



School-Age Aftercare Program

PARENT HANDBOOK

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WELCOME

Hello Parents!
 Thank you for choosing
BAYWAY Cares LLC (BAYWAY)
 We look forward to getting to know you and your family.
 Please take the time to read the following policies.
 This booklet is meant to create a mutual understanding of the way our center operates.

Feel free to contact the founder with any questions or comments.

Bilal Bey, Founder/ CEO
 BAYWAY Cares LLC
 5601 Christian St,
 Philadelphia, PA 19143
Phone: (267) 408-6777
 BayWayCares@gmail.com

MISSION STATEMENT

At BAYWAY, our mission is to inspire children to:

- Make safe and healthy choices.
- Enjoy and pursue learning.
- Respect and serve others.

LICENSING INFORMATION

The following is the contact information for our licensing office:
 Office of Child Development and Early Learning
 Southeast Region Bureau of Certification
 801 Market Street, Suite 5132
 Philadelphia, PA 19107

NON-DISCRIMINATION POLICY

SUBJECT: Nondiscrimination in Services

TO: Parents and Guardians

Admissions, the provisions of services, and referral of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age or sex.

Program Services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any parent, guardian or student who believes they have been discriminated against, may file a complaint of discrimination with:

BayWay Cares LLC
5601 Christian Street
Philadelphia, PA 19143

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Room 225, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17105

Commonwealth of Pennsylvania
DHS Bureau of Equal Opportunity
Southeast Regional Office
801 Market Street, Suite 5034
Philadelphia, PA 19107

Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111

PA Human Relations Commission
Philadelphia Regional Office
110 North 8th Street, Suite 501
Philadelphia, PA 19107

U.S. Department of Health and Human
Services
Office for Civil Rights

BayWay Cares LLC
5601 Christian Street
Philadelphia, PA 19143
Date: November 15, 2018

From: Bilal Bey

Limited English Proficiency Policy Statement (LEP)

It is our responsibility to ensure that all clients have meaningful and equal access to services. This responsibility encompasses the most basic of human needs, the need for communication and understanding.

In order to ensure effective communication, BAYWAY Cares LLC (BAYWAY) staff will make every effort to ensure communication and understanding for those clients or their immediate family members who are identified as having Limited English Proficiency (LEP).

In addition, the public offices have been equipped with universal symbols for bathrooms, exits and fire extinguishers.

Once a client or their family member has been identified as needing translation or interpretive services, BAYWAY staff will contact the corresponding appropriate agency or work along with a family appointed translator.

ABOUT OUR STAFF

All prospective employees are screened on a broad range of background information. The personnel selection process includes a thorough reference check, federal and state criminal history checks, and PA child abuse history clearance.

ENROLLMENT

Enrollment at *BAYWAY Cares LLC* is open to children from the first day they start Kindergarten to twelve years of age. Continued enrollment is contingent upon the parents', emergency contact persons' and child's adherence to the policies and procedures as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

A CURRENT HEALTH ASSESSMENT IS REQUIRED WITHIN THE FIRST 30 DAYS OF ENROLLMENT. PLEASE MAKE AN APPOINTMENT WITH YOUR CHILD'S DOCTOR AS SOON AS POSSIBLE. To obtain a blank health assessment form please see an administrator.

Parents are required to notify *BAYWAY* immediately, should any of the information collected at the time of enrollment or any time thereafter changes. *BAYWAY* reserves the right to dismiss any parent or child at any time with or without cause.

CONFIDENTIALITY

Confidential and sensitive information will only be shared with employees who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as *BAYWAY Cares LLC* strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and health related information.

Outside of *BAYWAY Cares LLC*, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of the program, persons with whom the information will be shared, and the reason(s) for sharing the information.

PAYMENT POLICY

All tuition payments must be made via cash or money order and placed in the drop off box in the school’s front lobby. An envelope detailing the name of the student, parent, enclosed amount, and type of payment being made i.e. tuition, late fee, field trip, etc. must be written on the front of the envelope. If the director, administrative assistant, or office manager is on the premises then payments may be made in hand to them. No other staff member may receive tuition payments. Receipts will be given based on the amount enclosed in the envelope and not based upon what is written on the exterior of the envelope. Please count all cash amounts carefully.

All payments are due in advance of provided service. Families are not permitted to carry balances on tuition accounts. Monthly payments are due on or before the first day of that month. Weekly payments are due on or before Friday of the week prior.

Tuition is charged based on enrollment, not based on attendance. No refunds will be issued for absenteeism or for closings due to inclement weather.

Late payments will result in an additional fee of \$15 per week. Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment. However, if you anticipate difficulty with paying on time, please discuss the matter with the Director immediately.

BAYWAY Cares LLC does accept child care subsidies. Subsidized families are required to pay the remaining tuition and/ or copayment determined by the Office of Child Care Information Services.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment. Parents of subsidized children are personally responsible for the payment of tuition in the event they become ineligible to receive child care subsidies.

Our Tax ID number will be made available as needed. Payment records can be obtained by contacting the CEO and will be given annually or more often if needed. If you require the CEO’s signature on payment records or employer reimbursement requests, please do one of the following:

- See the CEO in person when you drop off your child. Whenever possible, a completed form will be signed immediately.
- Scan/email or fax the completed form to the CEO. It will be signed and placed in your child’s mailbox.
- Place the form in an envelope with the CEO’s name on it and drop it off in the office or outside mailbox. It will be signed and placed in your child’s mailbox.

WITHDRAWAL PROCEDURE

Two weeks written notice is required when withdrawing a child for any reason. All Tuition payments must be paid before withdrawing.

PROGRAM HOURS

BAYWAY Cares LLC is open from 3:00pm to 6:00 pm, Monday, Tuesday, Thursday, and Friday, and 1:00pm- 6:00pm on Wednesdays except on the following days:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Black Friday (Day After Thanksgiving)
- Week between Christmas Eve and New Year's Day
- *Additional school closing dates will be posted

SAMPLE DAILY ROUTINE

This routine is subject to change based upon the age and needs of each group.

3:00 pm	Snack Time
3:30 pm	Enrichment/ Homework Help
4:30 pm	Varied Group Activities Morning Meeting
6:00 pm	Program Ends

HOURS OF OPERATION

Sunday	CLOSED
Monday	3:00pm – 6:00pm
Tuesday	3:00pm – 6:00pm
Wednesday	1:00pm – 6:00pm
Thursday	3:00pm – 6:00pm
Friday	3:00pm – 6:00pm
Saturday	CLOSED

WALKING EXCURSIONS

We have found that the children enjoy going on walks outside the facility – it's nice to get some fresh air and explore nature as well as the neighborhood. We stay within a four block radius at all times and maintain the same outdoor supervision guidelines which apply to our time in the play yard. Parents are asked to note whether they grant permission for walking excursions by signing in the appropriate field on the registration form. Changes to this decision must be made in writing.

FOOD SERVICE

Children are permitted to eat at designated snack time. If you would like your child to be served snack sent from home, please send it labeled with your child's name and date. Snacks sent from home cannot be heated up. Please choose healthy foods that your child will enjoy at room temperature. This is not a requirement, but a suggestion; please avoid peanut butter and tree nuts to help protect classmates with food allergies.

CHILDREN WITH SEVERE ALLERGIES

Parents are required to provide a signed copy of the "Authorization for Emergency Care for Children with Severe Allergies" form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy.

Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy.

ITEM LOSS

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys or other personal items from home, unless specifically requested by the classroom teacher for use as part of the curriculum. *BAYWAY Cares LLC* is not responsible for loss or stolen items.

NOTIFICATION OF ABSENCE OR LATENESS

Parents who know in advance that a child will be late or absent are required to notify the center by 1:00 pm so as to maintain the appropriate number of employees are present when the child arrives to the program

ARRIVAL PROCEDURES

Upon arrival at *BAYWAY Cares LLC*, the parents or teacher dropping the child off must sign the child into care on the sign-in sheet.

Parents are required to notify the child's teacher or the Director of any special instructions or needs for the child's day. Please present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Director. These special instructions include but are not limited to: Early Pick-Up, Alternative Pick-Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the aftercare providers should be aware to best meet the needs of your child throughout the day.

PICK-UP PROCEDURE

Parents or other authorized adults are required to sign their child out of care on the sign-out sheet located on the shelves near one of the two entrance doors. Please limit cell phone usage at this time. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. Parents are required to handle all business issues prior to signing out their child, and should directly exit the building once they have signed their child out of care.

EMERGENCY/ALTERNATE PICK-UP ARRANGEMENTS

At enrollment, parents will complete Emergency/Alternate Pick-Up information. Parents are encouraged to include any and all persons who, in the course of events, may at one time be asked to pick-up their child from *BAYWAY*. In an emergency situation the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list.

The persons on the Emergency/Alternate pick-up form will be required to provide a government issued photo identification. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-Up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

LATE PICK-UP

Our program ends at 6:00 pm. Parents who pick-up children after that time will be charged \$1.00 per minute, to be paid in cash at the time of pick-up (total late fee will be calculated based on the nearest clock). If payment in cash is not possible, it is to be paid at drop-off the following program day. If balance is not paid, the child's enrollment may be terminated without refund. Late pick-up fees cannot be combined with tuition payment.

DISCIPLINE

Staff will encourage children to respect other people, to be fair, respect property, and learn responsibility for their actions. We will use the following techniques in doing so:

- planning ahead to prevent problems
- consistent clear rules
- encouragement of appropriate behavior
- positive guidance
- redirection
- involving children in problem-solving

If other management techniques are ineffective. Removal of a child from the environment, may be used selectively for children who are at risk of harming themselves or others. The time period will be just long enough for the child to regain self-control. As a general rule, this time period will not exceed one minute per year of age. Staff will monitor the effectiveness of behavior management techniques and maintain open communication with parents to use the most effective and appropriate means of discipline.

BAYWAY Cares LLC recognizes that young children go through various stages of development. Certain behaviors are indicative of age. However, no child will remain enrolled if he or she:

- causes continual, deliberate physical or emotional harm to other children.
- requires more care than the staff can adequately provide without compromise to the other children.
- continually disrupts the class to the extent that activities cannot be completed.

PARENT/TEACHER CONFERENCES/COMMUNICATION

Parents are welcome to schedule a conference at any time, and are encouraged to communicate freely with staff and the Director.

During program time, staff members are usually not available to have long conversations. Parents are welcome to write notes, call or send e-mails to the Director. If you leave a message on the answering machine, the Director will return your call as soon as possible.

PARENT'S RIGHT TO IMMEDIATE ACCESS

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at *BAYWAY Cares LLC*, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order), *BAYWAY Cares LLC* must be provided with a certified copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the

request for more liberal interpretation of the order.

In the absence of a court order on file, both parents shall be afforded equal access to their child as stipulated by law. *BAYWAY Cares LLC* cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, it is suggested that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Director, and are allowed in the child care facility only at the Director's discretion. An employee will accompany visitors at all times throughout the center.

AGENCY'S RIGHT TO REFUSE ADMISSION

BAYWAY Cares LLC reserves the right to refuse admission to any child at any time with or without cause.

Possible reasons for the refusal of admission include but are not limited to:

1. The need to maintain compliance with licensing regulations.
2. Staff deems the child too ill to attend.
3. Domestic situations that present a safety risk to the child, staff or other children if the child were to be present at the center.
4. Parents' failure to maintain accurate, up to date records.
5. Parents' failure to complete and return required documentation in a timely fashion.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

STAFF EMPLOYMENT BY CLIENTS

The staff of *BAYWAY Cares LLC* is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid. Adaptations to this rule may be made on a case by case basis (i.e. family members) and is at the discretion of the director.

MANDATED REPORTING OF SUSPECTED CHILD ABUSE

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of *BAYWAY Cares LLC* are considered mandated reporters, under this law, and are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at *BAYWAY Cares LLC* take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, staff cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Failure to attend to the special needs of a disabled child
- Children who exhibit behavior consistent with an abusive situation

COMMUNICABLE DISEASES

Please do not send your child to school if the following symptoms are present:

- Fever of 100 degrees or above (within the past 24 hours).
- Needs fever-reducing medication to maintain a normal body temperature.
- Vomiting for any reason.
- Diarrhea.
- Chronic cough.
- Excessive mucus coming from nasal passages or eyes.
- Needs cold medicine to suppress sneezing, coughing, or runny nose.
- Has an unexplained rash which has not been treated by a doctor.
- Any other symptoms of communicable disease.

When a child is prescribed antibiotics by a doctor, parents must wait 24 hours after the first dose of medication before sending the child to school.

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but cannot pick their child up within 45 minutes, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. *BAYWAY Cares LLC* reserves the right to refuse to allow a child to return if staff believes the child to be too ill to participate in the program.

If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. We will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

DISPENSING MEDICATION

BAYWAY Cares LLC will only dispense over-the-counter and/or prescription medication that is in the original, labeled containers, and is accompanied by a doctor's note with explicit dosage and administration instructions. Parents are required to submit a completed a Medication Form each day that medication is to be dispensed. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

INCIDENT REPORTS

Should your child be involved in an incident/accident, a staff member will complete an Incident Report. Parents are required to sign the report at pick-up time and return it to staff. Should a person other than the parent pick-up the child, a parent or must sign the report and return it to the Director within 24 hours.

FIRE/EMERGENCY DRILLS

Fire drills are conducted monthly. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the Director will inform staff that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

ALTERNATE SAFE LOCATION

Should the Director or any emergency services personnel determine that the facility is too dangerous to be occupied; the staff will follow the emergency procedures policy. Please ensure you have reviewed your copy in detail.

EMERGENCY CLOSING AND INCLEMENT WEATHER

If *Philadelphia School District* is closed or due to inclement weather, *BAYWAY Cares LLC* will also be closed. Closing information is available on the School District Cable Channels or your local news station. A message about closing will also be left on our answering machine.

Should the center need to close for an emergency, tuition will not be refunded.

PROGRAMS AND TUITION

BAYWAY provides aftercare and summer camp to school-age children during the months of June, July, and August.

Regulated Provider Published Rates- 2018/2019**FULL-TIME****Weekly Rates****School Age (12 years of age and younger)****\$125****Summer Camp****\$150****PART-TIME****School Age (12 years of age and younger)****\$100**

Print Name _____

Provider Signature _____ Date _____

Any addendums for this handbook will be distributed to each family.

BAYWAY Cares LLC Management