



Parent & Family Handbook
After School Program at the
Astoria PreK Center Q397

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1. INTRODUCTION

Welcome to our Super Kickers family! We are so happy and excited that you have chosen our Program for your child. We are a community-based after-school program licensed by the NYC Department of Health. We have been serving Jackson Heights families since 2012, and in 2017 we expanded our care to serve the Astoria community. Our commitment is to provide your child with a positive, fun, safe, and nurturing environment in which they can learn and grow. It is our aim to support each child in their individual development by helping them to learn new skills, socialize and thus mature at their own pace. To this end, we strive to make each class dynamic, entertaining and instructional with a common focus on cooperation and team building.

2. VALUES

Our core values determine who we are and how we act and react in all situations. We are guided by the following core values in creating a strong, safe, positive learning environment for children, staff and families:

- Safety
- Teamwork
- Respect
- Service
- Responsibility
- Hard Work
- Commitment
- Dependability

3. OUR STAFF

Our Program is staffed by a group of professionals who are committed to caring for and supporting your child. They work with your child on a daily basis with a constant goal to assist in their success and education during the after school hours. Our staff members undergo extensive background checks, including fingerprinting and Statewide Central Register clearance. In addition, all staff members are CPR/First Aid trained and participate in multiple, required training sessions covering a variety of topics in best practices for child care and instruction. The majority of our Activity Coaches are professionally trained in their subject areas. Our Supervisors are seasoned employees who have been with Super Kickers for many years, often

working in different capacities before being asked to bring their commitment, experience and knowledge into a supervisory role.

4. COMMUNICATION

Our After School Program serves over 40 families and their children daily so clear, established lines of communication are essential. We have established the following guidelines for contacting the appropriate person at Super Kickers who can quickly and appropriately respond to any questions or issues you may have or that may arise.

4.1 GENERAL ADMINISTRATIVE QUESTIONS

For questions/concerns about your child's activity schedule, mini camp, and/or questions/concerns about your account/fees/enrollment, please contact:

- After School Administrator Giselle C. Dimitratos, by email afterschool@superkickers.com or by phone 347-730-2712
OFFICE HOURS: 10AM to 4PM

For questions/concerns regarding summer camp, please contact:

- Super Kickers @ info@superkickers.com or by phone 833-787-3754
OFFICE HOURS: 10AM-5:00PM

4.2 GENERAL QUESTIONS DURING AFTER SCHOOL HOURS (2:00-6:00pm)

For questions/concerns regarding your child specifically during after school hours, including in the case of an emergency, please contact:

- Site Supervisor (TEXT ONLY)
AFTER SCHOOL HOURS: 2:00PM-6:00PM (TEXT ONLY)

In case of an emergency you may call.

Cell phone # will be provided to all parents enrolled before the first day of after school.

4.3 REQUESTING AN EARLY PICK UP:

If you need to pick up your child early at any given day, **please send an email to afterschool@superkickers.com by noon on the day of the scheduled pick up change.** In the subject line, please include your child's name, the location of the after school program they attend. For example: "Andrew Page Astoria PreK early pick up 5 pm 9/27/20".

4.4 REPORT AN ABSENCE/REQUEST PICK UP CANCELLATION:

To report an absence, or to cancel your child school/bus pick up for the day, **email afterschool@superkickers.com as soon as possible (by noon the latest) on the day of the absence, or pick up cancellation.** In the subject line, please include your child's name, the location they attend/pick up location, the date of Absence/Cancellation For example: "Andrew Page - absent today 9/27/20 - LIC PreK" or "Please do not pick up Andrew Page from PS166 today 09/27/20. (IF PICK UPS ARE NOT CANCELLED ON TIME, YOU WILL INCUR A FEE).

It is essential that parents let us know about any absences to the Program. We take great care to ensure that we know where each and every student in our care is at all times. We take attendance every day, marking when each child arrives at our Program. We need to know if a child is not coming on any given day.

4.5 WEEKLY NEWSLETTER

To make sure parents take part in their child's experience at our After School Program, Super Kickers sends a weekly newsletter every Friday to share pictures, and a little bit about the activities and projects the children work on each week. We also add updates of upcoming events, mini camps, and closures. Please add info@superkickers.com to your contact list to ensure you receive it.

5. SCHOOL PICK UP

5.1 PICK UP OPTIONS

We provide School pick ups at the following locations:

- P.S.166 (33-17 35th Ave, Queens, NY 11106)
- Our World Neighborhood Charter School (36-12 35th Ave, Queens, NY 11106)

Pick up sign up is done at the time of registration. The parent is required to review and sign an [Authorization and Waiver to Transport Child](#) and then upload the document to their Cogran Account at the time of registration.

Requests for adding/subtracting pick up days to your child's schedule should be sent 30 days in advance via email to afterschool@superkickers.com and will be subject to availability.

5.2 PICK UP PROCEDURES

Super Kickers' staff member will arrive at the designated pick up location at least ten minutes prior to the pick up time. Once students are dismissed from the school, the staff member will take attendance and safely walk the children to the After School facility.

If a child who is on their list is not at the pick up location, and the parent has not communicated to our office that their child is absent from school or our Program for that day, our Coaches, along with the other children also being picked up from that location, are delayed leaving. Our staff will wait to leave a pick up location until there is confirmation as to the whereabouts of a child who is not present. This kind of delay inconveniences everyone - Coaches, other students, the school staff at the pickup sites. To ensure that our pickups are smooth, swift and complete, it is vital that we are notified of any schedule changes for your child as soon as possible.

Additionally, if your child is registered for school pick up, please inform your child's teacher the exact schedule of days that the Super Kickers will be picking up your child from the school.

If your child attends Q397 during the day, Super Kickers Coaches will pick them up at the classroom. Please inform your child's teacher which days of the week your child will be attending our program.

5.3 PICK UP SAFETY RULES

Children are instructed to follow the Safety Rules and Pedestrian Skills listed below.

- Do not cross any roadway at an intersection except within a crosswalk and only then when escorted by an authorized Super Kickers staff member.
- Walk, do not run.
- NO horseplay of any kind while walking.
- Use sidewalks and side paths when possible.
- Be alert for vehicles pulling out of/turning into driveways and side streets.
- Pay attention and do not be distracted while walking. No reading while walking.
- Look left-right-left and continue looking while crossing the street.
- Use signalized intersections, crosswalks, and/or crossing guards when possible.
- Respect and follow the crossing guard's directions.
- Obey all traffic signs and signals.
- Walk single file, keeping to one side of the sidewalk.

6. DISMISSAL PROCEDURES

6.1 PROCEDURES FOR 6:00 PM DISMISSAL

Dismissal from our Program is finished by 6:00 P.M. Dismissal takes place at the schools main entrance on 37th Street. Please pick up your child in a timely manner everyday. Please make sure there is a designated adult for your child at dismissal time, that is, someone who has been listed on the Emergency Reservation Form, in the emergency contact section.

If you need to send a person to pick up your child that is not LISTED in the Emergency Reservation Form, please email the office the person's name and the date they will pick their child and state that you authorize that pick up. The person picking up your child will be asked to show ID. We cannot receive authorization by phone. It MUST be in writing.

If there is a person who may **NOT HAVE ACCESS** to your child, please inform the office immediately by email afterschool@superkickers.com.

Any dismissal that you require earlier than 6 pm should be aimed around the Program's schedule. It is disruptive to the class activities and to your child's participation to leave during class hours. For this reason, we offer 2 specific, additional pickup times for parents who need to get their children earlier than 6 pm: at 4 pm and 5 pm. As noted above, prior notification must be given to the Office if you require a different pickup time on any given day. Prior notification will insure your child is ready to leave at 4 pm or 5 pm. PLEASE REFER TO THE COMMUNICATION SECTION IN THIS HANDBOOK WITH SPECIFIC INSTRUCTIONS. The Office will notify the site Supervisor daily with all requested changes. **Super Kickers kindly ask that parents do not show up at the school to pick up their child without notifying the office.**

6.2 PROCEDURES FOR 5:00 PM DISMISSAL

For those parents who request a **5pm pick-up**, doors will open at 4:55 pm and close at 5:05 pm. Parents who arrive later than 5:05 pm will be asked to wait until the 6:00 pm dismissal to pick up their child. We will bring your child back to their second activity. This policy ensures the safety of all the children and a smooth running of our Program. The only exception to this policy is in the event of an emergency. **If there is an emergency, parents can text the site Supervisor's cell phone number to request that their child be dismissed immediately.**

We understand that there are times when the unexpected happens and you may not be able to pick up your child in a timely manner. If you know you will be late for dismissal, or if you requested an early pick up and then find that you are no longer able to make the earlier time, we ask that you please text the site Supervisor to let her know that you are delayed and when you expect to arrive. We will convey this information to your child. We know it is comforting to your child to know that you are delayed but on your way and will be arriving a few minutes late.

6.3 LATE PICK UP FEES

If children are picked up after 6 pm, a late fee of \$10.00 will be charged for every 5 minutes you are late. There is a grace period of 5 minutes from 6:00pm to 6:05pm.

Parents will be required to sign a Late Arrival Form which documents the time and fee assessed. These forms will be kept in a file on site, and copies will be made available to the parents if requested.

If there is no communication from a parent or guardian regarding late arrival to pick up a child, and the child has not been picked up by 6:05 pm, the site Supervisor will attempt to contact a

person in the household or someone listed as an Emergency Contact(s) to inform them that the child has not been picked up. Therefore, emergency contact numbers must be current.

7. STUDENT RESPONSIBILITIES

We aim to create an environment where our children feel safe and are able to express themselves. All enrolled students are expected to conduct themselves appropriately during program time. We ask all families to review the following program rules and expectations with their children.

7.1 RULES AND EXPECTATIONS

Our responsibility to you and to this community requires that we maintain a high standard of safety, health and community living practices. In addition, we want parents and families to be aware of how we will respond to disruptive behavior if and when it occurs. These are some important rules and requirements of our program:

- No child is permitted to leave our grounds during after school hours until they are released to a parent/guardian, except as part of a supervised activity.
- No firecrackers, army knives, jack knives, cigarette lighters, matches, boxing gloves, martial arts equipment, etc. are permitted.
- We do not allow any profane language or actions.
- NO physical violence of any sort will be tolerated at the After School Program.
- If a problem arises, the following steps will be taken:
 1. **Cool down:** The child will be removed in order to ‘cool down’ (not punishment)
 2. **Identify the problem:** With the group coach assistance, the child will put in their own words what the problem was.
 3. **Brainstorm solution:** With the group coach assistance the child brainstorms possible solutions to the situation.
 4. **Guidance talk:** If the child is unable to come up with a solution, the coach gives alternative actions that can be taken.
 5. **Go for it:** The child returns to the activity to apply the agreed upon solution
 6. **Follow-up:** The coach encourages, monitors, and guides, as necessary.

* The parents of all children involved will be notified about the behavior at dismissal. If the behavior is repeated the child(ren) will be removed from the

activity and the parent immediately contacted by the site Supervisor. *

- No pretend gunplay of any kind is permitted.
- If a child brings any toys or electronic devices to the program, they will be asked to put them away in their backpacks. As we cannot take any responsibility for any items that may get lost or “borrowed”, it is preferred that children leave their toys and devices at home. Electronic devices are specifically not permitted to be used during Program hours.
- School upkeep: Our program is housed at the PreK Center Q397 in Astoria. All those who use the facility are jointly responsible for this upkeep and maintenance. Therefore:

Clean-up: All children are responsible for cleaning-up after themselves. In addition, everyone participates, at scheduled times, in general clean up of their areas before transitioning to activities.

School Property: Anyone damaging or defacing property, including acts of graffiti, is liable for such damage and will be charged accordingly.

7.2 CELL PHONES

Most of the children in our after school programs do not have cell phones. However, if your child does have one, please note that cell phones are not permitted to be turned on during After School hours. If you need to reach your child, please contact the site Supervisor.

8. DAILY PACKING LIST

Super Kickers provides pencils, scissors, gluesticks, rulers and crayons for homework completion. Please provide the following items to ensure a successful and productive afternoon:

- Sneakers, if participating in gym activity.
- Shorts, leggings or pants for the girls if participating in any physical activities.
- Plenty of snacks in a ziplock labeled for Super Kickers. They do come very hungry from school!

* Please note: While we are not a nut-free Program, we do serve children who have various allergies including nut allergies. If at all possible, we ask that you refrain from sending nut-based snacks or sandwiches.

9. SCHEDULE

9.1 DAILY SCHEDULE

A typical day at the After School Program begins when your child arrives to us through classroom dismissal. The children have 10 min to use the restroom and wash their hands, and then they transition to the the first activity

Monday through Friday, the schedule is as follows:

- 2:40-2:50 P.M. - Arrival / Restroom
- 2:50-3:20 P.M. - Creative Play or Circle Time / Homework
- 3:25-3:55 P.M. - Snack
- 4:00-4:45 P.M. - First Activity
- 4:50-5:35 P.M. - Second Activity

After the second activity children get ready for dismissal.

During the homework time, students will have the opportunity to begin and hopefully finish all homework assignments. The children who have homework sit at a separate table during Creative Play or Circle Time and once they are done they join the activity. There are generally 2 staff members per table/group to guide them through their homework.

9.2 HOMEWORK HOURS

We are unable to guarantee a one-on-one tutor for your child. Our staff works with groups of children and attempts to circulate and help them equally. If you have a special circumstance, we will try to accommodate you and your child to the best of our ability.

We ask that parents take responsibility for monitoring and checking all homework assignments for their child on a daily basis to insure completion. Our Coaches/Staff Members will make every effort to help your child to complete as much homework as possible. Sometimes the amount of homework a child can complete during homework hour depends on the difficulty of the assignment given and on the child's ability to work independently, so it is important for parents to check their child's homework assignments and folder daily.

We do not have mandatory homework hours on Fridays, although the children are free to do homework if they wish to.

10. FEES/SCHEDULE CHANGES AND CANCELLATIONS

10.1 REGISTRATION FEE

There will be a one time \$100.00 registration fee due at registration. If you cancel your registration before the end of the year, and re enroll, a new registration fee will be applied to your account.

10.2 REQUEST TO ADD/SUBTRACT DAYS TO YOUR SCHEDULE

Weekly schedules are decided upon registration. Requests for adding/subtracting days to your schedule should be sent to afterschool@superkickers.com 30 days in advance. This is subject to availability. If a request is not received on time, you will incur regular monthly charges. The Schedule change will take effect on the 1st of the month following the request. There will be no partial credits/refunds issued.

Group activities are subject to change depending on the Activity Coach's availability. If such changes occur, the parent will be notified by email.

10.3 LATE PICK UP FEE

There will be a fee of \$10 (ten dollars) for every 5 minutes you are late to pick your child after 6:09PM. There is a grace period of 9 minutes from 6:00pm to 6:09pm.

10.4 MAKE UPS

THERE ARE NO MAKE UP DAYS. If your child is absent for some reason, unfortunately you will **not** be able to make up the day, It would not be fair for the families whose children attend our Program for the whole week and thus do not have this option.

10.5 CLOSURES

The days that are already pre-scheduled to be closed as per the DOE School Calendar are NOT included in your tuition, meaning you do not pay for these.

In the event of unforeseen circumstances in which the DOE requires all afterschool programs to close, and that closure occurs on a day that is **not pre-scheduled** as per the DOE calendar, we cannot issue a refund and your account will be charged as per your registration.

10.6 CANCELLATIONS

Once you register, you are committing to the whole school year. To cancel before the end of the school year, we need you to send a request by email to afterschool@superkickers.com. We need a 30-day notice to terminate your registration. Otherwise, you will be charged the next full month of tuition.

11. MINI CAMPS

During the Mid-Winter and Spring Break and for all other school holidays (with exceptions listed in the calendar below), we offer Mini Camps at PS69 from 9:00-5:00 P.M. After School students can attend Mini Camps at a discounted price of \$50.00/day.

Please note that ALL children need to be registered for a Mini Camp in order to attend. Registration for Mini Camps is separate from after school registration and is required in order to ensure your child has a space in the desired Mini Camp. Please do not assume that we know that you will bring your child to any Mini Camp if you have not registered for it. Mini Camps are open to everyone, not only to After School members, and spots are limited. Cancellations for Mini Camp will only be accepted within 2 weeks before camp starts. After that, no refunds will be given.

12. MEDICATION ADMINISTRATION

As of January 31st, 2005, programs serving children aged 12 and under are required to have policies that define their willingness to administer medications. Only specially-trained adults are permitted to give your child medication during After School hours. At this time, we do not have an authorized, specially-trained adult available to administer medication during the After School hours. If your child is taking medication which requires administration during the program's hours, you will need to make arrangements as our program cannot administer medication other than those listed below:

- The Program can administer child-specific over-the-counter topical ointments (TO), lotions and creams, sprays , including sunscreen products (S) and topically applied insect repellent (R) with the parent's written consent. The parent must submit a written permission to administer to the Site Supervisor to be kept on file. All over-the-counter TO/S/R will be kept in their original containers so that they are applied in accordance with the package directions for use. They must be labeled with the child's first and last names.
- Staff NOT authorized to administer medications may administer emergency care through the use of epinephrine auto-injectors, asthma inhalers, or nebulizers, when necessary to prevent or treat anaphylaxis or breathing difficulty for an individual child, when the parent and the child's health care provider have decided such treatment is appropriate. The parent must submit an Emergency Reservation Form and an order from the child's health care provider to administer the emergency medication.

Additionally, for each child enrolled in our program, the parent is required to sign and upload the following documents to their Cogran Account:

- [Child Health Examination Form](#) (Same required by NYC day schools.)
- [Emergency Reservation Form](#)

Please note: These documents are required by the NYS Office of Children and Family Services (OCFS), and your child cannot attend the after school program unless you submit ALL of the following before the first day of After School, September 14th.

13. PROGRAM SUPERVISORS AND ADMINISTRATORS

After School Office Administrator

Giselle Dimitratos

afterschool@superkickers.com

(833)787-3754

After School Site Supervisor (Astoria PreK Q397)

(TEXT ONLY) In case of an emergency you may call.

Cell phone # will be provided to all parents enrolled before the first day of after school.

After School Manager

Rafaela Velloso

rafaela@superkickers.com

14. AFTER SCHOOL PROGRAM CALENDAR 2020-2021

14.1 MINI CAMP DATES

***Mini Camp dates are not guaranteed due to the Coronavirus. We may offer Mini Camp on the following dates:**

- September 28 Yom Kippur
- October 12 Columbus Day
- November 11 Veterans Day
- January 20 Dr. Martin Luther King Jr. Day
- February 17-21 Midwinter Recess
- April 9, 13-17 Spring Recess (04/10 is good Friday, we are closed)

14.2 DATES WE WILL NOT BE OPEN

***All dates are subject to change according to updates posted to the NYC DOE Public School Calendar 2020/2021.**

- September 12 Parent-Teacher Conference (to be confirmed)
- November 3 Election Day
- November 13-14 Parent-Teacher Conference (to be confirmed)
- November 26-27 Thanksgiving Recess
- December 23-January 1 Winter Recess
- March 4-5 Parent-Teacher Conference (to be confirmed)
- April 2 Good Friday
- May 7 Parent-Teacher Conference (to be confirmed)
- May 31 Memorial Day
- June 3 Anniversary Day
- June 9 Clerical Day

JUNE 24 LAST DAY OF AFTER SCHOOL

**If you have any questions, please contact the office at 833-787-3754
or by e-mail at afterschool@superkickers.com**



I, _____ parent of

_____ have read,

understood and I agreed to the parent/guardian/student responsibilities and the rules and expectations.

Parent/Guardian Signature

____/____/____
Date