION 3. CHILDREN'S EXPECTATIONS OF THE PROGRAM**

### **Children may expect:**

1. To have a safe, supportive, and consistent environment.
2. To use all the Center's equipment, materials, and facilities on an equal basis.
3. To receive respectful treatment.
4. To have discipline that is fair and non-punitive.
5. To receive nurturing care from staff members who are actively involved with them.

## **SECTION 4. PROGRAM'S EXPECTATIONS OF THE CHILDREN**

### **The Program/Center expects that the children will:**

1. Be responsible for their actions.
2. Respect the school rules that guide them during the day while at the Center, and follow the specific rules set up by the Center.
3. Always remain with the group and The Mother Connection staff.
4. Take care of materials and equipment properly and return them to their proper places before taking out other items.

## **SECTION 5. FEES AND PAYMENT POLICIES**

All payments must be made on our Procure app. If you need an alternate arrangement please reach out to the office.

### **Registration Fee and Sept. Tuition:**

A non-refundable Registration Fee of **\$50** for the first child and **\$40** for each additional child must be paid by the due date on the invoice. One Registration Fee is applicable for both the Before School and After School Centers. **Sept tuition refundable when requested in writing before until Aug 15. Registration fees are not refundable.**

### **Tuition Payments:**

All monthly Tuition payments must be received by the **1<sup>st</sup> day of the month**. A late charge of **\$25.00** will be assessed for payments postdated after the **7<sup>th</sup> day of the month**. If the monthly fee and late charge are not paid at that time, the child will not be admitted to the Center. There is a **\$25.00** fee charged for any returned payments.

### **Schedule Change Fee:**

Once your child has started the Program, if circumstances require modification of scheduling, we will accommodate your request if space and staffing permit. An **administrative fee of \$25.00** will be charged

for any schedule change. Should you wish to return to your original schedule at a later date, we cannot guarantee that space will be available.

### **Late Pick Up Charges:**

For children contracted to be picked up at **4:45pm**, a charge of **\$5.00** will be levied for every portion of a quarter hour beyond the scheduled pick up time, until 6:00pm. For each subsequent occurrence, a charge of **\$10.00** will be levied for every portion of a quarter hour beyond the scheduled pick up time.

For children contracted to be picked up at **6:00pm**, a charge of **\$5.00** will be levied for every portion of a quarter hour beyond the scheduled pick up time. For each subsequent occurrence, a charge of **\$10.00** will be levied for every portion of a quarter hour beyond the scheduled pick up time.

If a child is not picked up by 6:00pm, and the parent or guardian cannot be reached, the emergency person listed in the child's file will be called to pick up the child. The late pick-up fee will be charged. **Continued lateness may result in the child's dismissal from the Program.**

### **Attendance on Days Contracted:**

Although the Centers are located within the schools, notes or phone calls to the nurse, teacher or office regarding your child's absence are not forwarded to The Mother Connection. **Parents or Guardians must contact the Teacher/Director (of the Center in which the child is enrolled) directly if the child will be not attending the Center on a scheduled day or you may email the main office. If you do not receive a response please call your child's center.** Absentees without prior notification may be mistaken for a missing child and unnecessary concern and time spent in searching for the child may occur.

A **\$5.00** penalty will be assessed for the first failure to report an absence and a **\$10.00** penalty for each successive failure within the school year. If a child does not arrive at the Center as intended, the Teacher/Director will contact the parents. If the parents cannot be reached, the Teacher/Director will contact the emergency persons listed in the child's file.

### **Attendance on Days NOT Contracted:**

Children who are enrolled on a regular schedule and wish to attend on a day not contracted may do so on a drop-in basis if there is availability. The Teacher/Director must be notified at least 24 hours in advance or call the main office. Please refer to the Tuition Fees section in your registration packet for current drop-in fees.

### **Tuition Statements/Receipts:**

Monthly invoices will be sent via email through Procure.  
The Mother Connection **Tax I.D. # is 13-3190194.**

## **SECTION 6. REGISTRATION AND ENROLLMENT FORMS**

Registration Applications or "Contracts" are effective on a yearly basis from September through June (or remainder of the year for late registrants). Due to space restrictions, enrollment in the Program is limited. Children already enrolled in the Program must register by the due date in the registration packet, to ensure that a space is held for their child. The Registration Application and Enrollment Forms must be completed in full, signed by the parent or guardian, and returned with the applicable non-refundable Registration Fee and first month tuition.

After the due date, formal registration will begin, and new registrations will be considered. Registrations received after the due date (which includes previously enrolled children) will be on a first-come, first-serve basis. Applicants are enrolled in the order in which forms and fees are received by the Center, dependent upon the availability of space and staffing. A Waiting List is kept for all Centers. Once an opening at a Center becomes available, those families on the Waiting List are contacted in the order in which they were placed and priority is given to student who want 5 days.

## **SECTION 7. HOURS**

### **The Before School Centers: 7AM-SCHOOL OPENS**

No one should bring his or her child before **7:00am**. Children must be escorted into the Center and signed in each day. Children are escorted, by the Center staff, to the school monitors prior to the start of school.

### **The After School Centers: SCHOOL DISMISSAL-4:45/6:00**

When school is dismissed, their teacher instructs children attending The Mother Connection After School Program, to go directly to the Center. The Centers are open until **6:00pm** (late pick-up) or **4:45pm** (early pick-up). The designated person on their Registration Form must sign children out each day. If the child is to be picked up by someone other than the designated person, the parent or guardian must notify the Teacher/Director by phone or written notification. ID will be required before releasing a child to an undesignated person.

## **SECTION 8. EMERGENCY AND SNOW PROCEDURES**

### **School Closings and Delays:**

**Parents will be notified through our text messaging system and on the school districts automated calls.**

**In the case of early dismissal or cancellation of afterschool programs, your child will go home on their regular bus unless you call the school and notify them of an alternate arrangement. Please notify the school in writing at the beginning of the school year if you do not want your child sent on the bus.**

- If the Hen Hud School District is **closed**, there will be **no Before or After School Program**.
- If Hen Hud schools have a delayed opening, **there will be no Before School Program**.
- In the event of **emergency early dismissal or half day**, there will be **no After School Program**.
- In the event the school district **cancels all after-school activities**, there will be **no After School Program**.
- In the event of **closing after children are already in our program**, Mother Connection will contact parents, or your emergency contact for early pick-up. Please be sure your emergency contact person is able to pick-up your child.

**Tuition is not pro-rated for days that the school is closed due to vacations, holidays, snow days, etc.**

## **SECTION 9: HEALTH AND SAFETY POLICIES**

The Centers **must be provided with a current Health Form upon admission to the Program**. A copy of the child's school medical record (submitted to the school nurse) would be acceptable. You would need to ask nurse to give us a copy.

If your child has a known medical condition (asthma, diabetes, seizure disorder, etc.), please be sure all Health documents are completed and returned before the first day of school.

All centers are authorized to administer medication. (such as Epi Pens, diabetes and asthma medication)

If a child has any of the following conditions, the parent or guardian (or emergency contact) will be notified to pick up the child immediately: Contagious Disease, Lice, Fever over 100 F, Vomiting or Diarrhea, or Accident Requiring Medical Attention.

In case of accident or illness, the parents of the child will be called immediately. In serious cases, the child will be taken to one of the local hospitals by emergency vehicle (accompanied by a staff member) and the parents will be called as soon as possible.

The Mother Connection is mandated by law to report suspected cases of child abuse or maltreatment. This includes the reporting of parents who appear to be impaired by drugs or alcohol.

## **10. WITHDRAWAL FROM THE PROGRAM**

**Parents wishing to withdraw their child from the Program must call the main office or send in writing or via email at least 30 days prior to the discontinuation of our services.** The Mother Connection does not provide partial monthly reimbursement, since a spot was held for your child for that month.

## **11. DISCIPLINE AND DISCHARGE**

Children are entitled to a pleasant and harmonious environment at the Centers. The Before and After School Programs cannot serve children who display chronically disruptive behavior.

Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to, such behavior that: requires constant attention from the staff, inflicts physical or emotional harm on other children, abuses the staff, ignores or disobeys the rules which guide behavior during Program time. If a child cannot adjust to the Program setting and behave appropriately, then the child may be discharged.

Reasonable efforts will be made to assist children to adjust to the Program setting.

Our discipline policy is to start by giving the child a "warning" at the first sign of trouble.

If the child needs to be spoken to again, a "time out" is issued. If behavior is still a problem, an Incident Report will be written up, signed by the Teacher/Director or Head Teacher and presented and signed by the parent/guardian picking up that child that day. A conference may be requested. If necessary, the child may be suspended from the Program. And, in some instances, a child may be discharged from the Program.

We hope your child enjoys our programs!