

Town of Tonawanda Youth, Parks & Recreation

Kenmore Youth Center Kids Club

Parent Handbook 2017-18

Kenmore Community Center
135 Wilber Avenue
Kenmore, NY 14217
873-0737

Town of Tonawanda
Youth, Parks & Recreation
299 Decatur Road
Buffalo, NY 14223
831-1001

KYC Kids Club FAQs

How does my child get to the KYC? Transportation may be available through the Ken-Ton Transportation Department; it is your responsibility to contact them and request transportation from your child's school to the Kenmore Youth Center. On snow days and school holidays, transportation is not provided.

When are you open? The KYC is open 3:30-6:00pm Monday-Friday during the school year. We are also open for early release days, and we open 8am-6pm for snow days and school holidays. We follow the Ken-Ton School District calendar only. If there is a travel ban, the KYC will not open until it is lifted.

I only want my child to come to the KYC a few days a week. Can I only pay for those days? We offer monthly and daily membership options, you can choose the one that best fits your needs.

How do I get a membership? You can purchase a membership online, or come into the Youth, Parks & Recreation office or the Aquatic and Fitness Center. We do need a completed membership application completed for each child before he/she attends (even if your child was a member last year or attended summer camp).

How do I renew my membership? You can pay online at www.ttypr.com, send a check by mail to the Youth, Parks & Recreation office, or stop by the Youth, Parks & Recreation office or the Aquatic and Fitness Center. We are unable to accept payment over the phone or at the KYC.

Is there a multi-child discount? For siblings who live in the same household and each have a current, valid Access Card, the fee is \$95 per month per child, rather than the standard \$109 per month per child.

What is an Access Card? Access Card holders receive discounted daily rates at Brighton and Sheridan Golf Courses, Brighton and Lincoln Arenas for Rec Skates, Brighton, Lincoln, Kenmore, and Mang Pools, Aquatic and Fitness Center, miniature golf at Brighton Bay, discounted monthly membership at the Kenmore Youth Center, and waived visit fees at the Sheridan Youth Center. Access Cards are valid for one year and may be purchased at the Youth, Parks & Recreation office, Aquatic and Fitness Center, Lincoln Arena, Paddock Chevrolet Golf Dome, and the Senior Center. Rates: Youth (4-17 years) \$8, Adult \$15, Family (2 adults and 4 children under 17 years) \$40.

What time should I pick up my child? The Kenmore Youth Center closes at 6:00pm sharp every day. You must sign your child out at pick-up.

Do you provide food? We do not provide lunch or snack. We recommend sending your child in with an afternoon snack. On early release days and school holidays, you must send your child with a lunch, drink, snack(s), and utensils. We cannot heat or prepare food. If your child arrives without a lunch, you will be contacted to bring one in or arrange for delivery.

What certifications/trainings do your staff receive? All Youth, Parks & Recreation staff are required to take a series of online trainings, including topics such as bloodborne pathogens, customer service, and workplace violence. Most of our staff are college students, many of them studying Education or Recreation. Some of our staff are teachers and teacher aids. Most counselors hold current CPR and First Aid certifications.

Can I claim this on my taxes? Please consult your tax preparer regarding claiming a credit. You may request a W-10 form from our office (please contact us at 831-1001). We are unable to provide our Tax ID number.

Please note: The Kenmore Youth Center is considered a community center that you pay membership fees to, not childcare, daycare, or an after school program.

Kids Club Hours, Drop-Off & Pick-Up

Welcome

Welcome to Kenmore Youth Center Kids Club! We're glad that your child will be joining us this year. This parent handbook is designed to prepare and assist you with sending your child to our facility. Please review the rules and guidelines with your child. If you have any questions or concerns, please contact us at 873-0737 (KYC) or 831-1001 (YPR office) or email nfields@tonawanda.ny.us. Thanks!

Kids Club Dates:

Monday-Friday, September 5, 2017-June 20, 2018

KYC Closed November 23-24, December 25, January 1, March 30, and May 28

Kids Club Hours:

3:15-6:00pm on school days

11:45am/12:15pm-6:00pm on early release days

8:00am-6:00pm on most school holidays and snow days

We base our schedule on the Ken-Ton School District and Town of Tonawanda calendars.

Sign-In:

Kenmore Youth Center requires that all children are to check in at the desk upon arrival from the school bus. Those being dropped off by a parent or guardian must be signed in. The KYC does not assume responsibility for children that arrive before the start time or children that are not properly signed in.

Pick-Up:

All children must be signed out by an adult when picked up from Kids Club, no later than 6:00pm. Children will be released only to those authorized by the parent in the child's application packet. It is the parent's responsibility to notify the KYC in writing of any changes in authorization. If someone other than these people must pick-up your child, a written note must be sent in ahead of time. Those picking up children should be prepared to show identification every day.

Please note, depending on what time you pick up your child, he/she may be across the street at the playground, in the park, or in the middle of an activity. You will be required to sign your child out before picking them up from their group/location.

Transportation:

Bussing may be available through the Ken-Ton Transportation Department. Please contact them directly at 874-8611. On days there is no school, the district does not provide bussing to the KYC. The Kenmore Youth Center does not provide transportation to or from Kids Club.

Walking Home:

If you would like your child to walk home alone from Kids Club and sign himself or herself out of the KYC, we must receive a written note ahead of time indicating the period of permission granted for walking home.

Late Pick-Up:

Children are not to be dropped off before opening time (3:15pm on school days, 8:00am on days off) or picked up after 6:00pm, based on the Kronos clock in the front entryway at the Kenmore Youth Center.

You will receive a late pick-up notice and be charged a \$5.00 per child late pick-up fee for every 15 minutes a child remains at the program after 6:00pm (\$5 for 6:01-6:15pm, \$10 for 6:16-6:30pm, etc.). Chronic late pick-ups or early drop-offs will be up for review to be removed from the program at the discretion of the director. Please be considerate of our staff in following the program times, with the exception of an extreme emergency. If a parent or authorized adult will be late, it is their responsibility to notify the KYC as soon as possible. You can reach us at 873-0737.

We understand that emergencies arise. We also understand that traffic and weather can be challenging or hectic, but expect all children to be picked up on time. When your child is picked up late, our staff is required to remain on duty, therefore unable to attend to commitments outside of work.

Emergency Notifications:

If your child is ill or injured or if there is severe weather, a natural disaster, or hazardous environmental concerns (i.e. power or water outage), you will be notified to pick up your child. Your child must be picked up within 45 minutes of this notification.

Please do not call to speak to your child unless it is an emergency. Members are not allowed to have cell phones or any other electronic devices at Kids Club.

Parking:

Please drive slowly and carefully along Wilber Avenue and Mang Avenue. Parking is only allowed in the designated spots on the other side of Wilber Avenue. No parking in front of the building/sidewalks/in crosswalk allowed at any time.

Kenmore Youth Center Kids Club 2017-18 Schedule

Monday-Friday, September 5, 2017-June 20, 2018, 3:15-6:00pm & Special Times as Listed Below

Friday, October 6: Early Dismissal Drill

Monday, October 9: Columbus Day 8am-6pm (must bring own lunch to KYC)

Wednesday, October 25: Early Release

Friday, November 10: Veterans Day 8am-6pm (must bring own lunch to KYC)

Thursday, November 16: Middle School Early Release

Friday, November 17: Middle School Early Release

KYC CLOSED NOVEMBER 23-24 FOR THANKSGIVING BREAK

Thursday, December 7: Early Release

Thursday, December 14: Elementary Early Release

Friday, December 15: Elementary Early Release

KYC CLOSED DECEMBER 25 FOR CHRISTMAS

Tuesday, December 26: Winter Break 8am-6pm (must bring own lunch to KYC)

Wednesday, December 27: Winter Break 8am-6pm (must bring own lunch to KYC)

Thursday, December 28: Winter Break 8am-6pm (must bring own lunch to KYC)

Friday, December 29: Winter Break 8am-6pm (must bring own lunch to KYC)

KYC CLOSED JANUARY 1 FOR NEW YEARS DAY

Monday, January 15: Martin Luther King, Jr. Day 8am-6pm (must bring own lunch to KYC)

Wednesday, February 7: Early Release

Monday, February 19: Spring Break 8am-6pm (must bring own lunch to KYC)

Tuesday, February 20: Spring Break 8am-6pm (must bring own lunch to KYC)

Wednesday, February 21: Spring Break 8am-6pm (must bring own lunch to KYC)

Thursday, February 22: Spring Break 8am-6pm (must bring own lunch to KYC)

Friday, February 23: Spring Break 8am-6pm (must bring own lunch to KYC)

Thursday, March 8: Middle School Early Release

Thursday, March 15: Elementary Early Release

Friday, March 16: Elementary Early Release

KYC CLOSED MARCH 30 FOR GOOD FRIDAY

Monday, April 2: Spring Break 8am-6pm (must bring own lunch to KYC)

Tuesday, April 3: Spring Break 8am-6pm (must bring own lunch to KYC)

Wednesday, April 4: Spring Break 8am-6pm (must bring own lunch to KYC)

Thursday, April 5: Spring Break 8am-6pm (must bring own lunch to KYC)

Friday, April 6: Spring Break 8am-6pm (must bring own lunch to KYC)

Monday, April 30: Early Release

Friday, May 11: Superintendent Conference Day 8am-6pm (must bring own lunch to KYC)

Friday, May 25: Memorial Day Break 8am-6pm (must bring own lunch to KYC)

KYC CLOSED MAY 28 FOR MEMORIAL DAY

Tuesday, June 19: Last day for elementary

Wednesday, June 20: Last day for middle school

KYC CLOSED JUNE 21-22 FOR KENMORE DAYS

Snow Days 8am-6pm (if there is a travel ban, we will not open until it is lifted)

KYC Summer Camp begins June 25 (separate registration required, information available February 2018)

Daily Routines

This is an example of what our days look like. Schedule subject to change at any time.

Afternoon Schedule

Upon arrival at the KYC, children can participate in any of the activities listed below, under the supervision of our staff:

- Homework in the Activities Room
- Crafts, games, and enrichment in the Cafeteria
- Games, toys, and movies in the Lounge
- Computer games and homework in the Computer Room
- Video games in the Game Room
- Pool, bubble soccer, mini golf, and air hockey in the Pool Room
- Sports, games, and playground time outside
- Special activities as scheduled

Early Release Day Schedule

Lunch upon arrival

1-2pm Free time:

- Homework in the Activities Room
- Games, toys, and movies in the Lounge
- Computer games and homework in the Computer Room
- Video games in the Game Room
- Pool, bubble soccer, mini golf, and air hockey in the Pool Room
- Sports, games, and playground time outside

2-3:30pm Movie in Lounge

3:30-4:30pm Snack & Special Activity in Cafeteria (must bring own snack from home)

3:30-6:00pm Free time:

- Homework in the Activities Room
- Crafts, games, and enrichment in the Cafeteria
- Games, toys, and movies in the Lounge
- Computer games and homework in the Computer Room
- Video games in the Game Room
- Pool, bubble soccer, mini golf, and air hockey in the Pool Room
- Sports, games, and playground time outside
- Special activities as scheduled

Full Day Schedule

8-9am Games, toys, and movies in the Lounge

9-10:30am Free time:

- Homework in the Activities Room
- Games, toys, and movies in the Lounge
- Computer games and homework in the Computer Room
- Video games in the Game Room

- Pool, bubble soccer, mini golf, and air hockey in the Pool Room
- Sports, games, and playground time outside
- Special activities as scheduled

10:30-11:30am Snack & Craft in Activities Room (must bring own snack from home)

11:30am-12:30pm Group games

12:30-1pm Lunch in Activities Room

1-2:30pm Movie in Lounge

2:30-3:30pm Outside

3:30-4:30pm Snack & Special Activity in Cafeteria

4:30-6pm Free time:

- Homework in the Activities Room
- Crafts, games, and enrichment in the Cafeteria
- Games, toys, and movies in the Lounge
- Computer games and homework in the Computer Room
- Video games in the Game Room
- Pool, bubble soccer, mini golf, and air hockey in the Pool Room
- Sports, games, and playground time outside
- Special activities as scheduled

Field Trips:

Information about field trips will be released at least two weeks in advance. We typically schedule field trips for early release days or during school breaks, about once a month. Children must arrive to the KYC with any items indicated in the newsletter (i.e. a disposable lunch, water bottle, sunscreen, etc.).

Transportation to and from trips may include a bus or walking.

All children attending the KYC on field trip days must go on the trip – we do not have staff that remain at the KYC. If your child is not allowed to go on the trip because of behavioral concerns, or if your child arrives late, you will be responsible for finding alternate care for that day.

Weather & Clothing:

Outdoor play is an important part of our daily schedule. Parents are asked to dress their children appropriately for the weather conditions. In case of inclement weather, alternative indoor activities have been planned.

Baggy pants, short shorts, and revealing tops are not permitted.

Items from Home:

Toys, electronics, money, valuables, and other personal belongings should be left at home. We have plenty of toys and activities planned to keep you busy! Kenmore Youth Center is not responsible for lost, stolen, traded, or damaged belongings.

Lost & Found:

Items left behind are put in the lost and found. Unclaimed items will be discarded or donated periodically throughout the year, so please check it if you are missing something.

Snack & Lunch:

You may send your child with a snack each afternoon. Food may only be eaten in the Activities Room or the Cafeteria. On early release days and days off, you must send your child with a lunch, drink, snacks, and utensils. We do not provide lunch or snack. Do not send soda or glass containers. Please mark all lunches and containers. Please do not send your child with food that will need preparation, cutting, heating, or microwaving. KYC staff are not responsible for food preparation or pre-heating meals. Children are not permitted to use the vending machine before lunchtime. Children are not permitted to share or trade lunches or snacks.

Homework:

KYC staff can remind and encourage children to do their homework and can provide assistance, but cannot force children to do homework and will not provide answers. At request from the child, KYC staff will assist with homework by explaining directions, providing examples, and checking completed work. If your child needs more help with homework or tutoring, we suggest you work directly with your child's school. We encourage you to check your child's backpack each day to make sure they have completed and understand their assignments.

Though we do have pencils, calculators, rulers, etc. we ask that your child come prepared with the supplies necessary to work on their homework. Because of the number of children completing homework at any given time and the frequency with which these items are lost, misplaced, or accidentally taken home, we cannot guarantee availability of these aids.

Funland:

All children ages 4-6 participate in our Funland program, where they have a dedicated classroom and staff suited to younger children. Funland may participate in some activities and special events with older children in Kids Club, but generally have their own scheduled crafts, sports, and activities. After their 7th birthday, children will graduate from Funland and join Kids Club members ages 7-11.

Payments

Monthly Membership Fees

Monthly memberships cover all days we are open (3:15-6pm Monday-Friday on normal school days and extended hours on school breaks and snow days at no additional charge)

\$109/month without an Access Card, \$105/month with an Access Card, \$95/child/month for siblings with Access Cards

Due by the 1st of each month – Your child cannot attend Kids Club until their membership fees for that month have been paid

Payment Methods:

- Cash, check, or credit card in-person at the Town of Tonawanda Youth, Parks, and Recreation office (299 Decatur Road, open Monday-Friday 8am-4pm).
- Cash, check, or credit card in-person at the Aquatic and Fitness Center (1 Pool Plaza, open Monday-Friday 6am-9pm, Saturday 8am-6pm, and Sunday 9am-5pm).
- Check by mail to the Town of Tonawanda Youth, Parks, and Recreation office (please use attached form or indicate child's name and month on check memo line).
- Online at www.ttypr.com (instructions attached).
- A receipt will be sent to you once payment is processed.
- We cannot accept monthly membership fees on-site at the KYC or over the phone.
- Please make checks payable to Town of Tonawanda and include child's name on memo line.

Daily Membership Fees

For those without monthly memberships

\$10 for afternoon, \$20 for early release days, snow days, and school breaks

Due on or before day of attendance – Payment must be processed before child is dropped off at Kids Club

Payment Methods:

- Cash, check, or credit card in-person at the Town of Tonawanda Youth, Parks, and Recreation office (299 Decatur Road, open Monday-Friday 8am-4pm).
- Cash, check, or credit card in-person at the Aquatic and Fitness Center (1 Pool Plaza, open Monday-Friday 6am-9pm, Saturday 8am-6pm, and Sunday 9am-5pm).
- Check by mail to the Town of Tonawanda Youth, Parks, and Recreation office (please use attached form or indicate child's name and month on check memo line).
- Online at www.ttypr.com (instructions attached).
- A receipt will be sent to you once payment is processed.
- We cannot accept monthly membership fees on-site at the KYC or over the phone.
- Please make checks payable to Town of Tonawanda.

Online Registration & Payment Instructions

Visit www.ttypr.com.

Select Online Registration from the main menu.

If you already have an account, you may log in with your existing username and password. If you have an account but do not know your username or password, or if you do not have an account, you will need to contact the Youth, Parks and Recreation office at 831-1001 during business hours (Monday-Friday, 8am-4pm) to have your login information emailed to you.

Once logged in, select Browse Activities. You can then search for the program by keyword, category (Family & Youth Activities), or activity number (516040).

Once you find the Kenmore Youth Center listing and the month/day you are looking for, click the Add to Cart icon on the left. A green bar will appear at the bottom of the screen. If you are ready to pay, click Enroll Now. Otherwise you may add other programs to your cart (if you want to register and pay for multiple months/days at a time, or sign up for other activities).

After clicking Enroll Now, you will need to select the family member(s) that you are enrolling and then click Add to Cart.

You must Agree to terms and conditions.

On the next page, you can review the items in your cart and add a note for staff if you wish. Proceed to Checkout.

Select your credit card type and enter your billing address. You will need to enter your credit card information on the next page and then click Submit Payment. You will be emailed a receipt.

KENMORE YOUTH CENTER



Monthly Payment Mail-In Form

Please attach this form, or include "KYC" and your child's name and the month you are paying for, on the check memo line if mailing in your monthly payment. Checks should be made payable to Town of Tonawanda. We will send you a receipt upon processing your payment.

Child's Name _____

Month Paying For _____

Amount Enclosed _____

Monthly payments may be sent to:

Town of Tonawanda Youth, Parks & Recreation

299 Decatur Road

Tonawanda, NY 14223

Medical Information

Illness:

Children must be healthy enough to participate in our daily routine. If your child is not feeling well, please keep them home until they are better and no longer present the danger of passing on their illness. Children who missed school due to sickness should not come to the KYC that day. Please contact us at 873-0737 to let us know if your child will be absent.

If your child becomes ill at Kids Club, we will notify you as soon as possible. If we are unable to reach you, other guardians and adults authorized to pick up your child as indicated on your child's registration form will be contacted in the order listed. Your child must be picked up within 45 minutes of notification.

Please notify the Kids Club supervisor if your child or another member of your immediate household develops a communicable condition, such as pink eye, chicken pox, or lice.

Here are some examples of when to keep your child home from Kids Club:

1. If a child has diarrhea, runny nose (colored discharge), or vomiting.
2. If a child's temperature is over 101 degrees.
3. In the event that your child contracts a case of head lice. *It is KYC policy that a child must be treated for lice before returning to Kids Club.*

Accidents & Emergencies:

All precautions will be taken to prevent serious health risks to our members.

In the event that a minor injury occurs, First Aid will be administered at the KYC by staff.

In the event that a major injury or health problem arises and professional medical care is required, KYC staff will administer First Aid, contact you, call 911 if necessary, file an incident report, and notify the Erie County Department of Health.

Please notify us immediately if there is a change in your emergency contact information. Kenmore Youth Center does not incur the cost of medical treatment.

Emergency Plan:

- Evacuating indoor facility: Signs are posted in each room indicating quickest escape route. All exits have ramps. Fire drills will take place randomly.
- Inclement weather/thunderstorms: Counselors will assemble group and take attendance. The children will walk to the Kenmore Community Center or nearest shelter and remain there until the storm passes.
- Lost child plan: All staff will be notified and check entire activity area. If not found, entire park will be checked. If no results, parents and police will be notified, giving full description. When on field trips, park officials and other employees will also be notified. Local officials will be notified if child is not found within one half hour.

Let Us Know!

It is very important that you notify us of any allergies, food restrictions, physical limitations, and medical or behavioral issues your child has.

Kenmore Youth Center Rules & Expectations

Rules will be established and taught to children at the beginning of the school year and regularly reviewed. Please review these rules and expectations with your child.

- **Listen and follow directions.** Be cooperative, courteous, and well mannered. When a counselor or supervisor is speaking or giving instructions, children should be silent and listen.
- **Children should not be alone at any time.** No leaving the activity area unless accompanied by a staff member or signed out by a parent or authorized adult. Children may not cross the street unless accompanied by a staff member.
- **No fighting!** If you have a problem, walk away from the situation and tell a counselor. There is no swearing, bad language, name-calling, bullying, taunting, lying, screaming, shouting, gossiping, making fun of, threatening, or verbal abuse of other members, staff, or visitors.
- **Keep your hands to yourself.** No physical abuse, horseplay, intimidation, or inappropriate or unwanted touching of staff or other members. This includes, but is not limited to, pushing, hitting, kicking, biting, pinching, spitting, stomping, punching, or kissing.
- **Appropriate clothing and footwear must be worn at all times.**
- **Respect our space.** No running inside the building, climbing trees, picking leaves, grass, or flowers, or throwing sticks or stones.
- **Keep the KYC clean.** Children must help clean up and organize before leaving or moving to another room/activity. Food is only to be eaten in designated area during lunch time. Trash must be thrown away in receptacles. Littering will not be tolerated.
- **Respect our equipment.** Center equipment will be used in the proper manner and will not be damaged, destroyed, stolen, or mistreated. Children must ask a staff member before using equipment (including the telephone). Theft of equipment or other personal property will result in immediate suspension of membership. No sitting on tables, counters, or other furniture not designated for seating.
- **No cell phones or electronics allowed.**
- **Zero tolerance.** There is no use of tobacco, alcohol, or drugs permitted. No weapons allowed on the property. We do not allow toy guns, shooting games, or other such things of a violent nature.
- **Members should always strive to be caring, honest, respectful, and responsible.**

Kenmore Youth Center reserves the right to change policies or to add, amend, or delete rules at any time.

Kenmore Youth Center reserves the right to refuse entrance to or dismiss any person who does not comply with these guidelines, the direction of staff, or whose behavior is considered inappropriate. A parent or authorized adult must be available to pick child up if he/she is not complying.

Inappropriate behavior may result in a call home, dismissal for the day, parent meeting, suspension, or removal from the program.

By participating in the Kenmore Youth Center Kids Club, you are agreeing that you have read these rules and expectations and agree to follow them. Not following these rules may result in suspension or removal from the program. These rules will be posted at Kenmore Youth Center and copies will be available upon request. It is your responsibility to know them and follow them.

Code of Conduct

To ensure safety and comfort for all, we ask individuals to act appropriately while they are in our facility or participating in Kenmore Youth Center Kids Club. This applies to staff, members, and their parents/guardians. We expect people using the Kenmore Community Center to behave in a mature and responsible way and to respect the rights and dignity of others.

Our code of conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. This includes:

- Angry or vulgar language including swearing, name calling, shouting, and negative remarks (ie “shut up,” “dumb,” “stupid,” etc.).
- Physical contact with another person in an angry or threatening way.
- Any demonstration of sexual activity or sexual contact with another person.
- Harassment or intimidation with words, gestures, body language, or other menacing behavior.
- Behavior which intends to or results in the theft or destruction of property.
- Carrying or concealing any weapons or devices that may be used as weapons.

Please be responsible for your own personal comfort and safety. If someone’s behavior threatens your personal comfort or safety, please ask that person to refrain. Staff are trained and expected to respond to any reported violation of our code of conduct. Please do not hesitate to notify a staff person if you need assistance.

Town of Tonawanda Youth, Parks & Recreation will investigate all reported incidents. Dismissal from a program or termination of membership privileges may result from any violation of the code of conduct. No refunds will be given.

Expectations

Members are entitled to a pleasant and safe environment while participating in Kenmore Youth Center Kids Club. We know that everyone is not always going to get along or agree on things, but we expect these disagreements to be handled in a non-violent and non-threatening manner. We want everyone at Kids Club to feel that they are in a safe environment where they are valued. All children should get the attention of a counselor if any altercation happens.

Kenmore Youth Center reserves the right to withdraw a participant from our program if he or she is unable or unwilling to adjust to our schedule and program.

All Kids Club expectations and guidelines will be covered and explained by staff on the first day. Please review with your child the types of behaviors that we expect and their importance, so that we may all have a successful and enjoyable time at Kids Club.

Friends help friends: Honesty and respect will be the basis for all relationships and interactions. Reach out and make a new friend each month. We respect each other and the environment. If we listen to others; they will listen to us. Say please and thank you often. Be courteous with the words you use. Inappropriate language, verbal threats, fighting, and tactics used to humiliate or intimidate another will not be tolerated.

Social inclusion: Teamwork and cooperation will be the basis for including every one. Politeness and courtesy go a long way. People are responsible for their actions. Use positive language at all times. Speak for yourself, not anyone else. Encourage others by avoiding put downs. Show respect. Everyone is important! Keep your hands and feet to yourself at all times.

Building a community: Every child is part of the Kenmore Youth Center Kids Club. You are here to make new friends, play with old friends, learn new games, try something new, build on an old skill, and just have fun. Respect all staff, counselors, children, and visitors. The proper use and cleanliness of the building, restrooms, park, equipment, supplies, etc. is the responsibility of all. Clean up is important and we need your help. We are all responsible for our words and actions. Stay in program areas with your counselor; running away is not acceptable. Cooperate with staff and follow directions.

Bullying Policy

Bullying is when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another. Bullying is not acceptable at the Kenmore Youth Center. We will address all issues of bullying. We want our members to feel safe, and to approach a counselor if they ever see or are a victim of bullying.

Discipline

Members are entitled to a pleasant and safe environment while at the Kenmore Youth Center. We will make every effort to help your child adjust to our program. Kenmore Youth Center reserves the right to withdraw a participant from our program if he or she is unable or unwilling to adjust to our schedule and program.

Good behavior will be encouraged in a positive manner. Staff will work cooperatively with parents, keeping them informed of behavior problems and methods used to teach and guide them toward socially acceptable behavior.

If a child continues to be non-compliant after receiving warnings from staff, they may be escorted to the office to speak with the supervisor. If necessary, the recreation coordinator may be asked to speak with a child and determine the appropriate action.

If your child needs to be disciplined, acceptable measures may include: stern verbal warnings, time-out from activity, removal from activity, suspension from Kids Club, or removal from Kids Club.

The following disciplinary policy will be followed for general misbehavior:

1st offense: Child will be redirected and given a verbal warning.

2nd offense: Child will be asked to take a time-out.

3rd offense: Child will lose some or all of the privilege of participating in a special activity.

4th offense: Child will talk with the supervisor and parent will be called to discuss a positive plan for change.

5th offense: Parent will be called to pick up child early.

6th offense: Child will be suspended based on severity of the offense.

7th offense: Child's enrollment will be terminated for the remainder of the month/school year, at the discretion of the recreation coordinator.

Zero Tolerance Policy

Kenmore Youth Center has a zero-tolerance policy for serious behavior infractions since our goal is to provide a healthy, safe, and fun environment for every child. The behaviors below are grounds for immediate removal from the program for the remainder of the current day and additional days as deemed necessary by the recreation coordinator. Each incident will be considered on a case-by-case basis to determine if the child is capable of functioning in a group setting while at Kids Club. The supervisor will meet with the child's parents to determine a course of action and the length of suspension. If a child is removed from Kids Club no refunds will be given.

Serious behaviors that may result in immediate Kids Club suspension:

- Any behavior that endangers the health and safety of children, staff, or visitors
- Leaving Kenmore Youth Center without permission, or refusing to remain with assigned group
- Inappropriate touching of other members or sexual misconduct
- Theft, defacing, or destruction of property belonging to Kenmore Youth Center or others
- Any kind of physical assault such as hitting, kicking, or biting
- Gang-related activity
- Possession of weapons, tobacco, alcohol, or illegal drugs

Child Abuse Policy

The safety, support, and care of our children is very important. Our staff is trained to watch for the following signs or symptoms amongst all children: neglect, abandonment, withdrawal, malnutrition, bruises, sexual assault, and body trauma. If any of these symptoms are evident, or staff witnesses any questionable interactions, counselors are directed to notify the supervisor. At this time the proper procedures will be followed which may include contacting the police and/or Child Protective Services.

Member Behavior Agreement

Found on page 2 of the membership registration packet

- I will listen to the staff and follow their directions.
- I will respect the KYC's equipment and other people's belongings and not use them without permission.
- I will not hit, fight with, or touch others in an inappropriate or unwanted manner.
- I will not leave the activity area without asking for permission from a staff member.
- I will help clean up when I am finished with an activity/meal time.
- I will not run inside, climb trees, pick grass, leaves, or flowers, or throw things.
- I will use appropriate language (which does NOT include swear words or negative remarks, ie. "shut up," "stupid," etc.).
- I will leave my electronics, valuables, personal items, and toys at home or in my bag.
- I will always strive to be caring, honest, respectful, responsible, and have a positive attitude.

Parent Agreement

Found on page 3 of the membership registration packet

- I, the undersigned, certify that my child has my permission to take part in the program conducted by the Town of Tonawanda Youth, Parks & Recreation department. I allow my child to participate in all walking and bussed field trips. In consideration of the acceptance and enrollment of my child in the program, I do hereby expressly waive any claim for injuries sustained by said child participating in the program.
- I understand this is a well child program. I will not send my child to the program if he/she is ill. I understand my child must be picked up within 45 minutes of notification in case of injury, illness, emergency, or other issue.
- I have read and agree to all terms in this application. I understand specific information relating to camp operations, including but not limited to camp hours, cancellation and refund policies, and behavior guidelines, which may be obtained in the parent handbook (separate).
- I understand that my child cannot be dropped off before the listed opening time or picked up after 6:00pm and will be signed out by an adult on my authorized pick-up list. A \$5.00 late pick-up fee per child will be issued for every 15 minutes a child remains at camp past 6:00pm. I will receive a late pick-up notice from Kids Club staff. Chronic late pick-ups or early drop-offs may result in removal of membership privileges.
- I understand I am responsible for my child's transportation to and from the Kenmore Youth Center. I will take all steps necessary to insure that any/all individuals authorized to pick-up my son/daughter will be drug/alcohol free and will conduct themselves in a courteous/respectful manner when they arrive on site.
- The included health form is complete and correct. I understand this will be kept confidential and only used to provide appropriate care for my child.
- I have provided the staff with any pertinent information which may assist Town of Tonawanda Youth, Parks & Recreation in caring for my child, including, but not limited to: allergies, previous or existing illness or condition, sunburn sensitivity, diet requirements, long-term medications, disability or limiting conditions, emotional, developmental, or behavioral challenges. I agree to notify Town of Tonawanda Youth, Parks & Recreation immediately in writing of any changes in address, phone numbers, emergency contacts, etc. I understand that not providing the information above may put my child's health and safety at risk.
- Town of Tonawanda Youth, Parks & Recreation has my permission to use photos, videos, and audio recordings or other likenesses taken of my child(ren) for the purpose of publicizing its programs and activities.

- I understand I must send my child with a snack each day, and a lunch, drink, and snack on early dismissal days and non-school days. I will be contacted to bring in food/drink, or to arrange for food/drink to be delivered, if my child does not arrive with any.
- I understand that my child must come dressed in appropriate clothing. I will be contacted to bring in appropriate clothing if needed.
- I understand that I must pay for my child's membership prior to the start of service (ie monthly membership fees are due by the 1st of each month).
- I understand the Kenmore Youth Center Kids Club is not considered a daycare, after school program, or childcare and therefore I may or may not be able to claim my membership fees on my taxes and must consult my tax preparer for advice.
- I authorize Town of Tonawanda Youth, Parks & Recreation staff to act for me according to their best judgment in the event of a medical emergency and/or routine medical care. I grant permission for emergency medical treatment and/or routine medical care by the KYC Kids Club staff, a rescue squad, or private physician and/or hospital or emergency health care facility staff, under the same circumstances as above, if needed. Any such action will be taken in the best interest of my child and will be reported to me as soon as possible. My signature waives and/or releases Town of Tonawanda Youth, Parks & Recreation from any and all liability and/or financial responsibility for any medical expenses incurred.
- I understand refunds are not issued for non-attendance.

Parent/Guardian Acknowledgement

By sending your child to the Kenmore Youth Center, you acknowledge the policies and procedures that all participants and their family members are expected to follow. This handbook is available in print and electronically for your convenience; it is your responsibility to familiarize yourself with the materials. You also acknowledge that the program may change, add, or delete any policies, procedures, or provisions in this handbook as it sees fit.