

Parent Handbook

WELCOME LETTER

Dear Bridge to Success Families,

Welcome to the Bridge to Success After School Program! We are excited to have your child as a part of our program and are looking forward to a fantastic year.

At Bridge to Success, we provide a safe and nurturing environment where children can learn, grow and have fun. Our dedicated staff is committed to providing a wide range of activities that are both engaging and educational. We offer homework help, arts and crafts, sports, stem projects and other fun activities.

Our program is committed to providing high-quality care to your children. We believe in open communication and encourage you to reach out to us with any questions or concerns you may have. We value your input and feedback and welcome the opportunity to work together to make the program the best it can be.

Please take some time to review the Parent Handbook that has been provided to you. It contains important information about the program, including policies, procedures, and expectations. If you have any questions or concerns, please do not hesitate to contact us.

We are thrilled to have your child as a part of our program and are looking forward to a fun and successful year ahead!

Sincerely,

Nichole Robinson
Program Director
Bridge to Success After School Program

ABOUT OUR PROGRAM

Our program is designed to support children's academic and personal growth in a safe and nurturing environment. We believe that all children deserve the opportunity to succeed and thrive, and we strive to provide the resources and support they need to achieve their goals. Our program is staffed by experienced and dedicated professionals who are passionate about working with children. We offer a range of activities and services to support children's academic success, including homework help, tutoring services, and enrichment activities. We also provide opportunities for social and emotional growth through activities such as team-building games and community service projects.

MISSION & VISION STATEMENTS

Our mission at Bridge to Success is to provide a safe, supportive, and engaging after-school program that empowers students to thrive academically, socially, and emotionally. We aim to bridge the gap between school and home by offering a nurturing environment where students can build positive relationships, enhance their skills and knowledge, and develop a sense of community and belonging. Our goal is to help students succeed in all areas of their lives and prepare them for a bright future.

Our vision is to empower children with the tools, knowledge, and confidence they need to succeed in life. Through engaging activities, positive role models, and a supportive community, we strive to inspire a lifelong love of learning and a strong sense of personal responsibility. We envision a future where all children have access to the resources and support, they need to thrive, both in and out of the classroom.

PROGRAM SCHEDULE

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3:00pm-3:00pm	Class Dismissal and Pick Up	Class Dismissal and Pick Up	Class Dismissal and Pick Up	Class Dismissal and Pick Up	Class Dismissal and Pick Up
3:00pm-3:30pm	Supper	Supper	Supper	Supper	Supper
3:30pm-4:00pm	Homework Help	Homework Help	Homework Help	Homework Help	Homework Help
4:00pm-4:45pm	Outside/Indoor play	Outside/Indoor play	Outside/Indoor play	Outside/Indoor play	Outside/Indoor play
4:45pm-5:30pm	Enrichment Activity - Art	Enrichment Activity - Music	Enrichment Activity - Sports	Enrichment Activity- STEM	Enrichment Activity - Open
5:30pm-5:50pm	Free Choice Activities	Free Choice Activities	Free Choice Activities	Free Choice Activities	Free Choice Activities
5:50pm-6:00pm	Wrap-Up & Program closing	Wrap-Up & Program closing	Wrap-Up & Program closing	Wrap-Up & Program closing	Wrap-Up & Program closing

*Snacks will be served daily after outside/indoor play.

For Wednesdays, when the program starts at 1pm, the schedule below is a good reflection of your child's day.

Time	Wednesday
1:00 - 1:10	Arrive to program
1:10 - 2:10	Indoor/outdoor activities
2:10 - 3:00	Supper/ Choice Activity

Wednesday's program starts at 1:00pm due to early school dismissal but follows the same schedule as the other days beginning at 3pm.

*Some scheduled activities are subject to change.

ATTENDANCE & LATE PICK-UP

Attendance and Late Pick-Up Policy

At Bridge to Success After School Program, we believe that regular attendance is essential for a child's success in our program. We also understand that unexpected circumstances may arise that prevent your child from attending. In such cases, please notify us as soon as possible.

Attendance:

- Regular attendance is required for your child to benefit fully from our program.
- If your child will be absent, please call or email to inform us beforehand if possible.
- After several unexcused absences, we will contact you to discuss a plan for improving attendance and best meeting your childcare needs.
- If your child will be absent for an extended period due to illness or other reasons, please notify us in advance.

Late Pick-Up Policy:

At Bridge to Success After School Program, we understand that sometimes unforeseen circumstances may arise, causing you to be late picking up your child. However, it is important to respect our staff's time and to ensure that all children are picked up in a timely manner.

Therefore, we have implemented the following late pick-up policy:

A 5-minute grace period will be provided to families. A late fee of \$1 per minute per child will be charged for every minute that a child is not picked up after the program grace period ends. For example, the program ends at 6:00 pm and a child is picked up at 6:25pm, a late fee of \$20 will be charged.

If a child has not been picked up within 15 minutes after the program ends, our staff will make every effort to contact the parents or guardians using the emergency contact information provided.

If a child is consistently picked up late, the parents or guardians will be asked to meet with the program director to discuss a solution to the issue.

We appreciate your cooperation in ensuring that all children are picked up on time. Thank you for your understanding.

PROGRAM CLOSURE/EMERGENCY PROCEDURES

Emergency Program Closures

In the event of an emergency, the Bridge to Success After School Program may be closed for the safety of the students and staff. If the program is closed, families will be notified as soon as possible through the following channels:

Email: Families will receive an email notifying them of the program closure.

Phone Call: Families will receive a phone call from a program staff member notifying them of the program closure.

Website: The program website will be updated with information regarding the closure.

It is important that families have a plan in place for their child in the event of an early closure or program closure due to an emergency. Please make sure the program has updated emergency contact information for each child.

Emergency Procedures

In the event of an emergency, program staff will follow the procedures outlined by the school district. If evacuation is necessary, students will be escorted to the designated emergency evacuation area.

If a student requires emergency medical attention, program staff will immediately call 911 and contact the emergency contact listed on the child's registration form.

Please note that it is important for families to keep their contact information up to date in case of an emergency.

Inclement Weather Program Closures

In the event of inclement weather, Bridge to Success program will follow the Baltimore City Public Schools' closure policy. If Baltimore City Public Schools close early or are closed for the day, Bridge to Success program will also be closed. In the event of inclement weather during the program hours, Bridge to Success program staff will monitor weather conditions and may take necessary precautions to ensure the safety of all students, including contacting parents/guardians for early pickup.

Parents/guardians will be notified of program closures via email and/or phone as soon as possible. It is important that parents/guardians ensure their contact information is up-to-date and accurate to receive timely notification of any program closures or emergencies. Bridge to Success program will make every effort to provide as much notice as possible in the event of a program closure or emergency

FOOD & SNACKS

Our program is proud to participate in the Baltimore City Schools Supper and Snacks program, which provides nutritious meals and snacks to children in our care at no cost to families. Our cafeteria staff serves a daily afternoon snack and supper is also provided from 3:00-3:30 pm Monday through Friday and from 2:30-3:00 pm on Wednesdays.

We understand that some children may have dietary restrictions or preferences, so families are welcome to send their children with additional snacks or food as needed. We kindly request that any food from home does not require refrigeration or heating. Additionally, we ask that families notify us of any food allergies or dietary restrictions their child may have.

FIELD TRIPS & SPECIAL EVENTS

Field Trips

The Bridge to Success After School program will plan and organize field trips and special events for the benefit and enjoyment of our students. Please note that some field trips may require an additional fee to cover transportation and admission costs. Families will be notified of any additional fees associated with a particular field trip or special event in advance.

It is important to understand that participation in field trips and special events is voluntary. Parents or guardians must sign a permission slip before a student can participate in any off-campus activities. Additionally, for the safety and security of all students, we reserve the right to cancel any field trip or special event due to inclement weather or other unforeseen circumstances. We will make every effort to reschedule any canceled activities whenever possible.

Lastly, please understand that while on a field trip or participating in a special event, students are representing our program and are expected to adhere to the same behavior standards outlined in our code of conduct. Failure to do so may result in disciplinary action and may impact a student's eligibility to participate in future activities.

HOMEWORK HELP

At Bridge to Success, we understand the importance of completing assignments or projects on time and to the best of each student's abilities. To facilitate this, we have implemented a homework help protocol to support students with their assignments.

Homework Time: Each day, we will provide students with a designated homework time, during which they will have access to materials, resources, and support from staff. *(See Program Schedule)*

Staff Assistance: Our staff members are trained to assist students with their homework assignments. If a student is struggling with a particular assignment, they are encouraged to ask for help.

***Peer Tutoring:** Students are also encouraged to help each other with homework assignments. Our staff will facilitate peer tutoring sessions during homework time, and students can work together to solve problems and complete assignments.

Positive Reinforcement: We believe in celebrating students for their hard work and dedication.

Parental Involvement: We encourage parents to stay involved in their child's homework assignments. Parents can help by providing a quiet study space at home, setting a regular homework routine, and communicating with our staff about their child's progress.

We also host themed events that require parental participation and support which allow for engaging with the students in various activities.

***Please note that while our program offers homework help and support, it is ultimately the responsibility of the student and their parents/guardians to ensure that all homework is completed correctly and submitted on time. We encourage parents/guardians to review their child's completed homework and double-check for accuracy. Our program is not liable for any missed assignments, incomplete work, or any negative consequences that may arise because of incomplete or inaccurate homework.**

**** We can also refer students to a professional tutoring service if needed. Services will be performed during program hours unless other arrangements have been made.**

Bridge to Success Health & Safety Protocol

Emergency procedures: In case of an emergency, staff will follow the emergency procedures outlined in the program handbook.

CPR/First Aid: All designated staff members are required to be trained in first aid and CPR. In case of an emergency, staff members will provide immediate first aid and contact 911 if necessary. All incidents will be documented and reported to the program director and parents/guardians.

Medical information: Parents/guardians are required to provide accurate medical and emergency contact information for their child on the registration form. This information will be kept confidential and shared with program staff as needed.

Medication Policy: The Bridge to Success program has trained staff that are able to administer medications prescribed by your child's physician. However, please note that there is a form that must be completed by the child's physician before any meds can be administered. All medications are stored in a locked cabinet or bin.

Illness policy: Students who show signs of illness will be separated from the group and monitored by program staff until they can be picked up by a parent/guardian. Students must be symptom-free for 24 hours before returning to the program.

COVID-19 Protocol: Bridge to Success After School Program is committed to providing a safe and healthy environment for all students, families, and staff members. We will follow all recommended guidelines and protocols from the CDC and local health department to prevent the spread of COVID-19. If a student or staff member tests positive for COVID-19 or is exposed to someone with COVID-19, we will follow all necessary reporting and quarantine procedures as directed by the local health department.

Hygiene policy: Students and staff are required to practice good hygiene, including washing hands regularly and covering coughs and sneezes with a tissue or elbow.

Cleaning and disinfecting: Program facilities and equipment will be regularly cleaned and disinfected to prevent the spread of germs.

Field trip safety: Prior to any field trip, staff will conduct a safety assessment and review emergency procedures with students. Parents/guardians will be informed of the details of the field trip and asked to sign a permission slip.

Non-discrimination clause: The program prohibits discrimination based on race, color, national origin, sex, age, disability, or any other legally protected status. All students will be treated fairly and with respect. Any incidents of discrimination should be reported to program staff immediately.

Weather protocol: In the event of extreme weather conditions, such as severe thunderstorms or winter storms, program staff will follow established procedures for student safety. The program will follow all weather-related school closures and early release times. Parents/guardians will be notified of any program cancellations or schedule changes.

Family Events

As a part of our commitment to building a strong community and promoting family engagement, we organize several family-friendly activities throughout the year. In addition to the regular program schedule, we host quarterly events that are designed to be fun and educational for both children and their families.

Some of the events we organize include a Friendsgiving celebration, where families can come together to enjoy a potluck dinner and give thanks for all the good things in their lives, and a cookies and cocoa event in the winter. These events are a great way for families to spend time together, meet other families in the program, and build strong connections within the community.

We encourage families to participate in events and look forward to seeing everyone there. Please note that some of these events may require advance registration and may have limited capacity, so be sure to check with program staff for more information.

PAYMENT POLICIES & PROCEDURES

The Bridge to Success After School program is committed to providing high-quality services to families. To ensure that our program runs smoothly, we have established the following payment policies and procedures:

Payment Due Date: Payments for each month are due on the first of the month. Families who do not pay on time will be subject to late fees.

Late Fees: A late fee of \$5/day will be charged for payments made after the first day of the month.

Payment Methods: Payments can be made by money order, or online through our secure payment portal. In the event of a returned payment, a late fee of \$25 will be assessed and the account must be reconciled within five business days. If there are (3) return payments in a school year, the family will be required to pay using a cashier's check or money order. All money orders should be made out to Bridge to Success After School Program.

Automatic Payments: Families have the option to set up automatic payments through our secure payment portal. This ensures that payments are made on time and helps families avoid late fees.

Financial Assistance: Limited financial assistance is available for families who demonstrate a need. Families can apply for financial assistance by contacting the program director. Eligible families can apply for an MSDE childcare scholarship at:

<https://earlychildhood.marylandpublicschools.org/child-care-providers/child-care-scholarship-program>

We understand that unexpected financial hardships can occur, and we are willing to work with families to find a solution. However, consistent late payments can have a negative impact on the program's ability to operate effectively. We ask that families prioritize timely payments to ensure that our program can continue to provide high-quality services to all our students.

If a family falls behind on payments and has not planned with the program director for alternative payment plans, the following procedures will be followed:

4. After one week of missed payment, a reminder notice will be sent to the family.
5. If payment is not received within two weeks of the missed payment, the family will receive a written notice of dismissal from the program.
6. If payment is not received within three weeks of the missed payment, the student will be dismissed from the program.

*If you are experiencing financial difficulties, please speak with the program director to discuss possible alternative payment plans. Thank you for your cooperation and understanding in this matter.

DISCIPLINARY ACTION**Disciplinary Policy**

The Bridge to Success aftercare program has a zero-tolerance policy for any behavior that threatens the safety of our students, staff, or community. We believe in fostering an environment that encourages positive behavior and respectful interactions among all program participants. However, when necessary, the following disciplinary policy will be followed:

Minor Offenses:

Minor offenses include but are not limited to:

- Inappropriate language or behavior
- Not following program rules
- Being disruptive during program activities

Consequences:

1st Offense: Verbal warning/Redirection/Reflection time

2nd Offense: Written warning and/or parent notification

3rd Offense: Suspension from the program for 1 day

4th Offense: Suspension from the program for 3 days

Major Offenses:

Major offenses include but are not limited to:

- Violence or the threat of violence
- Possession or use of drugs or alcohol
- Bullying or harassment
- Theft or vandalism

Consequences:

1st Offense: Suspension from the program for 3 days and parent notification

2nd Offense: Suspension from the program for 1 week and parent conference

3rd Offense: Expulsion from the program

In situations where a student poses a serious threat to the safety of themselves or others, immediate action will be taken, and the appropriate authorities will be notified.

CODE OF CONDUCT

The Bridge to Success After School Program is committed to providing a safe and respectful environment for all students. To ensure the safety and well-being of all program participants, we have established the following code of conduct:

1. **Respect:** Students are expected to always treat their peers and program staff with respect. Bullying, teasing, name-calling, and disrespectful language or behavior will not be tolerated.
2. **Responsibility:** Students are responsible for their own actions and behavior while participating in the program. This includes following program rules, completing homework and assignments on time, and adhering to the guidelines set forth by program staff.
3. **Safety:** Students must adhere to all safety guidelines and rules set forth by program staff.
4. **Property:** Students are expected to treat program property with respect and care. Any deliberate damage or theft of program property will result in disciplinary action and restitution.
5. **Attendance:** Students are expected to attend the program regularly and arrive on time. Absences and tardiness must be reported to program staff.
6. **Disciplinary Action:** Violations of the code of conduct will result in disciplinary action as noted in discipline policy.

Non-Discrimination Clause:

7. Bridge to Success After School Program is committed to providing a welcoming and inclusive environment for all participants, regardless of race, ethnicity, gender, sexual orientation, religion, ability, or any other characteristic protected by law. We do not tolerate discrimination or harassment of any kind and will take appropriate action to address any such behavior.

By signing below, I acknowledge that I have read and understand the Bridge to Success After School Program Code of Conduct and agree to abide by its guidelines.

Student Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____