Mission

AYS enriches the learning and well-being of children in a safe, caring and fun environment outside of the school day.

Values

AYS values respect, responsibility and commitment in all its relationships with children, families, staff, schools, churches and the community.

No child shall be denied admission on the basis of race, religion, sex, national origin or ability.
AYS programs provide safe, enriching environments with planned activities to help meet the physical, emotional, intellectual, and social needs of your children.

The administration and staff of AYS have prepared this handbook to help you become familiar with AYS programs, policies and procedures. It will also help clarify your responsibilities related to the programs. We offer school-age programs before and after school, early childhood programs, break/intersession programs and summer camps for families who choose them as learning opportunities for their children.

Thank you for choosing AYS for your child’s enrichment needs. We hope all children and their families will derive the greatest possible benefit from participation in our programs.

AYS school-age programs adhere to the guidelines of the National Afterschool Association (NAA) and Council on Accreditation (COA).

AYS early childhood programs adhere to the guidelines of the National Association for the Education of Young Children (NAEYC).

Learning activities planned by staff support the Indiana Academic Standards.

All programs adhere to the NAA Code of Ethics.

*Throughout this handbook, AYS uses the term parent to indicate parents or legal guardians.

Revised 04/2014
History

AYS, Inc. is a not-for-profit corporation formed to operate school-age (K-8), early childhood and training programs.

AYS started its first program in 1980 at IPS School 70 with a grant from The Indianapolis Foundation. The first AYS early childhood program began in 1985 at First-Meridian Heights Presbyterian Church. The training program began in 1995. Currently, many sites are in operation in Hamilton, Hendricks, Marion, Montgomery and Shelby counties.

In 2005, AYS was approved as a member of the United Way of Central Indiana. As a member agency, AYS upholds the agency certification standards set forth by United Way.

Since the introduction of national standards for school-age programs in 1998 by the National AfterSchool Association, AYS has achieved accreditation for several school-age sites. Early childhood sites are accredited through the National Association for the Education for Young Children.

Parent fees, grants and contributions from the community and individuals support the operation of AYS programs. Financial assistance may be available.

Philosophy

An AYS school-age program provides a time for children and youth to socialize and learn together outside of the school day. It is a time for children to develop relationships, make choices about program activities, practice and review what they learn in school, and develop new skills. Each site offers fun, activity-based learning experiences that support the Indiana State Academic Standards. The activities reinforce the knowledge and skills needed for school success.

The AYS early childhood program provides experiences that invite children’s interest, stimulate creativity and satisfy the desire to explore and discover. Children of different ages and different cultures interact with one another, building respect and understanding of each other, which is a vital part of the AYS program.

Confidentiality

The privacy of the children and parents whom we serve is important to AYS. All information given to AYS is considered private and will be held in confidence unless au-
Authorized by the parent for disclosure or a court order is issued requiring the release of stipulated information. Parents will be notified before such information is released. Parents will be informed of AYS communication with school personnel in regards to their child.

Privacy Policy

AYS respects your privacy. We will never sell, rent or give your information to any company. An opt-out link is always provided at the bottom of our eNewsletter.

AYS Website, Social Media and eNews

Please check the AYS website and social media sites regularly for updates, news and stories. AYS is on Facebook, Twitter, and Pinterest. AYS eNews is an electronic newsletter created to inform parents and the community of AYS news and upcoming events. Content may include break sites, registration information, recent awards, community involvement, health tips and people making a difference at AYS. Email addresses provided on program registration forms are added to our eNews mailing list. If you do not wish to receive our eNews, please follow the instructions in the footer of any AYS eNews or contact the main office.

Eligibility

- Any child enrolled in the school may register in the program, as space permits.
- Preference is given to those registering on a full-time basis.

Early Childhood Eligibility

- Any child who is 3 years old
- Children must be toilet trained
- Parent must provide up-to-date immunization records, state physical form and birth certificate.
- Children should be a resident of the program’s township.

Registration

The following forms must be completed and returned to the program director prior to a child's participation in the program:

- Registration form including Child Information, Parent Information, Enrollment Terms, and Parent Orientation
• Health Record; Immunization and physical records also required for early childhood program

• Registration fee and first week’s fee (if applicable)

Additional forms that may be required:

• Birth Certificate— for all new children enrolling

• Plan of Care and Medication Consent forms— for any child with special needs

• Credit Card or ACH Withdrawal Authorization forms

Summer is considered a separate program. Registration for summer begins in February.

Orientation

Families are encouraged to attend the orientation session held by the program staff within the first few weeks of the opening of school or meet with your program director with any questions.

First Day of Attendance

• Send note to child's teacher verifying your child's participation and schedule of attendance in the AYS program. This procedure is extremely important for the afternoon children.

• Prepaid pass or emergency attendance: Send a note to your child's teacher each time the child is to attend AYS. Please notify the AYS director of your child's attendance ahead of time.

Payment Policies and Procedures

• Registration fees are not refundable.

• A week’s deposit is required upon registration. The fee is applied to the first week of attendance as noted on the registration form.

• Fees are based upon school year schedule. All fees, except daily fees, include non-school days, early release days, a.m. delays and snow days (when operation possible.)

• Intersession and break weeks: AYS may operate a program during these weeks, depending upon the needs of families. Different fees are charged during these weeks, and sign-up is required for participation.
• AYS will be closed on the following holidays, and regular fees are charged during the weeks in which they occur: Labor Day, Thanksgiving and the day after, Christmas Day, Martin Luther King, Jr. Day*, Presidents’ Day*, Memorial Day, Independence Day (for summer program). (*AYS will operate if the school uses this day as a flex day.)

• Priority is given to parents needing full-time usage of the program, which includes:
  — Morning Only - 5 days a week
  — Morning & Afternoon - 5 days a week
  — Afternoon Only - 5 days a week

**Part-time Use**

• Three day or less plans are for families who will **only** use the program three days or less each week. Priority is given to parents who can stipulate the regular days of attendance. Parents can maintain a flexible schedule as long as the days of attendance are communicated to the director prior to attendance. Payment is due prior to the week of service, regardless of attendance.

• Daily plans are very limited and must be approved by the Program Operations Department. If approved, the day must be stipulated and payment is due, regardless of attendance, prior to the week of service. If a holiday falls on the stipulated day, the parent may select another day that week for the child to attend. Approvals for daily plans will not be available until July 1, 2016.

• The Prepaid Pass is available for occasional or emergency use only and only in AYS school-age programs. **This pass may not be used for regular weekly attendance.** If a pass family is attending weekly, they will be asked to commit to a part-time or full-time weekly plan. Daily rates apply for each use of the pass. The Prepaid Pass form is available at [www.ayskids.org](http://www.ayskids.org) or at the program sites. A limited number of passes will be available per program due to space limitations and staffing requirements. Passes will be available for purchase starting July 1, 2016.

**Payment Plans**

Payment is expected for all plans regardless of attendance. When paying by check, checks must be written in blue or black ink.
**Monthly Payment Plan** - This plan will vary based on the number of weeks school is in session. Monthly Payment Plans **DO NOT** include intersessions or break weeks.

**Weekly Plans**

- **Full-time plan** (includes extended service for school closures and delays due to weather or other emergencies—NOTE: In case of severe weather or emergencies in which AYS is not able to operate, full weekly fees are still due.)

- **Part-time plan**: Attending 3 days or less per week.

- **Prepaid pass** (occasional or emergency use only).
  - Child must be registered to purchase pass.
  - Prepaid for use in an elementary/middle school program;
  - Valid for current school year and breaks. Not valid for school break programs or summer camps
  - Non-transferable, non-refundable
  - Not valid in early childhood programs
  - Usage is defined as daily rate for time attended
  - Limit of two prepaid passes per semester per student

*If you are interested in paying by the semester, please contact the Finance Department.*

**Change of Plan**

- After September 1, a $15 fee will be charged for each attendance plan change at the time of the request.

- A **written** two-week notice is required for change in attendance plan.

**Payment Schedule**

*AYS encourages parents to use the credit/debit card payment option. Contact the main office or the program director for details.*

- **Monthly** fees are due on or before the first of the month. If payment is not received, the child may not return until fees are paid.

- **Weekly** fees are due on Friday for the following week. If payment is not received, the child may not return until fees are paid.
• **Late pick-up fee:** After 6 pm according to the AYS clock, a late fee of at least $10.00 is assessed. If you have an emergency, call the AYS director.

• **Withdrawal:** Two weeks’ written notice is required for withdrawal from the program. Payment is due regardless of your child’s attendance.

**Delinquent Payments**

- If payment is not received by the appropriate due date, the child may not return to the program until fees are paid. Late payments may be taken directly to AYS’ administrative office by the payer.

- AYS reserves the right to fill a slot vacated due to non-payment or non-attendance. The school principal and teacher will be notified that the child is no longer a part of the program.

- If your family has an emergency that may affect the prompt payment of fees, please call the AYS administrative office.

**Refund Policy**

Refunds for overpayment of fees will be given after the two-week cancellation notice has lapsed. The following policies must be followed:

- A refund will not automatically be processed. The parent must make a written request to the administrative

- If your family has an emergency that may affect the prompt payment of fees, please call the AYS finance office.

- Credits can remain on an account for one year.

- Any unused credits will be forfeited after one year and applied to the Ellen Clippinger Financial Assistance Fund.

- Refunds are subject to a $10 processing fee.

**Financial Assistance**

- Financial assistance may be available, based on a sliding fee scale. Contact the AYS office at (317) 283-3817 for more information.

- Regular fees are due until approval of the financial assistance application.
• Families receiving CCDF voucher assistance are required to swipe in and out on a daily basis.

• AYS reserves the right to refuse service to any family for non-compliance of requirements.

Military Discount

AYS offers a 10% discount for direct dependents of current military service members. To apply for this discount, the applicant must provide AYS with his/her rank, unit number, and his/her current military ID. AYS defines a direct dependent of a current military service member as a child living in the household of the service member or a child for whom a military service member is the primary payer on the AYS account.

The discount applies to the weekly fees for AYS before-/after-school, early childhood or summer programs. The discount does not apply to registration fees, late fees, field trip fees, fall/winter/spring breaks, NSF charges, etc.

General

• Families with more than one child registered in an AYS program may be eligible for a 5% family discount.

• Checks MUST BE written in dark blue or black ink.

• Sharing payments by custodial parents is to be arranged by the parents. A single account record is maintained by AYS, unless requested by parents.

• Payment must be made by check, money order, or credit/debit card. Cash IS NOT accepted at program sites. Please make checks payable to AYS- {name of the site} - for example, “AYS-Greenbriar.” A canceled check is your receipt. If you are interested in paying by credit card, please contact the AYS main office or visit our website at www.ayskids.org.

• Accounts are to be cleared by the end of December and May, and by the end of the summer program, to be eligible for services at the beginning of the next session.

• A $25.00 fee is charged for each returned check. After two returned checks, parents will no longer be able to pay by personal check.

• A $25.00 fee is charged for each declined credit card or ACH transaction for any reason.
• Tax statements are automatically distributed to the email address on file.

• In the event of an emergency requiring a child to be transported to another location, transportation will be arranged through the school system if possible, or a transportation service. Any fees incurred in this service will be the responsibility of the parent/guardian.

Year-Round Services

AYS offers programs throughout the school year and summer, as schedules permit per school. The few exceptions:

• Holidays listed in Payment Policies and Procedures section.

• Intersession and school breaks that may necessitate closings.

• Staff development week prior to the start of school

• One or two days at the end of the school year

Breaks and Intersessions

• Breaks typically occur in the fall, winter and spring. Weeks are determined by the school schedules.

• Rates are different. Families are required to sign-up for participation in breaks and intersessions.

• Advance notice regarding break sites and fees are posted at each site.

• Policies may be different from those of the regular school year.

• Advance payment is required.

• No refunds can be made.

• AYS reserves the right to close a break or intersession site due to low enrollment.

Summer

Registration for summer begins in February. A separate registration fee is required. Weekly fees are based on the number of weeks selected to attend. Schedules and availability vary by location.

All-Day Sessions (School Whole Days)
Sites may be combined on non-school days. Check the parent information center at your site to verify the location. In order to adequately staff all-day sessions, AYS requires that parents sign up in advance. Fees are payable regardless of attendance.

**Snow Day/Emergency Closure/Morning Delay Policy**

Snow day/emergency closure and morning delay policies vary by school system. *Please check with the director at the site where your child is enrolled to determine the snow day and morning delay procedures.*

**Field Trips & Extra-Curricular Classes**

- Field trips or special parties may require an extra fee. *Please pay this fee separately.*

- Some extra-curricular classes may require an extra fee. *Participation is not mandatory. Once a commitment is made, however, the fees are required whether the child is present or not.* Some fees may be payable to the instructor of the class and not to AYS.

- AYS may charge an enrichment fee for special projects.

Parents **may not drop off or pick up** their child(ren) while AYS is on a field trip. Any exception to this policy must be requested and approved in writing 48 hours prior to the scheduled field trip.

**Sign-In/Sign-Out Procedures**

- **Parents must escort their child to the before-school program** and sign the child in. AYS cannot allow children to be "dropped off" on school grounds.

- Only those persons authorized on the registration form may sign children out of the program.

- Children may not sign themselves out of the program.

- **A signature or initials must be used** when a child is signed in and out of the program. *Example: E. Jones or ERJ. Not: "Mom" or "Dad."*

- Some programs may require an electronic signature by using a finger-reader. More information is available at the designated sites.

- Identification may be requested at any time when signing children out of the program.
Phone-in authorizations for pick up are only accepted in an emergency. Please follow this procedure: 1) Call the program; 2) Notify the director of the change in authorized person for pick up; 3) Fax or email a verification, if possible; 4) Notify the newly-appointed pick-up person that he/she will be asked to show photo ID and sign the child out on the sign-out sheet.

Safety

Emergency Preparedness

All sites practice emergency drills regularly. Emergency procedures include moving children to a safe location, checking attendance, notifying authorities, checking for injuries, and notifying parents. Evacuation procedures for persons with mobility challenges are included in the site’s emergency plan. Ask program director for specific details for each location.

Release of Children to Intoxicated/Impaired Person

In the event that an AYS staff person suspects the individual picking up a child to be intoxicated or impaired, AYS staff are required to:
1. Separate the individual from the children; 2. Discourage the individual from leaving with the child and offer to call someone from the emergency list; 3. Let the individual know that if he/she chooses to leave with the child, the police will be notified.

Significant Occurrences

AYS will notify parents of significant occurrences, problems or exposure to communicable diseases.

Unintended Use of Substances

AYS prohibits the unintended use of toxic substances by either adults or children.

Transportation

Transportation for fieldtrips or special situations will be arranged through local agencies or school buses from the school districts we serve. Permission slips are required for all fieldtrips and staff members will ride the bus with the children.

In the event of an emergency requiring a child to be transported to another location, this transportation will be arranged through the school district if possible or a transportation service. Any fees incurred in this service will be the responsibility of the parent/guardian.
Children’s Responsibilities

- Respect the staff and each other.
- Respect the rights and property of others.
- Learn to accept the consequences of their own actions.
- Share with children in the program.
- Use appropriate language.
- Respect the rules and guidelines of AYS and the school.
- Report promptly to the AYS program after school.
- Remain with AYS at all times unless prior arrangements have been made with AYS.
- Return materials and equipment to the appropriate place.
- Sign in at AYS prior to attending other activities if they will return to AYS after the activity ends.

**AYS is not responsible for loss or destruction of personal items. AYS is not liable for cell phones that children bring to the program.**

Returning to Classrooms

Principals request each year that students not return to classrooms or any part of the school building after school for any reason.

Parents’ Responsibilities

- **Parents are responsible to cover any costs incurred due to misuse of personal cell phones or other electronic devices.**
- Respect and adhere to policies and procedures established by AYS and the school.
- Follow all sign-in/sign-out procedures to assure the safety of each child.
- Keep changes in personal information about the family and child current and communicate often with AYS staff.
- Make all payments according to the registration form.
- Inform staff of absences or schedule changes concerning your child. Please write a note to the AYS director if your child will attend another activity on some days.
• Custodial situations can cause confusion for the staff and the child(ren). AYS asks that the custodial parent communicate in detail with the staff about circumstances that relate directly to the care of the child in our program.

• Relate any special information about your child that may affect his/her well-being in the program. This will be held in confidence.

• **Early Childhood program** - please provide a small, crib-sized blanket and an extra set of seasonal clothing for each child. Include socks and underwear packed in a bag labeled with your child’s name. Accidents do happen, and we want to ensure your child’s comfort.

• Our Sun-Smart policy has been developed to ensure that all children are protected from skin damage caused by harmful UVA and UVB rays of the sun. This policy will be implemented throughout the year, but with particular emphasis March through October.

• Sun Smart recommendations (policy available upon request) for parents:

  1. Provide a suitable hat and light-weight, long-sleeved shirt for your child’s use while outdoors during AYS.

  2. On water play days, provide an extra shirt for your child to wear over swimsuit.

  3. Encourage your child to wear sunglasses that block 100% UVA and UVB rays whenever they are outside.

  4. Provide broad spectrum SPF 15 or higher sunscreen with your child’s name on it to AYS staff for use 30 minutes before going outside.

**Homework**

Homework time is set aside daily, and children are encouraged to utilize the time. AYS staff monitor the homework area, offering assistance when appropriate. Children, however, should be responsible for completing their own homework. AYS encourages parents to sign a homework contract with their child(ren) and file it with the program director. Peer tutoring and volunteer adult tutoring are sometimes available.

**Children with Special Needs**

AYS strives to have inclusive programs and has put in place an intake policy and process to assure each child's needs are addressed. AYS may require a parent to meet with the AYS director and AYS administrators or observe the AYS program to determine appropriateness for the child before enrolling a child with special needs in AYS. AYS
may limit use of the program (i.e. early release days, non-school days, or extended breaks) should the program not be able to reasonably accommodate the child’s needs. It is required that the Plan of Care form pertaining to special needs be completed at registration in order for a child to attend the program.

**Behavior Management Policy (revised January 2014)**

AYS encourages a cooperative relationship among children, staff and families. We invite parents to listen to concerns about their child's behavior and work through an agreeable solution with the AYS staff.

Each child shall be treated with respect. The AYS staff will listen to children's concerns and take their feelings seriously. The staff will encourage children to listen to each other and work out their differences among themselves. We model respect and positive behavior. It is the cooperative responsibility of the AYS staff, parents and teachers to help the children learn to respect the rights of each individual in the program, at home and in school.

Inappropriate behavior shall be handled by redirecting the child to another activity, guiding the children through conflict resolution or giving the child time by himself/herself. Children given time alone will not be isolated or unsupervised. Physical punishment, threats, bribes, humiliation, or withholding of food or basic needs is strictly prohibited. To preserve the child's integrity and positive self-esteem, behavior management shall be accomplished in a non-judgmental and positive manner. However, if a child presents a danger to himself/herself or to the safety of others, and the above behavior management techniques prove ineffective, AYS reserves the right to temporarily or permanently dismiss the child from the program. While every attempt will be made to include a child with challenging behaviors, the behavior management policy will be followed for all children, even those with special needs.

AYS recognizes the uniqueness of each family situation and strives to work cooperatively with the family unit to provide the best possible care for each child.

**Consequences of Consistent Behavior Problems**

The following behavior management policy will be enforced when working through a situation with a child whose behavior has become unsafe to himself/herself or to others or whose behavior has become so disruptive as to detract from the overall quality of the program.

1. The staff will discuss the behavior problem with the parents and complete a report.
2. If the behavior problem continues, the program director will schedule a meeting with the parents to discuss strategies for improving the behavior.

3. Following the parent meeting, both the AYS staff and the parents will continue to monitor the child’s behavior. The AYS staff will communicate as often as needed with the parents.

4. If the problem still continues, the parents will be notified by the AYS director of a one-day to three-day suspension or permanent removal from the program.

*AYS reserves the right to dismiss a child immediately from a program should the safety of any person or property be in question.*

**Parent Conferences**

Parents may request to schedule a conference with program staff or administration as needed.

**Sick Policy**

Parents will be contacted if a child is sick or not feeling well during the program hours. Parents will need to pick up their child within one (1) hour of being contacted. To limit the spread of communicable disease, please keep your child home when these symptoms are observed:

- Fever (100°F) or chills—Children should be fever-free for 24 hours without medication.
- Eye infection
- Sore throat
- Earache
- Nausea or vomiting within the last 24 hours
- Impetigo or rashes
- Lice - AYS follows the same lice policy as the school.
- Diarrhea during the last 24 hours
- Cold symptoms causing discomfort to your child and/or risk of contagion to others

**Medication**
Parents are **required** to complete a special consent form in order to have **non-prescription** and/or **prescription medications** given to their child by AYS staff. A physician’s signature is required for **all prescription medication**, and in licensed programs for all medication. These forms are available at www.ayskids.org with the registration materials. All medications must be in their original container, with correct dosing information included. Medications **cannot** be sent with the child.

**Medical Emergencies**

In the event that parents or designated substitutes cannot be reached in an emergency, staff members will contact the medical facility closest to the program site. Parents are responsible for medical expenses incurred in the treatment of their child.

**Family Participation**

Parents are a child’s first teachers and play a central role in the lives of their children. AYS respects the dignity and worth of the family and encourages parents to visit and participate in the program at any time. We welcome you to observe or to participate in an activity, such as reading a story, sharing a skill, playing a game or discussing a vocation or hobby. Arrange any special presentations with the program director.

AYS Parents are asked to participate in the self-evaluation process, which each program conducts twice per year.

The **Family Advisory Group** provides a support system for the AYS program. Meetings are open to all parents. Contact your program director for meeting dates and times.

**AYS Staff**

AYS site staff members have experience in child and youth development. Many have degrees in elementary or early childhood education, social work, or recreation.

AYS offers numerous opportunities for staff continuing education in the areas of child development, group dynamics, literacy, physical activities, and health and safety. Staff participate in local, state and national trainings and workshops. Several staff members have completed certification in Youth Development or Early Childhood Development. All site staff members are trained in first aid and recognizing and reporting child abuse. All staff members pass background checks and drug screening.

AYS does not condone or prohibit AYS employees from providing babysitting (or other childcare) services to AYS clients outside of AYS hours of operation. The provision of any such services by AYS employees is done outside the scope of such em-
employees' employment with AYS, and AYS is not in any way responsible to the employee or client for any occurrence during the course of such babysitting. AYS employees are prohibited from representing to clients that AYS has in any way approved, recommended or encouraged their provision of such babysitting services, or that they are providing such services as an employee or agent of AYS.

Volunteers and Mentors

Volunteers at AYS sites allow for smaller group activities, exposure to new expertise and interests, and adult or older youth mentoring. Volunteer opportunities are also available at AYS events throughout the year.

Volunteers and mentors at AYS sites must adhere to AYS’ Volunteer and Mentor policy. Volunteers are defined as anyone 16 years old or older who works in an AYS program for eight or more hours per month with no financial compensation. Mentors are defined as anyone 14 years old or older who works in an AYS program for less than eight hours per month with no financial compensation. For more information on AYS’ Volunteer and Mentor policy/procedures, visit www.ayskids.org/volunteer.

AYS will occasionally invite individuals who are not AYS paid staff members to provide services or enrichment at AYS sites. This could include, but is not limited to, enrichments provided through other cultural, sports, or arts organizations, school aides, and tutors. These individuals will be under the employment requirements of their organization or company with whom AYS contracts. If no policy exists, AYS requires that the individual follow AYS’ Volunteer and Mentor Policy.

Donations to AYS

AYS, Inc. is a 501(c)3 non-profit, and donations to AYS are tax deductible as allowed by law. We appreciate any in-kind and monetary donations to help us further our mission. If you donate items directly to your AYS site, please ask your director for an in-kind donation form.

Visit www.ayskids.org/donate to make a gift today. Thank you.
Community Participation And Memberships

United Way of Central Indiana
Afterschool Coalition of Indianapolis
Indiana Association for the Education of Young Children
National Association for the Education of Young Children
Indiana YouthPRO Association
National Afterschool Association
The Children’s Coalition of Indianapolis
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