



Before & After School Program

PARENT HANDBOOK 2024-2025

Women and Families Center is committed to promoting equity and to improving quality of life through services that foster empowerment and independence.

*Our guiding vision:
To be the leading agent for positive social change.*



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Your Rights and Responsibilities

MY RESPONSIBILITIES AS A BEFORE & AFTER SCHOOL PARENT

- To learn as much as possible about the program.
- To take part in the classroom as an observer, a volunteer, or a paid employee, and to contribute my services in whatever way I can toward enrichment of the total program.
- To provide parent leadership, and other certain activities, to explain the program to other parents, and to encourage their full participation.
- To work with the staff and other parents in a cooperative way.
- To guide my children in ways that is both loving and protective.
- To make timely tuition payments.
- To read all flyers and important notices that are posted at the parent table.

MY RIGHTS AS A BEFORE & AFTER SCHOOL PARENT

- To be welcomed in the classroom.
- To choose whether or not I participate without fear of endangering my child's right to be in the program.
- To be informed regularly about my child's progress in the Before & After Program.
- To always be treated with respect and dignity.
- To expect guidance for my child from Before & After teachers and staff, which will help his/her total individual development.
- To be able to learn about the operations of the program, including the level of education and experience required to fill various positions.
- To be informed about all community resources concerned with health, education, and the improvement of the quality of life for my family.

GENERAL INFORMATION

Hours of Operation

The WFC's Before & After School Program operates out of three locations for grades k-5 (ages 4-11) during the following times:

Casimir Pulaski, Nathan Hale & Hanover

6:45am-8:45am, School Dismissal-5:30pm

Program Enrollment

In accordance with state and federal law, including but not limited to the Americans with Disabilities Act (ADA), the Women and Families Center (WFC) does not discriminate against individuals in protected classes including but not limited to religion, disability, gender identity, national origin, race, genetics or minority groups. The determination of whether a child with a disability can be reasonably accommodated in its programs is made by the Women and Families Center following a fact-based individualized inquiry.

All information is confidential and is not shared with anyone without the permission of the parent.

Upon admission to the program, each child is enrolled for an initial 30 day period to determine program appropriateness. If the program feels it's necessary based on the individual child's needs a modified schedule may be put in place to transition the child appropriately into our program. The Women and Families Center staff want to make sure that this is a great experience for all children. Program enrollment is contingent upon our ability to provide quality care encompassing licensing regulations and accreditation standards. If we find our program is unable to best meet your child's specific needs, we will suggest alternative appropriate care.

Parents or guardians must provide the center with 2 weeks written notice prior to withdrawing their child from the center. All tuition owed must be paid in full. Likewise, if possible, the program will provide the same courtesy if care for a child must be terminated for any reason. The program will work with all children and families to avoid a child's expulsion.

Curriculum

The Before & After School Program has adapted our program to enhance and expand on lessons taught in the classroom throughout the school year. We use hands-on material and activities, with room arrangement (as possible) to highlight the core curriculum areas of science, technology, art, literature, and recreation (indoor and outdoor physical activities). We provide a curriculum but we also let the children be creative and express their own ideas to implement into the program. Nutrition and health is also introduced during group time. It is important for us to model good health practices and safety to the children. All of these things are reflected throughout our lesson plans. It is through this type of curriculum that staff learns to observe children more purposefully, and use these observations to plan for, not only the group, but for each child.

Women and Families Center believes in developmentally appropriate practice. This means teaching in ways that match how the children develop and learn. We understand that there are many developmental differences. We can modify activities and curriculum based on the child's level.

The Before & After School Program staff works on developing a positive relationship with each child. This is developed through trust: following a consistent flexible schedule, carrying through with plans and promises. One of our goals is to develop resiliency. This is done by protecting a child's normal development. Children develop resilience by spending time in a safe, supportive, and stimulating environment; having adults who care, are supportive and believe in them; interacting with adults who help them develop high self-esteem and self-control, help them become successful learners and to get a sense of their own competence.

The Before & After School Program staff always expands and encourages a child's social-emotional development by helping build their self-esteem and teaching conflict resolution. Parents and children are encouraged to add input to the curriculum planning.

Culture

Every person and every family has a different culture. Culture can be defined in the way people live their everyday lives. We will meet the individual needs of different diversities, cultures, and

languages. Each child comes to the classroom with his own unique culture and can share that with the members of the classroom. The Before & After School Program recognizes the likenesses and differences of all parents, children, staff, teachers, and volunteers. We hope to provide a multicultural education for children and families. We can do so by involving the parents. Parents are encouraged to come to school and share their culture with the staff and children. When parents provide these familiar experiences, their children feel more comfortable in the classroom as well as feel proud of their families and of themselves. Come and get involved in your child's classroom and help us to provide a multicultural education for your child as well as the other children in the room.

Supervision

Staff will supervise students at all times during program hours. This includes program activities that are held outside of the regular school premises, i.e. on field trips. Staff will maintain a ratio of 1:10, with a group size of no larger than 20, as required by the Office of Early Childhood (OEC) licensing.

Parent/Caregiver Involvement

Parents and caregivers are important to the Before & After School Program. Parents and caregivers know their child better than anyone else. Sharing this knowledge with program staff helps to improve a child's experience in the program. Parents and caregivers may also have talents that can be shared and used to benefit the program. Parents and caregivers are encouraged to contribute their thoughts, ideas and suggestions to better help staff develop a stronger program.

Staff-Parent Contact

The relationship between our staff and the families we serve is very important. Contact will occur on a regular basis from the site staff to the parent/caregiver via phone calls, Bloomz app alerts, notices, as well as periodic newsletters.

Parents/caregivers should also take the initiative to contact teachers if they have a concern, wish to share an idea, have information to share about their child. Parents/caregivers should contact the site supervisors in the office as follows: Rebecca: Director/Pulaski- 475-775-4895, rfernandez@womenfamilies.org; Alison: Hanover – 475-775-4903, amejias@womenfamilies.org or Val: Hale – 475-775-4909, vleaver@womenfamilis.org or through Bloomz when personal contact is not possible. Site managers and staff will inform parents/caregivers about the program and the day to day happenings with their child. Site phones are only on during site hours of operation.

A parent/caregiver or a teacher may request a conference at any time. When it comes to a child's behavior, the most important aspect is for teachers and parents/caregivers to work together.

Bloomz App

The Before & After School Program has partnered with Bloomz for our families to keep up to date with important news and information about our programs as well as be able to see all the fun things we are doing.

Bloomz is a free app that works with your smart phone as well as your computer. All you need to do is go into the App Store/Google Play Store and download the app. You will be given a code from

your site manager that you enter and it will link you right to your specific school site as well as the Women and Families Before and After School Community. Once you join you will have access to send messages back and forth directly with your site manager at any time, as well as be immediately informed of any program changes. Only families currently enrolled in the program will have access to this app.

Attendance

Your child's development in the WFC Before & After School Program is very important to us. Consistent attendance is important for your child to get full benefits of the program. Please call, Bloomz or email the site supervisor to let them know if your child is going to be absent from the program, are dismissed early from school or are participating in another after school activity prior to coming to the program.

Pick up

In the interest of each child's safety, parents/caregivers are asked to designate, in advance, people who may pick up their child from the program in the event the parent/caregiver is unable to do so. If someone from the alternate pickup list is to pick up the child, the site manager must be notified in writing. Teachers and staff are required to ask for a valid PICTURE ID, if they do not know the person.

Parents/caregivers must maintain an up to date Alternate Pick-Up List with the correct phone numbers. Parents/caregivers are required to inform the program when there will be someone other than a parent or person on the alternate pick up list picking up the child. Anyone picking up a child from the Before and After School Program must be at least 18 years of age or older and present a valid form of ID. Siblings will not be allowed to pick up child in place of parent/guardian or authorized pick up person unless they are 18 years or older. Staff must see parent/guardian or authorized pick up person at pick up.

Staff Protocol for alternate pick up:

1. Ask for ID
2. Confirm the parent/guardian has notified staff prior to pick up.
3. Check to make sure that the person is on the alternate pick up list.
4. If staff has not notified, you must confirm with the parent/caregiver by telephone.

If the Parent/Caregiver gives permission at time of contact, then the child can be released. If the parent can't be reached and the person is not on the alternate pick up list, the child **will not** be released to that person.

Late Pick Up

All children are to be picked up by their program's closing time. There is a late fee of **\$20.00** for every fifteen minutes, or part thereof, that a parent/caregiver is late in picking up his/her child. If a parent/caregiver is going to be late they are asked to call ahead to inform a teacher that they will be late. If no call is received and a child is not picked up by closing, two staff 18 years or older will stay with your child and the following procedure will be put into effect:

1. Staff member will attempt to reach the parent/caregiver at home or work.

2. Individuals listed by the parent/caregiver as emergency contacts will be called.
3. If the child is still not picked up 1 hour after the close of the program, the Meriden Police will be called at 203-238-1911 to pick up the child.
4. A letter will be taped to the site door informing the parent/caregiver where their child is located.
5. DCF Careline will be notified of the situation. 1-800-842-2288

If the child continues to be picked up late without notice, a conference with the Program Director may be required and the child may be at risk of being withdrawn from the program.

Evacuation Plan

WFC is on the Meriden Civil Preparedness Department list for emergency evacuation in case of a tornado, toxic spill or any other emergency. Each site has an evacuation location posted on their parent information board, which will be used as an emergency shelter should the building need to be evacuated.

A plan for a fire evacuation, weather, and lockdown are posted at each site. The staff reviews the plan with the children and have regularly scheduled drills. Staff are responsible for ensuring all children have been evacuated, closing doors, taking the First Aid Kit, emergency files, and site phone with them upon exiting the building. If it is not possible for the children to enter back into the building, staff will walk the children to the evacuation location and parents/caregivers will be contacted to pick their children up.

Medical Emergencies

WFC is committed to providing a safe atmosphere for your child. There are two staff members that are certified in CPR, First Aid, Medication Administration and Epi-Pen on site at all times. In case of a medical emergency, certified staff will provide first aid or CPR immediately. Should further intervention be required, 911 will be called. The parent/guardian (or if necessary, the child's emergency contact) will be contacted by the program immediately. If time allows, our Nurse Consultant will be contacted as well.

The staff will access the child's emergency information and direct the medical response team to transport the child to the listed emergency facility on the information form. If no hospital is listed, the child will be transported to MidState Medical Center on Lewis Avenue in Meriden.

Physical Exam

Before your child is admitted to the Before & After School Program, he/she **MUST** have an up to date physical, which will be submitted to the program. Physicals must be updated at age 5 and then every 5 years after that. The child also **MUST** have up-to-date immunizations (or proof of exemption). This is the state requirement and is for the protection of your child and all children in the program. For returning families, a new health assessment record is required to be filled out each year regardless of physical expiration date. If your child has any changes to his/her health during the school year an updated physical must be submitted to the site supervisor. If the changes to the child's health require onsite medication, all necessary documentation must be filled out and signed by the doctor and approved by program staff in order for the child to remain enrolled in the program.

Special Care Plans

If it is marked on your child's physical that they have asthma, allergies, food allergies, diabetes, or seizures, a special care plan for each medical condition must be completed and signed by a doctor and submitted PRIOR to their approved start date. If the child has a 504 or IEP, a behavioral special care plan must be filled out to help assist the WFC Before & After School Staff to be able to create the best environment possible for the child during our care. At the time of enrollment, the child's parent will provide the necessary equipment and supplies labeled to meet the child's individualized needs. The equipment will remain inaccessible to other children when not in use. The Center will keep the following records as part of the child's medical record and will be updated annually or when there is any change in the information. There are 2 staff at the site at all times that are medication certified, first aid certified, and epi pen certified.

Administration of Medication Policy

Non-prescription Topical Medications (ointments, chapstick, sunscreens and powders)

Parental written permission is required prior to the administration of any non-prescription topical medication. An administration record will be kept on file with the child's health record.

Prescription Medications

In an emergency situation only, asthma inhalers and pre-measured, commercially prepared epi pens may be administered. Prior to their administration, specific staff training and authorization forms signed by the parents and the doctor's office, must be in place. Please request a copy of our Permission Form for the Administration of Medications for further information and clarification.

Monitoring of Diabetes Policy

Prior to attending the Women and Families Center, the parent of a child with diabetes mellitus will meet with the Director and the Nurse Consultant to review the Center's Monitoring of Diabetes Policy and discuss how the individual needs of the child will be met while at the Center. An individualized plan of care for the child will be developed with the child's parent(s) and health care provider and updated as necessary. The plan will include appropriate care of the child to prevent and respond to a medical or other emergency and will be signed by the parent(s) and staff responsible for the care of the child.

If Your Child Is Ill

Due to the close contact that children naturally have with one another, a sick child can easily infect others. To keep the children as healthy as possible, WFC follows state of Connecticut health guidelines. Please refer to these guidelines when your child becomes ill.

- **FEVER:** a child may return to the program when his or her temperature has been normal for 24 hours without medication. A fever is a temperature of 100.5 taken from any site on the body.
- **VOMITING:** child may return to the program 24 hours after the last episode without medication
- **DIARRHEA:** the child may return to the program 24 hours after the last episode without medication
- **SCABIES:** the child may return with written permission from the doctor
- **HEAD LICE:** the child may return after treatment and no visible signs of nits are present

- IMPETIGO, COLDSORES, RASHES, RING WORM, ETC: the child may return with written permission from the doctor
- CHICKEN POX: the child may return to the program 7-14 days after their initial outbreak, all pox must be dried.

In the event that your child becomes ill at the program, parents/guardians will be contacted and must make arrangements to have that child picked up within 1 hour from the time of contact.

If your child is too sick to participate in the program, please do not send them. We are unable to provide the extra staffing to accommodate such requests. Please remember that your child **MUST** be 24 hours free of illness before he/she will be permitted back to the program. WFC reserves the right to deny care to visibly ill children or children that have not been out for the required amount of time.

Nutrition

The purpose of the Nutrition Component is to teach your child about good foods to eat, to encourage them to try different foods, and to make sure that the WFC Before & After School snacks are healthy and nutritious. We provide a balanced and nutritious afternoon snack which has been developed and approved by the Board of Education and Women & Families Center. Menus are posted at each site and located on the Parent Info Board. In the morning if children would like to bring in breakfast to enjoy they may. Whenever a child is eating they will be placed 4 feet away from other children. We ask the parents to notify the program manager if their child(ren) has any food allergies, special diet requirements, special eating utensils, etc. **In the afternoon due to numerous food allergies, the WFC Before & After School program ask that no outside food or beverages be brought into the program, including food brought from home for consumption during the school day and/or school lunches/snacks. Please remember we are peanut free.**

GENERAL GUIDELINES FOR DISCIPLINE

The WFC Before & After School Program's goal is to make a positive difference in the lives of children, families and the community. Therefore, the WFC Before & After School Program is committed to providing a safe environment for all children, parents, volunteers, staff and any program participants. To ensure a safe environment all staff, volunteers, and parents are to read the following policy regarding discipline.

The WFC Before & After School Program does not tolerate any type of violence committed by or against children or adults. Further, employees, parents, volunteers, other participants and children are prohibited from making threats or engaging in any type of harassment.

*While violent behavior cannot and will not be tolerated, our approach to behavioral issues is to try to help the child improve his/her behavior through strategies such as behavior plans, program modifications, and parent/teacher involvement. When any disciplinary action is taken, staff will continue to supervise children. If these interventions fail and the behaviors are such that they pose a threat of serious injury to the child, other children, or the staff, we **may** at our discretion, withdraw the child from the program.*

Behaviors issues include but are not limited to:

- Causing physical injury to oneself or others.

- Making threatening remarks, either orally or in written form, including gestures or expressions that communicate a direct or indirect threat of bodily harm and injury.
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging WFC Before & After School Program property or property of another.
- Possession of a weapon (whether they have a license or not) while on agency property including parking lot or while on agency business; this includes any dangerous instrument, article or substance that is capable of causing serious physical injury or death.
- Committing acts motivated by, or related to, sexual or other harassment or domestic violence.

The WFC Before & After School Program teaches children to respect themselves, others, and their school. Praise is a daily part of a sound behavior plan, and rewarding children for positive actions helps to make them responsible for their own actions. Because children are not experienced enough or emotionally mature enough to be in charge of themselves over a long period of time, they need the help of adults to guide them in attaining self-control.

The following guidelines for discipline are used in WFC Before & After School Program sites but are also appropriate for home use:

1. Enter each situation like it is the child's first time.
2. Continuous supervision by staff during any disciplinary action
3. Try to understand the need behind the behavior then respond in a way that encourages self-control.
4. Use a calm, firm, friendly tone of voice when addressing discipline issues, expecting compliance and validating the child's feelings.
5. State the reason for concern about the behavior clearly and simply, defining the limits related to the behavior and issue and use positive language to encourage compliance. *Example:* If a child is running indoors, state that the child might get hurt. Tell the child to walk indoors to keep safe. Use positive reinforcement to encourage continued good behavior. *Example:* "I like the way you are remembering to walk indoors."
6. Staff will use positive language when disciplining a child. It will be made clear that the child is accepted and valued, but the behavior is unacceptable. The site staff will explain the problem and attempt to get agreement on acceptable behavior. If the child seems calm and displays self-control, he/she will return to the group.
7. Follow through immediately when rules and procedures are broken.
8. If the child interrupts the right of others, remove the child from the area and redirect him/her to another activity that you think might meet his/her needs.
9. Prohibit abusive, neglectful, corporal, humiliating, or frightening punishments.
10. Staff will not use physical restraint, unless such restraint is necessary to protect the health and safety of the child or other people.
11. The following strategies are used individually and in combination to help support a child's growth of self-control and to develop appropriate behaviors:
 - a. Ignore undesirable behavior and redirect. Act as if the behavior does not exist when safety is not an issue and introduce a novel activity to redirect a child's activity or offer a distraction.
 - b. Provide positive attention on a consistent schedule. This attention must be positive,

- “catch the child being good”.
- c. Restructure the environment to support child’s success. Remove or add things or change the way they are arranged, create a comfortable, quiet space to which a child can retreat to help the child feel calm and secure.
 - d. Adjust routines. Rearrange the schedule of activities to optimize a child’s coping ability.
 - e. Direct children’s behavior. Tell the child specifically what to do in the place of what is being done.
 - f. Offer choices. Decide what the child can do instead of what he/she is doing. Suggest only what you are willing for the child to accept. .
 - g. Encourage problem solving. This technique is used especially when there are disagreements between children. Let each involved child identify the problem, asking questions to help the children figure out alternatives. Have them select an idea to try.

Sometimes the site staff needs the parent’s help in supporting a child’s behavior. When the challenge cannot be managed in routine ways, the parent will be called in to offer other suggestions and to help develop a plan that will benefit the child.

Parents will be notified of their child’s behavior by personal contact. If parents are not available they will be reached by a letter or phone call. Staff will fill out an incident report and place it in the child’s file. In order to verify parent’s receiving incident/accident reports, parents will be asked to sign a report.

If extreme negative behavior continues, parents will be notified immediately. The parent may be asked to pick their child up early or attend a meeting to discuss their child’s behavior and possible solutions.

Program Modification

WFC Before & After School Program will place a child on a modified program plan when the child’s behavior poses a significant risk to the health or safety of the child or anyone else in contact with the child. Program modification may include shortening the child’s day. We may also suggest alternatives for childcare if behaviors are continuous, excessive, and dangerous to the child him/herself, to other children, and/or to staff. Examples of such behaviors include, but are not limited to:

- Repeated biting
- Repeated kicking
- Throwing objects
- Self-injurious behavior, climbing, etc.
- Oppositional behavior/Non-compliance specifically in time or urgency; ex. refusing fire drills, avoiding adult supervision at the program and on walks, darting from the room.

If the modifications fail, we may at our discretion, withdraw the child from the program.

Child Abuse and Neglect

Staff at the WFC have a responsibility to prevent child abuse and neglect of any children enrolled in the program. In accordance with Connecticut Law, employees of the WFC are **mandated reporters**. The staff are trained each year on the organizations abuse and neglect policy, detection of abuse and neglect, and how to make reports as a mandated reporter. Each year all parents get a parent handbook informing them of our child abuse and neglect policy. As per Connecticut General State Statutes Section 17a – 101, any mandated reporter who *has reasonable cause to suspect or to believe* that a child under the age of 18 has been abused (as defined in Connecticut General Statutes Section 46b-120) or has suffered physical injury which is not a result of an accident or injury, inflicted upon him by any person, or is placed at imminent risk of serious harm by an act or failure to act on the part of such person, or has been neglected, as defined in section 46b-120 shall report or cause a report to be made.

If abuse or neglect is suspected, staff will follow protocol as mandated reporters by calling the Department of Children and Families Services as well as the Connecticut Office of Early Childhood. Any phone call to DCF will be documented and kept on file at the Center.

At the WFC we have a zero tolerance policy for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child. The administration will protect the child, including immediate notification to a parent or guardian, once there is an allegation of abuse or neglect of a child in our program. Any staff member accused of abuse or neglect will be immediately removed for his or her position until DCF's investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his or her position, or allowed to return to work.

Child abuse: Any child or youth who has a non-accidental physical injury, or injuries which are at variance with the history given of such injuries, or is in a condition which is the result of maltreatment such as, but not limited to, malnutrition, sexual molestation, deprivation of necessities, emotional maltreatment, or cruel punishment.

Child neglect: Any child or youth who has been abandoned or is being denied proper care and attention, physically, educationally, emotionally, medically, nutritionally, or morally or is being permitted to live under conditions, circumstances or associations injurious to his/her well-being.

Mandated reporters must make an oral report within twelve hours of suspecting or believing that a child has been abused, neglected, or is in danger of being abused. A written report will follow within 24 hours.

Client Grievance Procedures

WFC does not discriminate in the provision of service on the basis of race, color, age, gender, religious creed, ethnicity, national origin, ancestry, marital status, sexual orientation, socioeconomic status, and disability or immigration status. WFC embraces the diversity of our communities and is committed to maintaining an environment free of oppression and bias.

The program recognizes the right of every parent to resolve concerns relating to a child's or

parent's participation in the program. It is anticipated that most concerns will be handled directly with the teacher. However, the program provides a formal procedure for the resolution of complaints and concerns.

Circumstances in which the grievance procedure is applicable include:

- Denial of the right to apply for services.
- Reduction or termination of services.
- Policies or protocols considered unfair, unreasonable or discriminatory.

The following persons may file a grievance:

- An applicant or recipient of services may complain to the agency regarding services for which she/he has applied, is receiving, or which have been terminated.
- If a client is considered by reason of age, illness or handicap to be unable to make her/his own complaint, an interested individual may make one on her/his behalf. Such complaint will be handled in the same manner as when complaints are made by the client, as possible within the limits of confidentiality.

Filing a Grievance

When a client or someone acting on her/his behalf is dissatisfied with an agency action or lack of action, efforts must be made to resolve her/his complaint promptly and to her /his satisfaction, if possible. Complaints must be filed within (15) days of the event giving rise to the complaint or when the individual reasonably should have known of the event.

If the worker is unable to resolve the complaint, the complainant will be given an opportunity to present her/his case fully to the appropriate supervisor or Program Director within five (5) business days. If the grievance is not satisfactorily resolved at that level, the client may appeal in writing directly to the Chief Executive Officer (C.E.O.) within five (5) business days. The C.E.O., prior to meeting with the client, will discuss the situation with staff personnel involved. The C.E.O. will then confirm in writing an appointment to meet with the client, and will render a decision in writing no later than five (5) business days following the meeting with the client. After conferring with the C.E.O., if the client is still in disagreement, he/she may be then request in writing a meeting with the WFC Executive Committee of the Board of Directors.

A copy of the request is given to the C.E.O. It should contain a statement of the original complaint and reasons for the disagreement with the decisions rendered by the C.E.O. The request should be mailed to the WFC Executive Committee at the agency address of: WFC, 169 Colony Street, Meriden, CT 06451. The request will be accepted by the Executive Committee only if it is received within ten (10) business days after the action taken by the C.E.O. The Executive Committee will acknowledge in writing the request for a meeting of the Executive Committee after the acknowledgement is sent.

At the grievance meeting, the client and staff members involved, including the C.E.O., shall have equal opportunity to:

- Present and establish relevant facts
- Discuss, question or refute materials
- Examine relevant records available

The Executive Committee, after hearing all sides of the complaint, shall render a written decision within fifteen (15) business days of the grievance meeting. Copies of the decision shall be given to the client, staff member, the C.E.O., and shall be kept on file by the Executive Committee.

Dates and facts regarding any grievance must be recorded in the case record. The recording must include: 1) name of the complainant, 2) relationship to client, if not the client her/himself, 3) details regarding the issue, 4) the facts and the applicable policies, 5) efforts to resolve the complaint and 6) conclusion.

The Executive Committee shall make a summary report to the Board of Directors. The decision of the Executive Committee will be final. All material discussed throughout this procedure will be held in confidence by all those involved.

Homework Policy

Each program designates a specific amount of time dedicated to homework. Staff will assist children in completing their homework neatly and accurately, however, parents and guardians should continue to check for homework completion and quality.

While completing homework is highly encouraged, the staff cannot force any child to do so. If a child refuses to do homework, or if a child does not have homework on a particular day, selected educational activities will be available.

Alternate homework time activities include, but are not limited to:

- Reading and reading responses, educational worksheets, writing prompts, sight word games, brain teasers/puzzles, math games, word puzzles, cross words, etc.

Consultants

Each program has an education, health, dental, social service, and dietary consultant. All consultants will be available for annually reviewing our program and our policies and procedures. They will always be available to advise and consult regarding the program through email, telecommunication, and in person.

Payment Policy

Tuition payments for each week are due on the Friday before the week of service. An automatic \$10 late fee will be charged to your account each week the tuition is not paid in full by the due date.

- At the time of registration, all parents are responsible to pay a non-refundable \$25 application fee for each enrolled child.
- Deposit payment is due after application is processed. Your spot in the program is not secure unless the deposit has been applied.
- The 1st Week Tuition Payment can be paid at the same time you make your deposit payment, but no later than one week before your child's start date.
- Written notice must be given at least one week prior to withdrawal in order to discontinue auto billing.

- It is WFC's policy that children may be required to be withdrawn from the program when tuition is more than two weeks in arrears.
- There will be a \$35.00 late payment fee charged for all checks/ACH payments, returned to us unpaid from the bank. Credit card/debit card declines through tuition express will be subject to a \$35.00 return fee.

The WFC offers a sliding scale for fees based on family's gross weekly income. Copies of 3 current pay stubs for all working adults in the household are required to determine tuition rate.

- **Parents/Guardians are obligated to pay the weekly fee, regardless of time missed due to holidays, weather closings, snow days, illness, personal vacations, early departures or early closings. **Exception- Holiday Recess and Spring Vacation. Accounts will not be charged.**

After missing a payment, a parent will receive notification that their child cannot attend the program until payment is received for the week of service. After two missed payments parents/guardians will receive a notice stating that their child can not return until the balance is paid and tuition fees are current. The child will not be accepted back into the program until the past due amount is paid, provided we have a space available.

- Care-4-Kids

If a parent/guardian receives Child Care assistance from a third party payer (i.e. Care-4-Kids, DCF), paperwork must be submitted before the child starts. Parents/Guardians are required to make payment arrangements until a Child Care Certificate or recertification Certificate has been received. If a recertification certificate is not received by the expiration date of the previous certificate, it is the parent/guardian's responsibility to pay full tuition until recertification is received. After receiving a certificate, parents/guardians are responsible for paying their parent share payments according to the above stated policy.

Families applying for Care 4 Kids (CCAP) must deliver their application and required documents to the Program Manager within two (2) weeks of enrollment. If you need assistance in filling out the application the Program Manager will be glad to help. If there are any changes in your Care-4-Kids status, income, family size or child care payments for other children in the household, please notify the Program Manager immediately. This could affect your rate. Families who have Care-4-Kids WILL be responsible for all payments in full each week before your Care-4-Kids certificate has been approved, if not approved before starting the program. The tuition rate will be based on our highest level of tuition, and parents/guardians will then be responsible for paying the difference of what Care-4-Kids will not be paying for and our tuition.

For your convenience, the Director of the Before and After School Program is available to explain our policies and these procedures;

- Provide you a copy of your fee determination and explain how your family's contribution was determined.
- How fees are assessed.
- How income, family size, DSS cash assistance status and any other eligibility factors

- are determined and verified.
- How confidentiality is maintained.
- Procedures for failing to pay, loss of a job, or appealing a fee determination.

Before and After School Program Closings 2024-2025

Sept. 2	Labor Day
Oct. 14	Columbus Day
Oct. 21 - 23	½ days - No PM Program
Nov. 5	Election Day
Nov. 11	Veterans Day
Nov. 27	½ day - No PM Program
Nov. 28-29	Thanksgiving Holiday
Dec. 20	½ day - No PM Program
Dec. 23 – Jan. 1	Holiday Recess
Jan. 20	Martin Luther King, Jr. Day
Jan. 27 - 29	½ days - No PM Program
Feb. 17 - 18	Winter Vacation
Mar. 14	Good Friday
Apr. 14 - 18	Spring Vacation
May 26	Memorial Day
June 10	½ day - No PM Program (Last Day of School)**

****June 10th is the projected Last day of School.**

**Reminder parents/guardian are obligated to pay the weekly fees regardless of time missed due to these holidays, as well as any weather closings or dismissals, illnesses, personal vacations, and early departures.

The following weeks you will not be charged weekly fees:

Holiday Recess
Spring Vacation