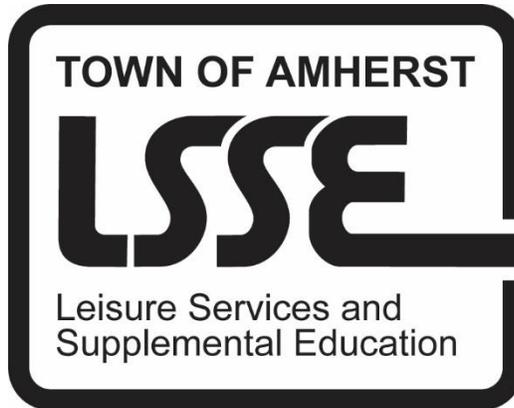


PRIME TIME AFTER SCHOOL PROGRAM  
**PARENT/GUARDIAN HANDBOOK**

Town of Amherst



**LSSE Office**

413-259-3065  
170 Chestnut Street, Amherst, MA 01002  
[www.lsse.org](http://www.lsse.org)  
[lsse@amherstma.gov](mailto:lsse@amherstma.gov)

**Crocker Farm Elementary School**

413-800-5390 (After School On-site Cell Number)  
413-259-3177 (site coordinator) Grace Marczuk  
**413-259-3138 (LSSE Director) Barb Bilz**  
280 West Street, Amherst, MA 01002

**Town of Amherst**  
**Leisure Services and Supplemental Education**  
**Department After School Program**

**PARENT HANDBOOK**  
**2019-2020**  
**GENERAL INFORMATION**

**Program Description**

The Town of Amherst, Amherst Leisure Services and Supplemental Education Department (LSSE) operates at Crocker Farm Elementary School. The program is divided into 3 groups where children from K-1 and 2-3grade participate in more structured and age appropriate activities. The grades 4-6 section is less structured, allows for more choices, and offers activities geared for older elementary school children. LSSE's After School Program is licensed by the Massachusetts Dept. of Early Education and Care (EEC) and adheres to all its policies and procedures. LSSE does not discriminate in providing services to children on the basis of ethnicity, political or religious beliefs, color of skin, sexual preference, gender identity, physical or mental disabilities and economic status. LSSE's after school program at Wildwood Elementary School operates out of the Wildwood Cafeteria. Our program at Crocker Farm Elementary School operates out of the Crocker Farm Cafeteria with additional access to outdoor playground and sports facilities, gymnasium, computer lab, art room and library. Both programs are open every day school is in session and parallel the school calendar. The operating hours are 3:15 – 5:30 pm on Monday, Tuesday, Wednesday, Thursday and Friday. If school is closed early for any reason, the program will **not** be held. On very rare occasions the program may be canceled because of inclement weather, or dangerous road conditions.

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**Program Statement of Purpose and Philosophy**

LSSE's After School Program provides a fun, explorative, supportive, safe, and carefully supervised environment where children can take part in a number of recreational and developmental activities. We believe that diversity and inclusion can bring strength and understanding to a community when regarding real educational prospects. Our program's goal is to provide an educational and well balanced program that extends supports for all children to succeed academically, socially and on a personal level. LSSE's After School Program is committed to the personal development of each child, encouraging skills in communication, cooperation, multi-cultural understanding, and self-expression.

### **Program Fees**

The current fee (2019-2020) is \$68.00 per session per child. A session is one day a week per month. Full time registration (5 days a week) is \$306.00 a month. The total cost of the after school program is divided by 10 monthly payments (September-June). Monthly payments are due by the 1st day of the month of service.

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#### **Fee Policies, Withdrawals, Day Changes and Refunds**

1. Please be reminded that registrations are for the full school year
2. If you need to withdraw from the program, or change days of care, you must do so in writing prior to the month for which the changes take effect. (I.e. we must receive your written withdrawal for October in September.)
3. Monthly fees are not prorated.
4. Withdrawals and day changes will take effect on a monthly basis and are subject to a \$10 surcharge per transaction per child. Though we will bill you monthly as a reminder, be aware that your monthly fee is due by the first day of the month of service.

#### **Help for Low Income Families**

Amherst Leisure Services and Supplemental Education Department offers fee reductions of up to 60% to qualified Amherst residents. If you believe that you are eligible for fee assistance, we encourage you to apply prior to enrolling. For application information, please call us at 259-3065. Child care vouchers are also accepted. Contact at FCAC @ 413-772-2177 or 877-366-9096. You can also contact them at [www.fcac.net](http://www.fcac.net)

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#### **Program Curriculum**

Some of our goals for Prime Time After School are activities that promote critical thinking, problem solving, creativity, teamwork, and communication. At least once a week, each age group participates in a cooking/food activity, science projects, arts and crafts and sports activities. Our youngest group also enjoys music activities where they learn about rhythm from around the world as well as some dance movements.

As a part of our curriculum, we offer daily (weather permitting) free time outside where children can join in activities such as basketball, soccer, football, Frisbee, jump rope or playing on the playground and/or structure.

Also as one of our options, we offer homework help on a daily basis, for children who are motivated to do so on their own as well as students who need a little extra support per parent/teacher request. If you are interested that homework would be implemented in your child's routine please ask the after school staff for a homework contract.

Last but not least we take pride in our organized field trips. For the past 5 years, we have visited a wonderful orchard for apple picking, we have solved many mysteries at Mike's Corn Maze, and have

gone bowling and ice skating. These and many other field trips are included in the cost of the after school program, so there is no extra charge. In order to keep all parents well informed we collect additional consent in writing for specific field trips a week prior to our scheduled field trips.

Other activities may include guest speakers and theater performances. We also are able to take advantage of many activities through UMass, such as visits from the science outreach club and a "Day of Play". For more information, please see our Welcome Letter (on our website: <https://www.amherstma.gov/345/PrimeTime>)

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### **Program Staffing**

The on-site staff includes a director, site coordinators, and counselors. In addition, volunteers /interns from local colleges sometimes join the staff to bring diversity and energy into the program. All of the staff comply with the EEC regulations, including possessing appropriate credentials and training. All staff also undergo a thorough background check, including criminal offender and sexual offender state background checks. The staff meets on a regular basis to plan and evaluate activities and curriculum which create a full, diverse, and exciting program. Parent input, suggestions, comments, and talents are always welcome, and will enrich the program. All staff members are available to parents for discussion on a daily basis. This will help you, the parent or guardian, to know the staff, and the staff will be able to better support and know your child.

### **Snacks**

Snack is served daily in both programs at no extra charge. If you would like to send a snack with your child, please feel free to do so. It is imperative that we are informed of any allergies your child/ren may have.

### **Clothing and Belongings:**

Children should wear clothing appropriate to the day's weather and come to the after school program dressed to play. Sneakers are recommended! It is strongly advised that your child's clothing and belongings be labeled with his or her full name. We go outside almost every day including winter time, so appropriate clothes are a must. A "lost and found" is established in CF school, and LSSE assumes no responsibility for lost articles.

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### **Pick-Up Policy**

Our program ends at 5:30pm and by then parents/guardians are required to pick up their children by 5:30 each day. Parents/guardians expecting to be late must call the program or arrange for an emergency contact to pick up their child(ren). If the person picking up the child(ren) is not listed as

one of the emergency contacts, the parent/guardian is obligated to inform the site coordinator in writing (via email, hand written note) in advance. A phone call is only acceptable in emergency situations.

There is a \$10 late fee for the first five minutes you are late to pick up your child. And an additional \$1.00 for every minute after the first ten. The total/summary of the late fee will be added to the parent's monthly statement. LSSE reserves the right to terminate a child from the program whose parents/guardians are habitually late picking up their child. In the event that the child is not picked up, the Director or Site Coordinator will call the parent or guardian at home and at work. If there is no response the caregiver will stay with child and call emergency contact numbers. If no one is reached and no one has come to pick up the child after a period of 45 minutes, the Director or Site Coordinator will contact either the Amherst Police or the Dept. of Social Services and will ensure your child's safety while they attempt to reach you.

**Continuous late pick up of child:** Parents will be informed of pending termination due to late pick-up of children.

### **Parent/Guardian Visits**

Parents/Guardians are welcome and encouraged to visit the program at any time during operating hours.

### **Parent/Guardian Complaints**

If a parent/guardian has a complaint, or input regarding the program, it should be discussed with the Site Coordinator. The Coordinator has the responsibility to respond individually to the parent's concern. Please contact Grace Marczuk, via email at [Marczukg@amherstma.gov](mailto:Marczukg@amherstma.gov) or by telephone (413)259-3177. If the parent/guardian is not satisfied with the Coordinator's decision or response, they can contact the LSSE Director Barb Bilz at LSSE, 413-259-3138, or via email [Bilzb@amherstma.gov](mailto:Bilzb@amherstma.gov)

### **Child Absences**

If your child is absent from school, there is no need to notify the program. However, if your child is present in school, but will NOT be attending the program, you must notify the program in writing (send a note with your child and have them put it in the Primetime box in the school office), or you may also email the Site Coordinator at [Marczukg@amherstma.gov](mailto:Marczukg@amherstma.gov) or call at 413-259-3177 (site coordinator office) or the Primetime cell 413-800-5390.

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### **HEALTH AND SAFETY INFORMATION**

#### **Health Policy**

The LSSE After School Program has a detailed health policy available to parents/guardians on request.

The Director and staff are responsible for maintaining a safe and healthy environment. Please contact site coordinator or program director immediately with any concerns.

### **Emergency Health Procedures – Serious Injury**

In the event of an emergency, the following steps will be taken:

1. The staff member who reached the injured child will stay with the child. The child will not be moved unless the child is in further danger of being injured. A First Aid trained staff member will administer first aid if needed.
2. The First Aid trained staff member will determine if medical assistance is required and assign another staff member to call for an ambulance if needed.
3. Transportation will depend on the requirement: ambulance, parent/guardian, designated alternate.
4. The child's information form accompanies the child if medical treatment is needed.
5. An accident report is immediately completed and given to the parent/guardian within twenty-four hours. A copy is filed in the child's records. EEC will be notified in the event of serious injury or death, and written notice will be sent to the EEC within forty eight hours, pursuant to regulation 11.09(13).

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### **Minor Injuries**

A First Aid Certified staff member will treat minor injuries on site. The injury is entered in the central log, and accident reports are completed and given to parent/guardian within twenty-four hours, and a copy is placed in the child's file.

### **Contagious Illness**

Parents/Guardians are responsible for informing the program of any contagious condition experienced by your child. If the staff determine that a child may have a contagious condition, the child will be excused from the program until evidence of treatment to correct the condition, and/or note from a physician is received.

### **Emergency Information**

It is very important that the program has accurate information during emergency situations. Please fill out the information form completely and accurately. Also, please inform the Director or Site Coordinators of changes to home or work phone numbers, emergency contact person's information, as well as any new health issues, or changes that affect the pick-up of your child.

## **Emergency Procedures if the Parent/Guardian Cannot be Contact**

If medical treatment is warranted and needed immediately, an ambulance will be called. If there is a question on immediacy of treatment the health consultant will be called and recommendations followed. Alternate emergency contact will be notified by phone if needed.

## **Medication Administration Procedures**

All medication (prescription and non-prescription) shall be given to the Director or Site Coordinator with a written parental/guardian authorization which indicates that the medication is for their child. No prescription medication will be administered without a written order from a physician: please be advised that in order to comply with EEC (Early Educational Care) regulations you will have to fill out additional form(s). One of these forms, which you will receive from the Site Coordinator, is a form for the proscribing physician to complete. The written order must indicate that the medicine is for the child and specify the dosage, number of times per day, and number of days the medication is to be administered. The medication will be administered by the Director or Site Coordinator, all of whom are First Aid certified, as directed on the original container unless so authorized by a written order of the child's physician. However, if your child uses an inhaler for asthma, s/he may, with written parental/guardian consent and authorization of the physician, carry their own inhaler and use it as needed in the presences of after school program, who will enter the information to the child's administration medication log.

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All medications are kept in their original container with the child's name, name of drug and directions for its administration and storage. Medications without original container won't be accepted: inhalers or any other medications in a ziplock bag with the child's name but without the original box cannot be accepted. This is again based on the EEC regulations to which we comply. A written record of the administration of any medication, prescription or non-prescription, is kept in the child's administration medication log. All medications are stored out of the reach of children in a secure and sanitary manner. Refrigeration of medications is available if required.

## **Abuse and Neglect Policy**

All LSSE After School Program personnel are required by law to report suspected abuse and neglect, they are considered mandated reporters. Reports of suspected abuse will be made to EEC and/or the Department of Children and Families (DCF). Abuse is defined as: the non-accidental commission of any act upon a child which causes or creates substantial risk or serious physical or emotional injury or constitutes a sexual offense under the laws of the Commonwealth. Neglect is defined as: the failure, either deliberately or through negligence or inability, to adequately care for, protect, or supervise children.

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## REFERRAL INFORMATION

### Referral Services

LSSE's After School Program has the ability to refer parents/guardian to appropriate social, mental health, educational and medical services, including but not limited to dental check-ups, vision or hearing screening for your child should the staff feel that an assessment for such additional services would benefit the child. If a staff member feels an assessment for such additional services would benefit the child he/she should first inform the Director and/or Site Coordinator. The Director will inform the parent/guardian and make the appropriate referral recommendations to the parent/guardian. Staff will observe and record information related to a child's behavior that may necessitate referral. This information will be kept in the child's file and shared with the Director, Site Coordinator and the parent/guardian. The Director and Site Coordinator will determine if a meeting with the parent/guardian regarding a child's behavior is necessary to notify them of the program's concern. A current list of referral resources in the community for children in need of social, mental health, educational or medical services is available on program site and online at <https://www.amherstma.gov/345/PrimeTime>

## BEHAVIOR MANAGEMENT INFORMATION

### Behavior Management Policy

LSSE's After School Program follows a behavior management policy that gives positive guidance, allows for redirection of negative behavior and sets clear behavioral limits. Our behavior management policy is designed to assist the child in the development of self-control, self-respect and respect and consideration for the rights and property of others. We believe that an interesting and challenging program, along with sound and cooperative relationships with parents/guardians and children will help minimize discipline problems. For more about our discipline and behavioral management policy, please visit our website <https://www.amherstma.gov/345/PrimeTime>. Located on the website are links to our various in depth policies, welcome letter, and other information.

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**Minor offenses** are those which result in 2 to 3 timeouts within the course of one activity period (kickball, art, etc.). Side coordinator or a group counselor will informally report incident to parents or guardians at time of pickup.

**Major offenses** are those which include but are not limited to the following behaviors: gross or repeated violations of safety rules, repeated intentional disruptions of an activity, being disrespectful to an adult (ignoring, talking back & rude comments), repeated use of vulgar language, intentional physical aggression, and intimidation and cruelty; either physical or mental. A major offense will result in the completion of a **Behavior Plan** by the child, as well as an **Incident Report** by the observing staff member.

After the child's **first major offense**, the child will write and/or develop (based on ability) a behavior plan, describing the incident, how the child will make amends, and how they plan to change their

behavior in the future. The plan, given to the parent or guardian, should be signed by them and returned the following day. The counselor and child will create a behavioral contract with consultation from Site Coordinator. The Director and Site Coordinator reserve the right to suspend or terminate a child from the program, depending on the severity of the first major offense. Intentional violence is not tolerated at our program, especially towards peers. If you have concerns or need further explanation about this policy, please feel free to contact Grace Marczuk, Site Coordinator, at (413) 259 3177 or at [Marczukg@amherstma.gov](mailto:Marczukg@amherstma.gov). You may also contact Barb Bilz, LSSE Director, at (413) 259 3138 or at [Bilzb@amherstma.gov](mailto:Bilzb@amherstma.gov)

Following the child's **second major offense**, the child will again write and/or develop a behavior plan. The parent or guardian will be required to remove their child from the program at the time of the incident, and the child will not be permitted to return to the program until one full day following the day of the incident (incident occurs on Tuesday, child can return Thursday afternoon). Again, depending on the severity of the second major offense, the Director and Site Coordinator reserve the right to extend suspension or termination of the child from the program. This policy is enacted in extenuating and extreme circumstances. Please feel free to contact the Site Coordinator or Director for more information.

Should a **third major offense** occur, the program reserves the right to determine its capabilities of serving each child, and the responsibility to terminate enrollment for any child whose behavior may be determined as disruptive or harmful to the program. The Director and/or Site Coordinator will meet with the parents/guardians, and a determination of the child's status in the program will be made. The program reserves the right to terminate a child from the program for unacceptable and dangerous behavior as outlined above.

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### **Other Possible Reasons for Termination**

**Non-payment of fees:** Non-payment of fees will necessitate removal of your child from the program. Parent/guardian and emergency phone numbers will be used to locate parents/guardians for retrieval of their children.

The staff of LSSE's After School Program strives to ensure that your child(ren)'s afternoons are spent in a positive, safe and enriching environment. We hope that your experience with us will be a positive one. Parents' and guardians' comments, suggestions, complaints, concerns and compliments are most welcome. LSSE Prime Time After School Programs have an open door policy. Please feel free to contact the Site Coordinator, Grace Marczuk, at [Marczukg@amherstma.gov](mailto:Marczukg@amherstma.gov) or call at 413-259-3177. You may also contact Barb Bilz, LSSE Director, at (413) 259 3138 or at [Bilzb@amherstma.gov](mailto:Bilzb@amherstma.gov).

We would love parent and guardian feedback, both positive and the negative so we can become a better program. Thank you for allowing us to serve you and your child!

