



**The Relief Zone**  
Community Youth Center

The Relief Zone, Inc.  
5 Frew Run, PO Box 334  
Frewsburg, New York 14738  
(716)569-2614  
[trz@thereliefzone.org](mailto:trz@thereliefzone.org)

Dear Parents,

TRZ's Jumpstart and After School Program are excited and ready to go! Please take a minute to review and go over our Parent Handbook with your child.

### **The Relief Zone 2019-2020 Parent Handbook**

The Relief Zone Community Youth Center is pleased that your child has chosen to participate in our children's programming. It is the mission of The Relief Zone, Inc "to equip, unify, and serve the school, church and family". TRZ is a 501(c)(3) not for profit organization that has been providing quality children's programming since January 2006. TRZ's School Age Child Care Programs are licensed by the New York State Office of Children and Family Services. (TRZ policies and procedures as well as NYS regulations are available for your review at any time.) At TRZ we strive to provide the community with quality, safe, affordable childcare.

#### **Programs available at TRZ:**

\*TRZ will follow the school calendar

(We will be closed any time the school is closed EXCLUDING specified No School Dayz. No School Dayz will be held at TRZ's facility (5 Frew Run Street))

\*An adult **MUST** sign children in/out with TRZ staff for all programs.

#### **Jumpstart:**

\*Located at RHJ Elementary from 6:30-8:50am

\*Children may be dropped off any time after 6:30am.

\*Children will be dismissed to their classrooms at 8:50am.

\*RHJ's breakfast program is available to those who choose to utilize it.

#### **Afterschool:**

\*You **MUST** send a note to your child's teacher and inform him/her that your child will be attending TRZ's Afterschool Program. (BE SURE!!! To communicate any changes or adjustments in the "normal schedule" during the school year.)

\*3:00pm Children arrive to the cafeteria directly from class. A healthy snack is provided by TRZ. HOWEVER, children are welcome to bring their own.

\*Children will not be permitted to return to classrooms after they arrive at TRZ.

\*Program ends at 5:30pm.

**Children picked up after 5:35 will be charged \$2/per minute/per child.**

### Half Dayz:

- \*Located at RHJ Elementary School. Children arrive at cafeteria at 11:30am.
- \*All children are required to bring a bagged lunch and drink.
- \*TRZ will provide an afternoon snack.
- \*\*Program ends at 5:30pm.

Children picked up after 5:35 will be charged \$2/per minute/per child.

### No School Dayz:

- \*Located at The Relief Zone facility at 5 Frew Run Street.
- \*All children are required to bring a bagged lunch and drink.
- \*TRZ will provide a morning and afternoon snack
- \*Program runs 6:30am-5:30pm

Children picked up after 5:35 will be charged \$2/per minute/per child.

### TRZ STAFF:

The staff members of our School Age Child Care programs are carefully chosen to fill the role of child care counselor. All staff members undergo a Criminal History Record check, NYS Central Registry Database check and NYS Office of Children and Family Services Criminal History Review. Staff members receive at least 15 hours of training per year. Their training includes, but is not limited to the following areas:

- \*CPR/First Aid/AED
- \*Child Abuse Prevention and Reporting
- \*Child Development
- \*Nutrition
- \*Health and Safety
- \*Communication

TRZ staff members work as a team to plan and create an environment that will be safe, creative, and fun for each child. The staff is always willing to talk with parents or children about any concerns

### TRZ KIDZ:

The goal of TRZ programming is to provide a supportive environment in which children can grow and develop.

Children have a right to:

- \*To be respected.
- \*To have a safe and reliable environment.
- \*To express their creativity.
- \*To express emotions in an appropriate manner.
- \*To have staff members who care about and enjoy them.

Children Must:

- \*Respect the rights of self and others.
- \*Accept limits and rules.
- \*Understand that others have wants and needs. Use manners and courtesy as general behavior.
- \*Listen and be attentive in group situations.
- \*Accept responsibility for one's actions.
- \*Listen and follow directions... {Follow all safety rules (café, gym, halls, outdoors)}
- \*Be considerate of everyone and take care of belongings and equipment.
- \*Ask permission for leaving group area.
- \*HAVE FUN!!!

## BULLYING POLICY

TRZ is committed to providing a caring, friendly, and safe environment for children in our care, so that they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable. That is, any use of aggression with the intention of hurting another person (including, but not limited to, physical, emotional, verbal, sexual) is not tolerated. Serious incidents of targeted aggression are documented by TRZ staff, and ongoing monitoring of the situation will occur. When attempts to change unacceptable behavior are unsuccessful, the consequences of repeated bullying may include suspension and/or termination from the program.

## BEHAVIOR

A behavior problem is disruptive behavior and affects the group as a whole. There is ZERO tolerance for physical violence and bullying behaviors. The safety and well-being of each child in our care is our number one priority. When children are having difficulty following our rules, we will use the following disciplinary steps:

- \*Verbal explanation to child that their behavior is inappropriate.
- \*Second warning.
- \*Site Director will speak with child.
- \*Staff will speak with the parents and discuss the child's behavior.
- \*TRZ reserves the right to suspend from the program any child who consistently displays inappropriate behavior, is continually disruptive, creating problems for other children, or who is physically aggressive.

*{IF SUSPENSION of a child is related to safety concerns for program participants or staff; immediate suspension may occur and the program will not be required to follow all the steps listed above.}*

## TRZ PARENTS:

Parent's play the MOST significant role in their child's growth and development. The Relief Zone is PROUD to provide a support system that will reflect a family's values and culture. TRZ encourages parent participation. Open and friendly communication is essential. Parent concerns should be immediately directed to the Site Director. Details surrounding the concern will be reviewed, solutions will be discussed and an action plan will be implemented.

***Communication is the best tool to guarantee your child's happiness...***

## HEALTH FORMS:

Up to date health forms must be filed with TRZ. A copy of health forms will be kept on file at the TRZ program. Parents are responsible for informing TRZ staff of any changes in address and phone numbers. Health form MUST be received prior to child attendance in programs.

## MEDICATION:

TRZ staff does not administer medication to students in School Age Child Care Programs. According to NY State regulation 414.11 SACC programs are not authorized to administer medication. If your child needs medication, please make arrangements with the school nurse. **CHILDREN WITH NEEDS FOR RESCUE MEDICATION - Epi-Pens or Inhalers MUST have Written Medication Consent Form, completed by Physician. CHILDREN may NEVER carry their own inhaler/epi pen.**

## SICK CHILDREN:

If a child arrives or becomes ill while attending a TRZ program the parent or emergency contact will be notified at once. For the protection of your child and others (including TRZ staff), please **DO NOT send** your child if he/she has any of the following: fever during the past 12 hours, infectious rashes, infection under treatment for less than 24 hours, vomiting, diarrhea, severe cough, head lice, conjunctivitis (pink eye) under treatment for less than 24 hours. **PLEASE** keep him/her at home or make other arrangements. We cannot accommodate sick children and we will call you at work to come pick your child up.

## CLOTHING:

Please send your child in clothing that will allow participation. Most important item is **SNEAKERS**. Afterschool programs **WILL GO OUTSIDE** to play (weather permitting). Please be sure your child is dressed properly (ie. Hats, boots, jackets, gloves).

## DRILLS:

**Shelter in Place:** For the safety of children, each program will be prepared to shelter in place for Environmental, Social, Facility emergency or if determined necessary by local, county or State Emergency Authorities. TRZ will conduct shelter in place drills two (2) times per school year. In the event of this type of emergency situation parents will be notified via email, REMIND text, and/or phone call.

**Fire Drills:** These drills will be conducted once a month. We will be talking about all situations and using different routes based on the situation within that drill.

**VISITORS:** Each program will require all visitors to the facility/program to:

- Sign in upon entry to the premises;
- Indicate in writing the date of the visit and the time of entry to the facility;
- Clearly state in writing the purpose of the visit; and
- Sign-out upon departure from the facility indicating in writing the time.

*\*Parents are welcome to visit the program at any time, please be sure to sign in on the visitor log.*

*\*Jumpstart, After School, and Half Dayz programs are operated at the Robert H Jackson Elementary School.*

Drop-off and pick-up site will be located at the Cafeteria door located on the side of the school off from the "old" bus circle.

## Cost and Fees (2019)

**A \$20 non-refundable registration fee is required for each child before attending any of our programs.** Payments can be made on-line (paypal or venom) cash or by check; please make checks payable to **"The Relief Zone."**

### Jumpstart & After School:

- 1 child = \$6.00 per day, per program
- 2 children = \$5.50 per child, per day, per program
- 3 children = \$5.00 per child, per day, per program
- 4 children = \$4.50 per child, per day, per program
- 5 children = \$4.00 per child, per day, per program

### Half Dayz:

- \*\$20 per child, per day  
(Family maximum of \$50 per day)

### No School Dayz:

- 1 child \$30.00 per day
- 2 children \$27.50 per child, per day
- 3 children \$25.00 per child, per day
- 4 children \$22.50 per child, per day

## Cost and Fees (2020)

**A \$20 non-refundable registration fee is required for each child before attending any of our programs.** Payments can be made on-line (paypal or venom) cash or by check; please make checks payable to **"The Relief Zone."**

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- 4 children \$22.50 per child, per day

**Payments are due at the beginning of each week.**

\* Delinquent accounts may result in suspension from programs until balance is paid in full. \*  
Please make checks payable to **"The Relief Zone."**

\*TRZ TAX ID # is 71-1005226 for your tax records

The Relief Zone is a United Way Partner Agency and therefore receives some funding to provide scholarships to families with a financial need. Applications can be picked up at TRZ. The Relief Zone also accepts subsidy payments through the Chautauqua County Department of Social Services.

\*Returned check fee is \$50.00

We look forward to working with you and your child/children.

If you should have any further questions, please feel free to contact me.

Nancy Garvey, Children's Program Director  
Board of Directors  
Lisa Lyon, Executive Director

Nancy Garvey  
TRZ Children's Program Director  
[director@thereliefzone.org](mailto:director@thereliefzone.org)  
[\(716\) 569-2614](tel:(716)569-2614) (TRZ office)  
[\(716\) 922-4059](tel:(716)922-4059) (Fax)  
[\(716\)489-9067](tel:(716)489-9067) (program cell)

## TRZ Kidz Code of Conduct

1. I will respect my fellow TRZ students and their personal belongings by not picking on or making fun of others, instigating verbal or physical fights, going into and/or stealing other Camper's belongings.
2. I will respect the counselors and staff by listening to and following their instructions. I will respect TRZ and the school by not stealing or causing damage any property. I will respect myself and others by not using inappropriate language, nor will I bring to programs any weapons, drugs/alcohol (aerosol cans), tobacco or inappropriate/explicit material (images, music, etc.)
3. I will respect the privacy of all in TRZ programs by not posting any pictures taken at TRZ on the internet.
4. I understand that any and all electronics are my responsibility and will not hold TRZ responsible.

I understand that if I am in violation of these rules, my parents may be notified and I may be sent home, and/or suspended from TRZ.

Child's Name \_\_\_\_\_ Date \_\_\_\_\_

Parent's Signature \_\_\_\_\_ Date \_\_\_\_\_

### Conditions of Acceptance of Registration:

I have read and understand the 2019-20 Parent handbook. I understand that fees **MUST** be paid in full at the end of each weekly period. I understand I will be charged \$2/minute/child if picked up after 5:35pm. With a \$50.00 return check fee, if occurs. This application is to be accompanied by a **non-refundable \$20 registration fee**. TRZ Kidz are expected to obey all TRZ rules and regulations for the health, safety, and rights of all children and staff. TRZ Staff will exercise a reasonable amount of discipline to enforce these rules. Corporal punishment will never be used. Parents will be notified to take home any child who infringes on the rights of others, without refund. By signature below, I hereby release TRZ from all responsibility and liability for any injury or illness my child may sustain. In the event of a medical emergency, I give an adult leader of this program consent to any medical treatment my child may require.

\*I have read this information and agree to these conditions. **Initial:** \_\_\_\_\_

\*I GIVE my permission for my child's report card to be released to The Relief Zone for informational reasons only. I understand my child's name will be blocked and personal information will not be given. **Initial:** \_\_\_\_\_

\* I give TRZ permission to share info with the school and school nurse if necessary **Initial:** \_\_\_\_\_

\*I give TRZ permission to oversee the application of bug spray and sunscreen **Initial:** \_\_\_\_\_

\*Pictures taken at TRZ Programming are occasionally published in our newsletter/website or in the local newspaper.

\_\_\_\_ **Yes**, I give permission to publish pictures of my child

\_\_\_\_ **No**, do not publish pictures of my child **Initial:** \_\_\_\_\_

Parent's Signature \_\_\_\_\_ Date \_\_\_\_\_