



# Parent Handbook

## Welcome

### **YouthCity Mission**

YouthCity fosters positive youth development in Salt Lake City by providing out of school opportunities for social, emotional skills, character, and citizenship development in an inclusive and caring environment.

### **YouthCity Philosophy**

YouthCity welcomes your family to our program. We take seriously the shared responsibility of helping your child develop socially, intellectually, emotionally, and physically. We believe that open communication is the key to having a rewarding experience for you and your children.

We maintain an “open door” policy. If you have any questions, please ask. If you have any concerns, please share them with the Program Manager immediately. We are here to provide your children with a warm, nurturing environment and to give you the peace of mind that comes with knowing your child is in a safe environment.

**Enrollment:** Parents or guardians must attend a registration open house or schedule an individual meeting to tour the facility, discuss the program, fees, and complete forms. Registration materials must be completed before admission to the program. The materials include the registration brochure with parental release signed, income verifications form, income verification if requesting a fee reduction, and the registration packet.

**Tuition:** Program fees are based on family size and income. The fee for the after-school program ranges from \$11 to \$215 per month. The fee for the summer program is \$11 to \$430 per month. After-school invoices are sent out on a monthly basis, and fees are due by the first Monday of each month. Summer fees are due 1 week before the session begins. All families requesting fee reductions must provide proof of income. To determine qualification for fee reductions please refer to the Income Verification Worksheet.

**YouthCity accepts checks, online credit card payment, or money orders only.**

If you are unable to make your payment on time, please speak with the YouthCity Program Manager to arrange a payment plan.

YouthCity accepts donations to sponsor other students who may have difficulty making payments. If you would like to help sponsor someone at YouthCity, speak with the Program Manager to find out how.

**Please mail all payments to:**

YouthCity  
210 East 600 South  
Salt Lake City, UT 84111

Please make checks payable to: Salt Lake City Corporation

**Withdrawal/Termination:** YouthCity will strive to help your child in every way however, we have a zero-tolerance policy for gang behavior, violence and bullying. YouthCity reserves the right to dismiss any child at any time, with or without cause. Any past due balances must be paid within 30 days of the dismissal. Any balances remaining after 30 days will be turned over to the Salt Lake City Attorney's Office for collection. Nonpayment of fees is grounds for immediate dismissal from the program.

**Refunds:** Salt Lake City may withhold 25% of the refund (program registration fee) for administrative costs.

## **About Our Programs**

**After School and Teen Programs Calendar:** The after-school programs are open from September through May. The program typically begins the week after Labor Day and ends on Memorial Day weekend. The programs follow the break schedule of the Salt Lake City School District; this includes UEA, Winter Break, Spring Break and other holiday and school days off. Please see a current after-school program brochure for this year's schedule.

**Summer Calendar:** The Summer programs include two four-week sessions and one two-week session. The Summer program is closed on July 4<sup>th</sup> and July 24<sup>th</sup>, or the days off near these holidays as decided by the Salt Lake City Council. Parents will be notified of other closures.

**Staff:** We hire highly qualified staff. All staff members receive a minimum of 20 hours of training per year. Training includes adolescent development, first aid, CPR, appropriate discipline practices, food handling, van training, defensive driving, child abuse prevention, and best practices in curriculum development. Staff create curriculum based on their background and experience.

**Classes:** With a broad range of arts, life skills, technology and recreation classes to choose from, we are interested in allowing your child the freedom to follow their individual interests. Classes meet Monday & Wednesday, Tuesday & Thursday, and Friday and change every 6-8 weeks, providing a variety of learning opportunities. Because of scheduling, participants may not get all of the classes they want, but they will get most of their first choices, and they can change classes for the first week of the session.

**Field Trips and Off-site Classes:** To offer the most dynamic classes, YouthCity partners with many organizations that offer great programming. For this reason, some classes leave the site during that class time. We will communicate with you for regularly scheduled field trips or classes. Please be aware that your student will not be at the program at these times and adjust your pick up plan if necessary.

**Daily schedule:** Here are typical daily schedules for the Summer and After-school programs. These are subject to change.

**Typical After-school Program Day:**

Time	Monday-Thursday	Friday
12:00-1:30		Pick up-Free Time
1:30 – 2:30		Class Block 1
2:30 – 3:30	Pick up-Free Time-Snack	Pick up Middle School
3:30 – 4:00	Meeting	Meeting
4:00 – 4:50	Class Block 1	Friday Activity
4:50 – 5:45	Class Block 2	
5:45 – 6:00	Clean Up/Free Time/Pick-up	

**Typical Summer Program Day:**

Time	Monday-Thursday	Friday
8:30-9:00	Drop Off-Free Time	
9:00-10:30	Class Block 1	
10:30-11:30	Academics/Team Building/Meeting	
11:30-12:00	Lunch Provided by SLC School District	
12:00-1:30	Class Block 2	
1:30-1:45	Break-Free Time	
1:45-3:15	Class Block 3	Friday Activity
3:15-3:30	Snack-Free Time	
3:30-5:00	Class Block 4	
5:00-5:30	Clean Up/Free Time/Pick-up	

**Lunch:** During the Summer program, a free lunch is offered through a partnership with the Salt Lake City School District. However, your child is welcome to bring a lunch from home.

**Snack:** The YouthCity Program will provide a daily nutritious snack. It is the responsibility of the parent/guardian to inform the program if their child has any food allergies. The program will provide appropriate snack options for those with special dietary needs. Please indicate on the registration form and provide a note from the child’s doctor.

**Allergies:** It is the parent or guardian’s responsibility to report any allergies to the program staff on the Registration Packet. We will do whatever we can within reason to keep your child away from their allergens.

**Celebrations:** YouthCity Celebrations occur three times each year. The students will present their projects and dinner will be served. Please plan on attending to support your child's efforts. Celebrations typically take place at the end of December, at the end of May and at the end of the Summer program.

## Safety and Security Policies

**Picking up Your Child:** Parents must provide the names of all persons authorized to pick up your children. Unrecognized adults will be asked for identification. YouthCity After School Programs close at 6:00p.m. Summer Programs close at 5:30p.m. Please be prompt. YouthCity staff will begin calling parents and other authorized adults at 6:01p.m and 5:31p.m. respectively, so the child can get home safely.

**Sign-In:** Students are required to sign in everyday they attend the program.

**Sign-Out:** Parents or other authorized adults are required to sign their child out from the program. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on the program property. Parents must provide written authorization for their child to sign themselves out and walk home. Students who sign themselves out will be dismissed at the end of the day, unless otherwise instructed.

**Attendance:** Please notify YouthCity staff if your child will not be attending the program that day. This is especially helpful during the after-school year so that our pick up schedule is efficient. Your child may not leave during the program unless a staff member has been notified first.

**Absences or Missed Days:** No refund or reduction in tuition will be given due to absences or early withdrawal. Normal fees apply at all times, including holidays or school breaks.

**Illness:** Youth with any of, but not limited to, the following symptoms should not attend the YouthCity Program:

- Fever
- Diarrhea
- Vomiting
- Undiagnosed Rash (i.e. Lice, bed bugs)
- Inflamed or Matted Eyes
- Severe cold, cough, and/or sore throat

If your student shows signs of illness after arriving at the facility, we will separate him/her from the other youth. Your child will be supervised in a quiet area. If your student becomes ill during program time, the Program Manager will contact you and require you or an authorized person to pick the student up from the program. If a parent cannot be reached, the youth's emergency contact numbers will be called.

**Medication:** YouthCity does not dispense any medication to a child.

**Immunizations:** Every child is required to have current immunizations.

**Injuries:** All of our staff is trained in emergency response. This includes basic first aid and CPR. In cases of injuries that appear to be minor in nature, first aid will be administered on the premises. In more serious cases, we will notify the

parent as soon as possible. If necessary, we will call or contact other adults on the emergency contact list. The staff will act according to their best judgment for the welfare of the child. This may include but is not limited to: transporting your student to the nearest hospital, calling for an ambulance or performing CPR or other First Aid techniques.

**Incident/Accident Reports:** Should your child be involved in an incident/accident during the course of the program, a staff member will complete an Incident/Accident Report. The Program Manager will have the Incident/Accident Report in their office. A copy of the report will be given to the parent, as requested. The Program Manager will contact you to discuss the incident by phone or in person.

**Transportation:** Safety is our primary concern when transporting children. Our vehicles have regularly scheduled maintenance and inspections. Our staff is trained on van safety and defensive driving. All children must wear a seat belt and remain orderly when riding in a YouthCity vehicle.

Please notify the YouthCity Program when your child will not be attending the program.

Our vehicles will not transport children in any weather conditions considered hazardous. The programs may close if the weather conditions are too dangerous to safely transport staff and students.

**Parent Conduct:** YouthCity requires that parents behave in a manner consistent with decency, courtesy, and respect. All adults are required to behave in a manner that fosters an ideal learning and caring environment. This includes refraining from swearing, threatening, physical or verbal punishment of a child, smoking, and confrontational interactions. Program Managers will notify police of any adult that appears to be under the influence of drugs or alcohol at a YouthCity Program Site.

**Toys and Personal Belongings:** YouthCity has ample games, supplies, and equipment. We accept no responsibility for toys or other belongings such as mp3 players, cell phones, or portable game players brought from home. YouthCity is structured in such a way that there isn't time or need for a child to distract themselves with a game system or music player. While we cannot forbid students from bringing cell phones to the programs, we have strict rules about how phone are used at YouthCity. Every year, cell phones are lost, stolen or broken while at the programs. YouthCity is not responsible for broken or lost items.

**Clothing:** Children should wear clothing that is comfortable, washable, and weather-appropriate. Students may be asked to sit out of an activity if their shoes or outer-wear do not match the requirements of the activity, for example closed-toed shoes are required for such classes as Outdoor Hiking, Skateboarding and sports.

**Abuse/Neglect:** As child care professionals, we are mandated by law to report any suspected cases of child abuse or neglect. We will not hesitate to seek help for any child.

**Our Behavior Management Plan:** YouthCity expects your child to act respectfully and responsibly while at the program. We expect that a child respects other students, staff and other adults, equipment and materials, and themselves. If students cannot follow these expectations, we will create consequences that are appropriate to the situation in hopes of not having the negative behavior continue.

Typically, students are given a verbal warning, and if the behavior continues consequences are enforced. Consequences range from a short timeout, a full timeout from the activity or class, a loss of other program privileges or a meeting with the student's parent or guardian.

In situations where the behavior continues over a longer period of time, the student may be suspended from the program or in serious cases, expelled. Suspensions range from one to 5 days. Prior to a suspension, the Program

Manager, the student, and the parent will meet and reach an agreeable suspension plan. A meeting with the site manager is required before the student can return to the program.

In these serious cases, YouthCity reserves the right to suspend or expel a participant without a refund of program fees.

In cases of violence, threats of violence, and bullying students may be suspended or expelled immediately. Parents will be contacted and asked to pick up their student as soon as possible. Social bullying, exclusion, or cyber-bullying over social media will be considered as serious as violent bullying and could be grounds for suspension or expulsion.

**Positive Reinforcements:** We believe students have the most fun when they are on their best behavior. In order to facilitate a good learning environment, we offer small incentives for our students when they behave in an exemplary fashion. An example of this behavior would be helping other students or teachers without being asked. When a staff member sees a student “going above and beyond,” the student will receive a ticket. Tickets are recorded and tallied throughout the week. “Ticket parties” are given when a certain number of tickets have been earned.

**Emergencies and Disasters:** Fire drills are held bi-monthly and mock disaster drills are held semi-annually. Should the building have to be evacuated, parents will be notified and the staff will remain with the children until they are picked up. Each site has a designated evacuation place in case of emergency.

In a disaster scenario, YouthCity staff will do our best to keep your children safe. In the event that the program buildings and parks become unsafe and communication lines are not functioning, we will evacuate our programs to following locations:

<b>Program Site</b>	<b>Evacuation Location #1</b>	<b>Evacuation Location #2</b>
Liberty Park	Tracy Aviary in Liberty Park	Emerson Elementary 1040E. Harrison Ave.
Fairmont Park	Fire station #3, - 1085 E Simpson Ave (Northeast of the building)	Nibley Park Elementary – 2785 So 800 east
Ottinger Hall	Island across the street from OH	LDS church located on A Street between 2 <sup>nd</sup> and 3 <sup>rd</sup> Ave
Central City	Big tree just outside the west entrance	The Main Library
Unity Center	Meet at the Unity Garden near Riley Elementary	Glendale Library 1375 Concord St. Salt Lake City, Utah 84104 801-594-8660

## **Communication**

The YouthCity Programs utilize many different means to communicate information to our families. Emails, text messages, web postings, and flyers will be used throughout the year to get information out to our families. Look for flyers posted on the bulletin boards and doors of the building.

The Program Manager has an “open-door” policy. Please call or visit anytime if you have a question or concern.

YouthCity can be found on Facebook. Please “like” your site so that you can receive program updates, news, and see photos and videos of your child. We update Facebook pages regularly.

**Equal Opportunity:** Salt Lake Corporation YouthCity provides equal opportunity to participants regardless of race, creed, gender or ability to pay, and will upon request provide reasonable accommodations to individuals with disabilities.