

Parent and Student Handbook

YOUTH PROGRAMMING



Step by Step, Inc.

Section 1: Welcome to Step by Step, Inc.

For more than twenty-five years, Step by Step has ensured that disadvantaged children living in economically-challenged communities throughout the southern coalfields of West Virginia receive continuous, comprehensive care from birth to independent adulthood.

From its early days as a writing group for children in foster care, Step by Step has evolved into a regional grassroots 501 (c) (3) non-profit organization dedicated to supporting children and families as they learn to “dream, work, and grow” together.

Whether at our community centers, in our afterschool and summer programs, or as part of our home visits, at-risk children and their families have access to free education services, healthcare, economic support, and various training opportunities.

Mission Statement

Step by Step, Inc. is dedicated to people working together to achieve their dreams in kindred communities across West Virginia through dialogue, education, the arts, wellness, local leadership, and service.

Vision Statement

We envision sustainable, healthy, growing, and dynamic communities where people thrive and support each other to dream, learn, work, and play.

Where We Serve

Step by Step directly serves four counties (Kanawha, Lincoln, Logan, Fayette), maintains partnerships with communities in six additional counties (Wayne, Roane, Jackson, Mason, Mingo, and Boone), and coordinates multiple statewide initiatives.

We uniquely serve economically-challenged communities with limited access to resources due to geographic, cultural, or other forms of isolation. Along with providing direct services, Step by Step works closely with local and regional partners to increase the capacity of families and communities to care for themselves and their children.

Organizational Goals

- 1) To support parents and young children before entering the school system
- 2) To supplement the formal education of children and youth with opportunities for learning and growth during and outside the school day throughout their developing years.
- 3) To support young people as they make the transition to independent adulthood
- 4) To provide opportunities for education, mutual support, service, and leadership for community members of all ages
- 5) To analyze and provide input on social welfare policy and provide leadership and advocacy opportunities for youth and families.
- 6) To collaborate with other grassroots organizations to maximize mutual support, funding, and other resources.

Section 2: Program Policies and Procedures

Program Hours

Hours and days listed are base times, and hours can vary by site/location. Please check with your program coordinator or Facebook for more definite times.

Afterschool Programming,

KCCC, Monday through Friday from school dismissal to 5:30 pm

Piedmont, Monday through Friday from school dismissal to 5:30 pm

North Charleston, Monday through Friday from school dismissal to 5:30 pm

Horace Mann, Monday through Friday from school dismissal to 5:30 pm

West Side Middle School, Monday through Friday from school dismissal to 5:30 pm

Cap High, Monday through Friday from school dismissal to 5:30 pm

Summer Programming,

ALL sites are 9am-5pm

NCCC

KCCC

West Side Middle School

Cap High

Program Schedule/ Calendar

Step by Step's Kanawha Co. Programs operate Monday through Friday when school is in session. Due to funding and other factors, the afterschool program starts later than the first day of school and ends before the last day of the traditional/year-round school calendars.

Program Enrollment

All participants **MUST** have a current application on file. Applications must be filled out every school year/summer, even for returning students.

Once you complete the application, you will receive a confirmation and an email that your application was submitted. Your child will be enrolled in the program on a first-come, first-served basis as spots are available. It usually takes 2-3 business days to process your application. Once your application is processed, a Step by Step representative will contact you via email with details regarding your enrollment status and the mandatory parent orientation.

Mandatory Parent Orientation

We will be implementing a mandatory parent orientation for all new enrollees throughout the year as well as at the start of the school year for all parents.

- At least one Parent or Guardian must be in attendance for your child to start programming and **MUST** sign in on the attendance sheet for the orientation with all requested information
- We will have additional orientations per month as needed for new enrollments.

- If you fail to attend the orientation without proper communication, your student will not be permitted to attend the Afterschool Programming

Program families are allowed to attend any orientation at any of our program locations to meet this requirement. Please note if you attend an orientation not held at your child(rens) enrolled program site. The staff facilitating the orientation will only be able to review the general required program orientation materials. Staff will be unable to answer many site-specific questions you may have.

After attending orientation and completing all enrollment requirements, a program representative will email you your child's (rens) start date within the program and site-specific information. Your child(ren) cannot begin programming until you receive this confirmation with your start date.

Student Arrival

Step by Step's program will be open to their program participants starting at their scheduled start time. Your program will not be responsible for students who arrive at the program before programming hours. During afterschool, students must check in/ be present at the start of programming. Late arrivals are not permitted. If your child is in sports or extracurriculars through Kanawha County Schools, please communicate their schedule with your program coordinator and ensure they check in so they are not counted as missing. Please see the attendance policy for more details.

Step by Step nor its affiliated partners are liable for any child who does not get off the bus and/or come into the program for check-in at the start of programming.

Dismissal and Sign-Out Procedures

Unless proper notification has been provided, we will only release your child to the people you have specifically indicated on the authorized release form. We must receive a phone call or email from you to release your child to someone not on your list. We will require the identification of anyone you have permitted to pick up your child if they are unfamiliar with our staff. Approved forms of identification are,

- ☐ Valid Photo ID
- ☐ Work ID with photo and legal name,
- ☐ Student/Parent ID Badge

Sign Outs are NOT permitted within the first hour of programming. This is for the safety of our program participants and the respect of our staff members. Who goes above and beyond to provide your child the best possible experience while they are in our programs.

Late Pick-up Policy

Step by Step's Late Pick-up Policy has been developed to maintain the program's integrity and respect the hours of operation. If a child is not picked up on time, your program must be contacted immediately via phone. If your program has not been contacted within five minutes of closing, staff will attempt to contact the parent/legal guardian. If the parent/legal guardian

cannot be reached, your program will call from the child's authorized emergency contact and pick-up list. Your afterschool program will continue to attempt contact with the parent/legal guardian and/or the authorized emergency contacts until half an hour after closing. The program coordinator will be notified of this neglect.

The first time a child is picked up late, the parent will receive written notification of the late pick-up policy. A second late pick-up will result in a written warning. A third late pick-up will result in a mandatory meeting with the afterschool site supervisor and/or Program Director to discuss the excessive late pick-ups. A third late pick-up may also result in a one-day suspension. Frequent late pick-ups may result in your child no longer being able to participate in the program. Suppose a child remains at the afterschool program for one hour after closing and staff have not spoken directly to a parent or authorized pick-up who is on the way. In that case, staff will call Child Protective Services and/or the local police department to seek assistance in caring for the child until the parent (or alternate pick-up) can pick up the child.

Attendance Policy

All participants enrolled in a Step by Step program are required to attend programming a minimum of

- 3 Days a week for programs that operate Monday through Friday

to maintain their enrollment in the program, this does NOT automatically qualify them for any attendance biased incentive trips or events. This policy is implemented better to support our program participants and our amazing program staff when implementing the program curriculum. If your child becomes habitually absent from programming, their enrollment within the program will be terminated due to failure to comply with Step by Step's Attendance Policy. If your child is out, please communicate with your program coordinator to ensure the absence does not count against them. With proper and timely notification to your program coordinator, most absences can be excused within reason.

Cell Phone Policy

Students will not be permitted to have phones out in programming; they will need to be kept in their backpacks during programming hours. Site Coordinator contact information is provided if you need to get a hold of your student.

- If a student has a cell phone out, they will be asked one time to put the device away.
- The next time it will be documented as a BIF (Behavior Identification Form)
- The third time a student is asked to put their phone away they will be suspended for (3) days or up to termination from the program

Program Closings

If severe weather conditions make evening travel hazardous, the program can decide to cancel programming for that day to ensure the safety of students going home. Programs do not operate on the days schools are closed. All closings will be announced via email alerts, Facebook, and facility postings.

Communication

If you need to contact your program outside of programming hours, you can call Step by Step's main office at (304) 414 – 4452 between 8:00-3:00 Monday through Friday, and they deliver the message to your local program. Voicemail is checked regularly, and we will typically get back to you as soon as possible. Or contact your program director directly for a quicker response between 10:30 am-6 pm,

Keon Clark- keonc@stepbystepwv.org

Emails are a large part of Step By Step's communication with families in Kanawha County. So please ensure you are checking your email regularly. You must notify the program if your phone number or email address has been changed.

Code of Conduct

1. Play fairly and be honest.
2. Be respectful to program staff and volunteers.
3. Remove hats before entering the building.
4. Resolve disagreements positively.
5. Say only good things about other people.
6. Be respectful to other participants and their property.
7. Avoid the use of improper language.
8. Walk in the hallways.
9. Show respect to the facility and equipment.
10. Participate only in program areas open to your group.
11. Dress appropriately at all times.
12. Smoking, drugs, alcohol, and weapons are prohibited.

Discipline and Reward Systems

Minor Offenses -

1st Offense: Verbal warning

2nd Offense: Time out

3rd Offense: BIF

A parent or legal guardian will be notified and required to sign all Behavior Slips (BIFs).

After three BIFS (9 offenses), a parent conference will be required before the child can return to the program. Failure to attend or schedule a parent conference will result in your child being terminated from the program until further notice.

Major Offenses- All major offenses can constitute an automatic suspension without warning.

Major Offenses to include but are not limited to

- | | |
|-------------------------------------|---|
| ✓ Fighting | ✓ Inappropriate touching or sexual behavior |
| ✓ Disrespecting staff or volunteers | ✓ Gang activity, |
| ✓ Inappropriate language | ✓ Bullying. |
| ✓ Stealing | |
| ✓ Vandalism/Destruction of property | |

The length of a suspension may range between one and five days, depending on the severity of the offense and previous offenses.

Note: This is only a guideline. Actual consequences are determined on a case-by-case basis and at the discretion of the Program Coordinator and/or the County Director. In place of suspension, other consequences, such as on-site suspension, may be implemented.

In addition to our three-tier discipline policy, Step by Step also encourages and rewards students with outstanding attendance, positive behaviors, and accomplishments throughout programming in various ways. Some of these include but are not limited to,

- Daily: Points and Reward Systems are mandated by each site for students who are in attendance and are on great behavior for the day. At the end of each week students can spend points/tickets on various prizes.
- Monthly: Reward parties as earned by the site. Parties vary from Movie Days, Free Days, Pizza Party, Ice Cream Party Ect. This is for students who have met the code of conduct and standards set for 80% of the month.
- Semester/Yearly*: Requirements vary by event type. These incentives are reserved for students who go above and beyond each semester/year by attending programming the required amount of days (90 days for end of year incentive), and have no tier three (BIF) incidents on file for the semester/year. These expectations and standards are conveyed weekly to students in programming. (Trips/Events are dependent on funding at the time)

Personal Property

Participants are responsible for all of their personal items. Please label all belongings to increase the chances that a lost or stolen item is returned. Your afterschool program is not responsible for any lost or stolen items. Personal cell phone usage and other electronic devices are only allowed with an instructor's permission.

Toys - Toys should not be brought to programming. They are most often lost, fought over, or broken.

Electronics - Cell phones, iPods, game boys, and other electronic devices should not be used during programming. Please talk to your child's teacher if you have any questions or concerns.

Kanawha Dreamers Family Resource Center

Step by Step's afterschool programs operate as hubs for our Kanawha Dreamers Family Resource Center. This is so we can provide resources and support for your entire family. All participants who enroll in a Step by Step program will automatically be enrolled in the KDFRC. A will receive communications, benefits and resources through the FRC program. If you do NOT want to be automatically enrolled in the KDFRC please contact your program coordinator to unenroll from the KDFRC.

Section 3: Emergency Procedures

In the event of an emergency that requires evacuation, Step by Step will evacuate

participants to a designated meeting location where the Site Coordinator and/or leader will conduct a roll call.

In the event of an emergency that requires shelter-in-place, the afterschool program will follow shelter-in-place procedures and conduct a roll call. If you need to contact your child during shelter-in-place, please contact the Site Coordinator who will be the designated contact person during the emergency. Emergency procedures will be communicated to participants and drills will occur once a semester.

Section 4: Program Activities

Participants engage in the following activities on a daily basis:

- Physical Activity
- CACFP/SFSP Certified Meals
- Science, technology, engineering and math (STEM) enrichment
- Arts and Crafts

Participants also engage in the following activities weekly or by semester depending on availability:

- Bullying Prevention
- Life Skills
- Robotics and Coding
- Field Trips

Section 5: Student Health

When Your Child is Ill

When your child is ill and won't be coming to the program, please call that day and let us know of anything that has happened at home or elsewhere, which may affect your child's behavior at the program.

When to Stay Home

Your child must be excluded from school if in the last 24 hours after he/she has had:

- | | |
|---|--|
| ✓ Vomiting | ✓ Unexplained rash, blisters, or hives |
| ✓ Diarrhea | ✓ Lice or nits** |
| ✓ Fever above 100 degrees | |
| ✓ Communicable disease (including chicken pox and strep throat) | |

** Lice and/or nits must be treated two times over a two - week period before children are allowed back. As you can understand, this both protects the other children in the program as well as yours and helps to eliminate the costly extermination fees that can be accompanied by lice infestation.

If Your Child Becomes Ill at our Program

If your child becomes ill while at one of our programs, he/she will be isolated from the rest of the group where we can evaluate him/her to see what may be wrong. You will be notified and advised accordingly and may be expected to pick up your child IMMEDIATELY. If you cannot be reached, your emergency backups will be contacted to pick up.

Medications

Step by Step's afterschool programs cannot administer any medications.

Section 6: CACFP/SFSP Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. fax:
(833) 256-1665 or (202) 690-7442; or
3. email:
Program.Intake@usda.gov

This institution is an equal opportunity provider.

Section 7: Contact Us

Program Coordinators kanacoordinators@stepbystepwv.org

Kanawha Afterschool Director Keon Clark- keonc@stepbystepwv.org

Step by Step, Inc.

304-414-4452

Administrative Office
Office Hours: 9:00-3:00

Physical Address:
415 Dickinson Street
Charleston, WV 25301

Mailing Address:
Step by Step, Inc.
P.O. Box 11440
Charleston, WV 25339-1440



Step by Step Program Agreement Contact

By signing below, my child and I understand and agree to all of the policies and procedures listed in Step by Step's youth program handbook. And will follow them with the utmost respect while participating in Step by Step's Programs.

Students Name: _____

Parent/Guardian's Name: _____

Parents/Guardians Signature: _____

Parents/Guardians Cell Phone Number: _____

Parents/Guardians Email: _____

Date: ____ / ____ / ____