PARENT HANDBOOK
2019-2020

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Dear Parents/Guardians,

The Jewish Community Center of Greater Buffalo is extremely pleased to provide an after school care and enrichment program for your child. By selecting the Kids Place After School program you are giving your child the opportunity to benefit from a quality program that has a foundation of Jewish traditions and values and many years of experience in serving children and their families.

We appreciate and respect the choice you have made for the JCC to be the provider of care for your child. We recognize the incredible responsibility you have placed on us and will do our utmost to meet your expectations and needs. This is a very important partnership.

Kids Place is based on the belief that children thrive in group-oriented settings. Through a wide range of programs, our staff will guide your children in the growth of their social skills, self-esteem, skill development, and leadership.

This Parent Handbook has been designed to answer your questions, to promote communication between our staff and your family, and to assist you in understanding our policies and procedures. The policies ensure that his/her experience in the Kids Place After School program is positive, safe, and rewarding.

Please read this booklet carefully and keep it on hand. Refer to it as needed during the year. We anticipate a fun and safe year for all!

We hope to not only meet but to exceed the expectations of you and your family. Kids Place strives to provide a happy and productive atmosphere for your child to spend their afterschool hours. If you have any questions, suggestions, or concerns, please feel free to contact us.

Sincerely,

Kids Place Directors
Kids Place Philosophy

We strive to create a quality program that has a foundation in Jewish traditions and learning that creates a happy and positive environment.

We believe children thrive in a community based group oriented setting. We promote our children’s growth of their social skills, self-esteem, skill development, and leadership through comprehensive enrichment based programming that is safe, positive, and rewarding. We believe that by having trained, best practice oriented staff and programming, we can ensure that our children are given the top level of care.

Non-Discrimination Statement

Kids Place participates in the USDA’s CACFP snack program.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.
Kids Place & Vacation Camp & Program Registration

Please note, early registration is recommended to ensure your child has a spot in our program. There is a one week waiting period from the date the completed registration materials are received until the date the child is able to start.

Kids Place Afterschool Program

Admission Requirements
1. Kids Place Registration Form & Terms of Enrollment/Payment (completed online or mail in)
2. Child Enrollment and Release/Child Information Form
3. Activity Sign Up Sheet
4. CACFP Enrollment Form—Benderson only
5. Medication Administration Waiver form (as needed)

Next Steps
1. Submit registration documents via mail or in person at the JCC membership services desk.
2. There is a one week waiting period from the date the completed registration materials are received until the date the child is able to start the program.
3. Contact our office if you would like to visit the program prior to enrollment.

The person who completes the registration paperwork is responsible for the payments and is the only one who can alter the forms.

Payments and Fees

Registration Fee and Deposit
- $30 per child Registration Fee
- $50 per child Deposit (applied towards June 2020 payment)

Monthly Fees
Monthly fees are listed on the Kids Place Registration Form, available for review on our website (www.jccbuffalo.org) or in person at the JCC. NEW in the 2019-2020 school year, the JCC is offering a discount for families that use their EFT (Electronic Funds Transfer, a direct debit from a checking account) to pay their monthly child care balance.

Attendance
Please contact the Site Director if your child will be absent. We do not give credit for days children are absent.

Inclement Weather Plan
We expect to run a Full Day program for children in grades K-6 whenever Buffalo Public Schools and/or Williamsville Central School District are closed. We ask that you follow the following guidelines to register your child for a full day program:

1. Please email the Director before 7:30 am to register.
2. Children may be dropped off starting at 8:00am and must be picked up before 6:00pm. Please be advised that your child(ren) should bring a bag lunch, swim suit and towel and weather appropriate clothing, so we can take advantage of all the snow!
3. Final registration and payment will take place with Kids Place staff at child drop-off in the morning. They can accept cash, check or credit card number + 3 digit security code.
4. Cost for the program is:

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Late Pick-Up Fee
Pick up time for Kids Place is before 6:00 pm. $1.00 per minute after 6:00 p.m. will be charged to your account. Chronic lateness could result in termination from the program.

It is critical to always contact the Site Director if you are going to be late. If a child has not been picked up by 6:10pm, staff will begin making phone calls to the child’s emergency contacts, in order as provided.

If a child has not been picked up by 7:00 p.m. and no authorized person has been reached, the local police will be notified. This may result in termination from the program.

Daily Additions
Daily Additions are possible with approval from the Director, based on space and availability. Payment will be charged within 48 hours after date of service to account on file.

Fees: $25 JCC Members, $30 Non Members

Early Dismissal/Conference Days, Vacation Club
Vacation Clubs and Early Dismissal Days ARE NOT included in the price of afterschool. There will be a separate fee associated with signing your child up for camps. Registration for these days is not assumed based on Kids Place enrollment, and all participants must be registered in advance.
Payments

The JCC will set up a payment plan for Kids Place families for the entire school year. We will only accept payments in the form of automatic monthly charges to your Mastercard, Visa, or Discover card OR automatic monthly bank withdrawals/EFT. Payment is due in full regardless of absenteeism, holidays or weather related closings.

Service Charges

The JCC charges a $20 fee for credit cards and a $20 fee if any EFT payment is declined. If new payment arrangements have NOT been made by the 10th of the month, a child may NOT attend Kids Place until all fees are paid. (The parent/guardian is responsible for fees during the period of suspension).

County Child Care Subsidy

Families are responsible for paying the parent fee and any amount not covered by the county program. The JCC requires a current letter of approval to be on file before a child can begin attending. Families may owe a weekly parent portion, and the JCC must have payment arrangements schedules prior to the child participating.

JCC Financial Assistance

Participants interested in applying for confidential fee assistance must fill out the Fee Assistance application and Program Registration Form. You are responsible for the full program fee, until a JCC representative has contacted you regarding the amount of financial assistance for which you are eligible.

Program Withdrawal

Four weeks’ notice is required prior to withdrawing your child from the program. Some extenuating circumstances may allow for a shorter period of notice based on the decision of the Director.

Schedule Changes

Schedule changes must be made by the 20th of the preceding month. (This is for permanent and/or temporary situations.) Temporary schedule change requests will be reviewed on a case-by-case basis by the Director.

The Kids Place Program provides children with developmentally appropriate activities by scheduling a variety of individual and group offerings. A weekly lesson plan and schedule of activities is posted in each classroom.

Jewish Experience

Kids Place celebrates Jewish customs and heritage. Each Friday, we welcome the Sabbath with a short ceremony that includes the lighting of the Shabbat candles and blessings. Our celebration of Jewish holidays may include stories, art projects, and preparation of traditional foods.

Sample Daily Schedule

This is a sample of a daily schedule*

Each room has their daily schedule posted.

- 2:30-3:30 Sign In, Playground/Gym
- 3:30-4:00 Snack & Homework
- 4:00-4:30 Free Play Time
- 4:30-5:00 Counselor-Led Activity
- 5:00-6:00 Playground/Gym

*Schedule may vary

Homework Time

Classroom schedules will provide 30 minutes daily of Homework/Quiet Time if needed. Every family has different expectations of their children in regards to homework. **If your child requires extra attention or assistance during homework time, please let the Director know in advance.**

Snacks/Cooking

The Center will provide a daily Kosher snack for children. We encourage healthy eating habits by providing nutritious snacks following CACFP (Child and Adult Care Food Program) guidelines. **Please notify us in advance if your child has any specific food allergies or other dietary concerns.**

A monthly snack calendar is posted in each classroom and emailed to parents at the beginning of each month.

Food from home may only be eaten by your child. Home-made baked goods, etc. are not permitted to be served to the rest of the children. If you would like to send in a treat or snack to share, please keep in mind we ONLY serve foods that meet Kashrut standards and are nut-free.

Learn more about our CACFP snack program and measures to prevent childhood obesity at [http://www.health.ny.gov/prevention/nutrition/resources/parentres.htm](http://www.health.ny.gov/prevention/nutrition/resources/parentres.htm)
What to pack for Kids Place

- Swimsuit and towel for swimming (as needed)
- Sneakers & Socks
- Seasonally appropriate outdoor play clothing
- Extra clothing/underwear (accidents happen to the best of us!)

The Director will inform you if it is necessary for you to supply anything else for your child.

Sack Lunches

You will be required to provide your child with a lunch for Vacation Camp and Early Dismissal days. Please label your child’s lunch bag. We are unable to heat up or refrigerate any lunches, so we ask that parents please pack accordingly. We do provide morning and afternoon snacks.

Behavior Management and Discipline Policy

The Kids Place Discipline Policy is thoroughly reviewed and discussed during staff orientation. Under no circumstances shall discipline of a child at the JCC involve hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, unsupervised isolation, withholding of emotional responses or stimulation, or enforced silence for long periods of time.

Behavior Management Techniques

Kids Place staff will:

1. Involve the children in the development of the “house rules.”
2. Maintain consistent behavior expectations.
3. Guide children by setting clear, consistent, fair limits for program behavior.
4. Use natural and logical consequences.
5. Redirect children to a more acceptable behavior or activity.
6. Use positive reinforcement, including a positive behavior recognition Program (Mitzvah Stars)
7. Make eye contact and listen when children talk about their feelings and frustrations.
8. Guide children to resolve their own conflicts through the use of conflict resolution skills.
9. Use effective praise that is immediate, sincere and specific.
10. Modify and structure the environment to attempt to prevent problems before they occur.

Discipline Action Steps

1. “Personal Time”
   Removal of child from a situation for up to 5 minutes so they can regain control of their behavior.
2. Verbal or written communication to parent/guardian regarding a child’s behavior.
3. Behavior Action Plan
   The parent/guardian is responsible for contacting the site director to set-up an appointment to discuss the child’s behavior. The parent and Director will create a behavior plan to encourage positive interactions.
4. Suspension
   Serious behavior problems will result in immediate suspension, and you will be responsible for picking up your child immediately.
5. Termination
   Our program cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to, the following:
   - behavior that requires constant attention from the staff,
   - behavior that inflicts physical or emotional harm on other children or self
   - behavior that abuses the staff and/or ignores or disobeys the rules.
   If a child cannot adjust to the program setting and behave appropriately, the child may not be able to return to the program.
   Reasonable efforts will be made to assist children in adjusting to the program setting.
Policies and Procedures

Please notify Kids Place in the event:

1. Your child will not be attending Kids Place that day.
2. You will be picking up late.
3. A different person is picking up your child.

Attendance Policies

Please inform the Kids Place Director before 1:00 p.m. if a child will be absent, if your child has contracted any communicable illness, or if your child will be out for a long period of time.

Benderson Building:
Please either email dshearn@jccbuffalo.org OR call 716-688-4114 ext 303.

Holland Building:
Please either email cdusher@jccbuffalo.org OR call 716-886-3145 ext 420.

Transportation Policies

1. Williamsville Central Schools and Buffalo Public Schools provide FREE transportation with the same drop-off destination 5 days per week. Kids Place staff will meet the busses upon arrival at the JCC.
2. A parent who transports his/her child to Kids Place must accompany him/her to the Kids Place room and check in with the staff.

Pick-up Policies

Kids Place children must be picked up no later than 6:00 p.m. Monday—Friday. If the JCC closes early due to a holiday or inclement weather, the families will be notified in advance.

Whenever you pick-up your child, you must enter the site and sign the attendance sheet indicating your child’s departure time. For the safety of your child, the staff cannot release any child before he/she has been signed in or out properly by an adult (18 years old or older) that is on the child’s release form. Before the child can leave the JCC, the adult must sign the child out and provide picture identification. Only those listed on the registration form will be allowed to pick up the child. Additions to the list MUST be made in writing.

ID is required by everyone until faces become familiar to staff. After this time, ID will be required in the event of a different person picking the child up or substitute staff being present at the site.

Please see your Site Director to add an adult to the registration form to prevent any pick-up problems. Remember that only the parent/guardian that signed the registration documents can alter the forms. We expect your full cooperation with this policy.

Late Pick-Up Policy

A $1.00 per minute per child late fee after 6:00 p.m. will be assessed. Chronic lateness could result in termination from the program. For consistency, the program will use the clock at site for time reference. It is critical to always contact the Site Director if you are going to be late.

If a child has not been picked up by 6:10 pm, staff will begin making phone calls to the child’s emergency contacts, in order as provided.

If a child has not been picked up by 7:00 p.m. and no authorized person has been reached, the local police will be notified. This may result in termination from the program.

Custody Issues

In the unfortunate event of a difficult/dangerous custody situation where a court order is in place, please contact the Director to set up guidelines regarding the release of your child. You must provide a copy of any court documents regarding the restriction of release of children in our care.

Parents/guardians are responsible for resolving any issues that may arise from their child’s participation in our programs. The JCC will not get involved in disputes. A child may be removed from the program until the parents/guardians are able to resolve the differences.

Intoxicated Adult Policy

JCC staff will encourage any adult who appears intoxicated to call an emergency contact or a taxicab to transport the adult and child home. If an adult chooses to leave, JCC staff will document the license plate number and call the police.

Personal Belongings

In support of the rules of our program, please instruct your child to leave toys, electronic games, and other personal articles from home in their backpack while at the program. The JCC is not responsible for items lost, broken, or stolen during program hours. Articles that are left behind at the end of the day will be placed in the site’s lost and found.

Lost and Found

If an item is missing, please check the Lost and Found bins located around the JCC for your convenience:

- Kids Place Rooms
- Member Services Desk
- Locker Rooms/Pool Deck
Electronics

Cell phones, laptop computers, MP3 players, hand-held video games and other similar electronic devices are NOT allowed in the Kids Place Program. If children bring electronic devices to the program they will be asked to put the items away immediately.

Cell phone use during Kids Place is very disruptive. Please do not communicate with your child via cell phone during Kids Place hours. Messages for your child should be relayed through the Kids Place office.

Please help support our policy.

Termination of Enrollment by the JCC

In certain circumstances, it may be necessary to discontinue a child’s participation from the program. Reasons for removing a child from the program:

- Non-payment of fees.
- Chronically disruptive or violent behavior exhibited by child.
- Parent/guardian displays disrespectful or uncooperative behavior.
- Continued violations of JCC policy
- Custody situations that involve parents that are unable to resolve differences as it relates to the JCC program.
- The Center’s inability to meet the child’s needs.

Such a decision would be based on whether it is in the best interest of the child, the other children in the program, and the overall operation of the Center to terminate enrollment. Every effort will be made to correct a problematic situation before a final decision is made. Parents are encouraged to disclose any information to help the Kids Place staff be as attentive to a child’s needs as possible.

THE DIRECTOR RESERVES THE RIGHT TO CANCEL ENROLLMENT OR DISMISS A CHILD WHOSE CONDUCT INFLUENCES OTHERS OR IF THEIR BEHAVIOR IS DEEMED UNSATISFACTORY AND/OR DISRUPTIVE TO THE BEST INTEREST OF THE PROGRAM.

Mandated Reporting

Under New York State law, every child care employee are mandated reporters of child abuse. All Kids Place staff undergo training to learn the signs and symptoms of child abuse and maltreatment. Kids Place staff will report all suspicions of child maltreatment or abuse.

In addition, any person can call the Child Protective Services at 1-800-342-3720 and make a report of suspected child abuse or neglect in a child care operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith.

Emergency Procedures

JCC staff are trained and prepared to activate emergency procedures in the event of severe weather, fire and/or other emergency conditions that require building evacuation or other immediate safety measures. When appropriate, parents/guardians will be contacted for early release.

In the event that Kids Place needs to evacuate the JCC and relocate to a safe location, our primary relocation site is:

Holland Building: Temple Beth Zion, 805 Delaware Ave., 886-7150.

Benderson Building: Weinberg Campus, 2700 N. Forest Rd., 639-3311.

Parents will be contacted via email or phone if relocation to the above site or another site is necessary.

In accordance with our regulations, Kids Place is also prepared to Shelter In Place should local conditions make it not possible to depart the building. We will be notifying all families before each Shelter-In-Place drill. These drills are to prepare children and staff for the steps taken in case of an emergency that prevents us from leaving the program/building.

Wellness Policy

To ensure the well-being of all children, please be considerate. If your child is too sick to go outside or to school, he/she is too sick to be in the Afterschool program. Any child showing or developing symptoms such as fever, rash, diarrhea or vomiting should not attend. Should these symptoms develop while in care, the child will be separated from the group and provided with an area to rest. JCC staff will contact parents/guardians and you will be expected to make arrangements to pick-up the child within 30 minutes of notification. A child may not return to our program unless they are symptom free for 24 hours.

Contagious Illnesses/Conditions

If a child has a confirmed case of a contagious illness/condition, he/she must be kept at home and the fact of the condition reported to the Director. At the discretion of the Director, parents/guardians may be asked to submit a doctor’s statement prior to a child returning to the site. Examples:

- Strep Throat
- Hand, Foot, Mouth Disease
- Impetigo
- Chicken Pox
- Lice
**Health and Wellness Continued**

**Medication Policy**

Kids Place is **NOT** licensed to administer or dispense medication. Our Center abides by the medication policy set forth by New York State.

Only children requiring emergency medication, such as the use of Epi-Pens or inhalers, may have medication at the program. Parents/Guardians of children requiring emergency medication be kept on site must contact the Director to obtain the necessary medical forms.

**Inhalers/Epi-Pens**

Children are not allowed to keep inhalers or epi-pens in their backpacks or with them while attending the program unless otherwise specified by their Individual Health Care Plan. The JCC staff will make sure emergency medications are kept in a safe location and available for your child’s immediate use. We recognize the need for immediate access and therefore do not keep these medications locked.

**Sunscreen/Topical OTC**

We use Rocky Mountain Sunscreen SPF 50 TiO2. We will apply sunscreen to every child when necessary. Please contact the director if you do not want us to use this sunscreen on your child.

Active ingredients are: Ethylhexyl P-Methoxycinnamate (Octinoxate), 2-Ethylhexyl Salicylate (Octisalate) Oxybenzone, Titanium Dioxide.

We will also ask permission to apply Topical OTC items, including petroleum jelly, hand lotions/creams, triple antibiotic ointment.

**Health and Safety**

The health and safety of the children in our care is our top priority. Even so, young children are often testing their physical limits making injuries inevitable. JCC staff will verbally inform parents/guardians of any injuries. A copy of the written incident report will be available to the parent no later than the following day.

In the event of a medical emergency or accident requiring a doctor’s treatment, we will contact the parent/guardian immediately, and emergency personnel if necessary. Emergency medical personnel will take the child to the emergency room via ambulance if the situation warrants immediate measures. We are required to report these incidents; please contact the Director or Supervisor to follow up on the diagnosis of the injury.

**Health Checks**

Staff will perform daily and routine health checks on children during attendance taking. If anything seems out of the ordinary, the staff will take note of the symptoms in the Health Log.

**Hiring Procedures and Staff Qualifications**

To ensure the safety of your child while being cared for at the Jewish Community Center School Age Child Care Program, we follow the child care regulations of the New York State Office of Child and Family Services (OCFS). This agency has registered our program as a Child Care Facility. All staff must pass a series of background checks as detailed here.

All applicants are required to complete the JCC Staff Application and background policy check and release. The JCC performs thorough background checks and a minimum of three (3) reference checks. In addition, in accordance with New York State law, all staff must clear the Statewide Central Register Database, the Staff Exclusion List, and have fingerprint clearance through the Office of Child and Family Services (OCFS). Staff are also required to complete a physical exam and TB test, and attend regular training in 9 areas relating to child care.

In addition, there is always at least one staff member present and available who’s been trained in First Aid and CPR at all times.

**Staff Ratios**

We maintain staff to child ratios in accordance with New York State licensing regulations. Staff to child ratios are 1:10.

**Staff Training**

Kids Place employees must attend mandatory staff orientation prior to beginning work at Kids Place. Throughout the school year, staff must attend at least one additional training session. Topics of training include (but are not limited to) principals of childhood development, nutrition and health needs, safety and security procedures, business record maintenance and management, child abuse and maltreatment prevention, identification, statutes and regulations, and child care statutes and regulations.

**Health & Wellness**

All staff are required to submit a statement from a health care provider giving satisfactory evidence that the employee is mentally, physically, and emotionally fit to work with children, including a recent physical examination and tuberculin test, before beginning work. All staff follow the same wellness policy as outlined earlier in this manual.
FREQUENTLY ASKED QUESTIONS

Q: Is the program licensed?
A: Yes. Both of the Kids Place programs are licensed by the New York State office of Child and Family Services. Learn more about NYS OCFS School Age Child Care regulations at http://ocfs.ny.gov/main/childcare/infoforparents.asp

The State Office of Children and Family Services maintains a toll-free complaint line for complaints about day care programs. Call this number during normal working hours and a staff person will take the information.

If you wish to make a complaint, call: (800) 732-5207

Q: Are snacks provided?
A: Yes. Our programs participate in the NYS Health Department’s Child and Adult Care Food Program (CACFP). Snacks are designed to be both filling and nutritious, with a focus on the prevention of childhood obesity.

Q: What are the program hours?
A: Dismissal - 6:00pm on regular school days. We will open early to meet students on Early Dismissal days (Williamsville CSD & Buffalo PS ONLY).

Q: What grades do you accommodate?
A: We provide care for children in K-6th grade. Children in Pre-K may attend Afterschool Care with the JCC Early Childhood Program.

Q: Do you offer financial assistance?
A: Yes. A confidential financial assistance application is available at the front desk. We also are contracted to accept children receiving Erie County Department of Social Services Day Care Assistance.

Q: What do I do if I am running late?
A: Please call the afterschool program (Benderson Building 688-4114 ext 303; Holland Building 886-3172 x420). If no one is available to answer your call, you may also contact the receptionist (Benderson Building 688-4033; Holland Building 886-3145). Please call us as soon as you know you are going to be late, and if possible, make alternate pick up arrangements. Our fee is $1.00 per minute per child for pick ups after 6:00.

Q: How do I change my child’s schedule?
A: Please contact your program Director as soon as you know of a schedule change. We require all schedule changes be made by the 20th of the preceding month.

Q: What should I do if I have a concern about the health or safety standards of a day care setting?
Call 1-800-732-5207 (during working hours). An official will inspect the facility within 24 hours if there's suspected imminent danger to children, or within 15 days for other regulatory complaints.

Q: My child attends a private/charter school and has a different school calendar than the public school system. Do you have a program available for my child’s Early Dismissals or School Holidays?
A: We follow the local public school district calendars only (Buffalo Public Schools and Williamsville Central School District). We are not able to provide early or full day care on days that the regular afterschool program is scheduled. Additionally, we do not provide afterschool care if it is a non-school day within those districts. On days that BPS or WCSD are closed for holidays, the Kids Place Afterschool program is also closed. We are not able to offer an afterschool option during Vacation Club days.