

PJA Afterschool



Before and After School Program

Family Handbook

2024-2025

PJA Afterschool Department
6651 SW Capitol HWY Portland, OR 97219
503.535.3546
www.pjaproud.org/afterschool afterschool@pjaproud.org
Tax ID: 93-0504473

Welcome to PJA Afterschool!

The PJA Afterschool Department warmly welcomes you to the start of another great school year! We are proud to serve the child care needs of families at several locations throughout the Portland metropolitan area and we thank you for choosing us as your child care provider.

PJA Afterschool programs are committed to offering the highest quality care for our families. We strive to provide unique experiences that will strengthen each participating child's cognitive, social, emotional, physical and creative development. We respect the family as the primary and most important care provider and believe that parents, school and afterschool are all partners in each child's care, education and success.

At PJA Afterschool we understand that each child is unique and we endeavor to meet their individual needs. We are committed to providing welcoming and inclusive programs that recognize the diverse backgrounds, abilities, interests, needs and learning styles of the children in our care.

We have an incredible staff at PJA Afterschool and believe that our teaching teams are the strength of our programs. Carefully selected based on a combination of education, background and/or experience in the field, our Program Coordinators, Leaders and Assistants are caring and compassionate folks dedicated to creating a fun, engaging, educational and nurturing environment for all PJA Afterschool children.

This Program Handbook features the philosophy of our curriculum, staffing standards, policies and procedures, and daily structure. In addition, you will find information important to maintaining communication with the PJA Afterschool Department and your program regarding your family's specific needs.

We are always here to assist you and are looking forward to a fabulous year of growth and accomplishment with you and your child. Please feel free to contact us with any questions.

Welcome to the PJA Afterschool community!

SITE INFORMATION

PJA Afterschool Office

6651 SW Capitol HWY, Portland, OR 97219; 503.535.3546 (call, no text);

afterschool@pjaproud.org

Department Director - Sean Bartlett

Portland Jewish Academy's Kidscorner (serving up to 30 K-6 PJA children)

6651 SW Capitol HWY, Portland, OR 97219; 503.724.3296 (call or text);

kidscorner@pjaproud.org

Program Coordinator - Claudia Ramirez

Glencoe Elementary's Kidzone (serving up to 70 K-5 Glencoe children)

825 SE 51stAvenue, Portland, OR 97215; 503.708.1842 (call or text);

kidzone@pjaproud.org

Program Coordinator - Anjelica Rudolf

Forest Park Elementary's Kidspace (serving up to 60 K-5 Forest Park children)

9935 NW Durrett Ave., Portland, OR 97229; 503.936.0845 (call or text);

kidspace@pjaproud.org

Program Coordinator - Carly Landau

Odyssey Program (serving up to 30 K-6 Odyssey children)

1849 SW 58th Ave., Portland, OR 97221; 503.708.0951 (call or text);

odyssey@pjaproud.org

Program Coordinator - Daylee Shaw

Note - All sites maintain a 1:15 ratio at all times. We aim for a better than 1:10 ratio whenever possible.

HOURS OF OPERATION

Please note: At least 6 children must be registered to participate in before care and 15 in after care for PJA Afterschool programs to be operational. At least 9 children must be enrolled in vacation day programs.

Monday – Friday, all school days September-June

Before School Care 7:00 am to start of school (Glencoe & Forest Park) 7:30 am to start of school (Odyssey) Not Offered at PJA
After School Care End of school to 6:00 pm
Vacation Care Schedule 8:30 am - 5:00 pm

For information about closures and Vacation Care, please see your program calendar.

ADMINISTRATIVE/SUPPORT STAFF CONTACT INFORMATION

Carly Landau	Forest Park Prog. Coord.	503.936.0845	kidspace@pjaproud.org
Beth Germain	Chief Financial Officer	503.535.3593	bgermain@pjaproud.org
Sean Bartlett	Department Director	503.535.3546	sbartlett@pjaproud.org
Tanesha Dawson	PPS RESJ Childcare PM	971.706.3332	tdawson1@pps.net
Merrill Hendin	PJA Principal	503.452.3432	mhendin@pjaproud.org
Anjelica Rudolf	Glencoe Prog. Coord.	503.708.1842	kidzone@pjaproud.org
Claudia Ramirez	PJA Program Coord.	503.724.3296	kidscorner@pjaproud.org
Daylee Shaw	Odyssey Prog. Coord.	503.708.0951	odyssey@pjaproud.org
Chris Roberts	Payroll	503.535.3562	croberts@pjaproud.org
Denise Littlefield	Account Payment	503.535.3551	dlittlefield@pjaproud.org
Miriam Stroud	HR Director	503.535.3632	mstroud@pjaproud.org

OBSERVED HOLIDAYS (Program & Office Closures)

ALL PJA Afterschool Programs are CLOSED on:

Labor Day
Veterans Day
Fall Break (Day before Thanksgiving, Thanksgiving, day after Thanksgiving)
Winter Break (at least one week, including Christmas)
New Year Day
Martin Luther King, Jr. Day
Presidents Day
Memorial Day
Juneteenth
Independence Day

Program at PJA & Offices are also CLOSED on:

Rosh Hashanah (1-2 days)
Yom Kippur (1 day)
Passover (1-2 days)

ABOUT PJA AFTERSCHOOL

OUR MISSION to create, build and maintain programs dedicated to the care, education and development of school age children during their out of school time. We emphasize child choice, with a focus on life skills, service learning, and enrichment-based programming.

OUR VALUES PJA Afterschool values the responsibility that parent(s)/guardian(s) place in our staff and programs to provide a safe and nurturing environment for each child in our care. We respect the family as the primary and most important care provider and believe that parents, school, and afterschool are all partners in each child's care, education and success. We are guided by the PJA Middot - Study, Respect, Identity, Responsibility, Community, and Appreciation.

OUR GOAL Our goal is to provide a safe, fun, diverse and enriching environment for all children in our care. We encourage feedback from children, families, staff, and the community all year long in order to help us meet this goal.

OUR PHILOSOPHY Utilizing a child-centered approach, PJA Afterschool appreciates the Creative Curriculum Philosophy, offering a healthy balance of teacher-directed activities and child-initiated play with an emphasis on responding to children's learning styles and building on their strengths and interests. We use strategies that are intended to support the distinct learning needs, interests, aspirations and backgrounds of individual students or groups of students.

The child-centered approach encourages children to explore their own interests with teachers facilitating and encouraging, rather than dictating and directing. In utilizing this approach we support each child's unique sense of creativity; not just through artistic expression, but also in how they learn new concepts and solve problems. Additionally, staff respect the decisions made by children about whether or not to participate in scheduled activities.

INCLUSION PJA Afterschool honors the unique and vast diversity in our communities. PJA Afterschool does not discriminate on the basis of race, color, religion, sexual orientation, gender, family structure, or ethnic origin in administration of its educational policies, admission policies or other school administered programs. As care providers, our goal is to meet the individual needs of each child within the structure of our program while maintaining a safe and healthy environment for all children and staff.

LICENSED CHILD CARE PJA Afterschool programs are state certified programs through the Oregon Department of Early Learning and Care. As licensed programs, we participate in biennial inspections with our state-appointed licensing specialist, annual county health inspections, and biannual fire marshal visits. Program capacity is limited by host school space availability/assignment, licensing restrictions regarding use of space, and staff ratios.

POLICIES & PROCEDURES

ARRIVAL & DEPARTURE PROCEDURES

Arrival Procedures When dropping off a child, parents/guardians must inform a staff member of the child's arrival and then sign in the child. Please do not leave a child unsupervised or send children into the program unescorted. We realize families may be running late or in a hurry, but state law requires parents/guardians bring their children to the program in person unless agreements in writing have been made. Please speak with your Program Coordinator if you wish to establish such an agreement. When children self-arrive upon release from school, program staff will greet and sign each child in.

Departure Procedures When picking up a child from a program, parents/guardians must enter the building, inform a staff member who they are here to pick-up, and sign out the child. Anyone who is unfamiliar to the program staff, including parents/guardians and other authorized individuals, will be asked to present photo identification before a child will be released to them. We ask that the adult picking up children be available to greet the child after a long day away from their family - please avoid cell phone use during pick up. Children are not allowed to self-release. Afterschool educators will not force the child to leave with someone unfamiliar to the child.

PARENT/GUARDIAN RESPONSIBILITIES

Updated Information Parents/guardians are required to keep certain information current. Please reach out to your Program Coordinator to update personal contact information, allergy/medication information, those authorized to pick up your child, emergency contacts, and any major changes in your child's life that would affect their behavior.

Absences Parents/guardians are expected to let us know if their child will not be attending their regularly scheduled day by calling, texting, or emailing the program before 1:00 PM. If a child is absent and we have not received prior notification, we will investigate the whereabouts of the child by contacting the child's parents/guardians directly and charge a \$5 finder's fee. Host schools are not responsible for giving us this information.

Authorized Pick-Up Persons and Emergency Contacts Other than the custodial guardian(s) listed on a child's enrollment form, the only individuals allowed to pick up a child from the program on a daily basis will be those listed on the form under "Authorized Pick Up Persons." Emergency Contacts listed on a child's application are designated persons for staff to contact only in the event of an emergency, and only if the child's primary guardian(s) are not reachable. If you wish to authorize additional people to pick up your child, notice must be received in writing (email accepted) by the Program Coordinator before we can release your child to a new individual. Only Legal Custodial Guardians may make changes to who is authorized to pick up.

Custody Disputes In the absence of a court order we may not deny any parent access to their child. With a court order, a copy of which is provided to us by the custodial parent, our ability to deny access is limited to notifying the custodial parent and/or law enforcement should unsanctioned contact be attempted or occur at a program. Please notify the Director immediately if a child custody dispute occurs so that they may work with you to clarify our procedures and limitations. Afterschool educators are instructed not to attempt to mediate a custodial dispute, put themselves or the child in jeopardy, nor try to enforce a court order.

Inebriated Pick Up We urge you to not pick-up your child from the program if you are under the influence of alcohol or drugs. If you do arrive under the influence and are visibly intoxicated, we will try to persuade you to allow us to contact an authorized person on your child's enrollment form to pick-up you and your child, and get you both home safely. **PLEASE DO NOT PUT US IN THIS POSITION.** If you insist on taking your child, we will be forced to report the incident to the Child Care Division and the police. Under Oregon State law, all child care providers are required to report any and all abuse, neglect or endangerment regarding children including driving under the influence with a minor present.

Communication Parents will be informed of any significant changes or behavioral concerns observed in their child. Parents are encouraged to inform us of changes or disruptions in routine. We keep the lines of communication open with our families through: monthly newsletter, flyers and bulletin board displays, formal/informal meetings and conferences, open communication/open door policy, family nights, & family evaluation survey.

Parent/Guardian Obligations

- Parents/Guardians shall notify the Program no later 1:00 PM when their child is to be absent on the day they are scheduled to attend. Absence notifications can be given to the program via email, text, phone, or in person at the program. The host school is not responsible for notifying the program of a child's absence; this is the sole responsibility of the child's Parents/Guardians
- Parents/Guardians are asked to read all materials sent via email, postal mail, or posted on site
- Parents/Guardians shall furnish ALL requested enrollment information on their enrollment application prior to submission, including additional required forms for medication, release of information, and allergies
- Parents/Guardians shall list at least one local emergency contact who is not a parent/guardian.
- Parents/Guardians shall notify PJA Afterschool regarding any change to your account or child's records, including email, authorized pick-ups, allergies, etc.
- Parents/Guardians and other authorized individuals shall sign out the enrolled child on the Attendance Log for the correct day before removing the child from the program premises. Staff may require Photo ID before release from the program, per state law
- Parents/Guardians shall request in writing (email is acceptable) any changes they would like to make in their child's attendance schedule to the Director by the 20th of the month prior to the change. This includes withdrawal from the program.
- Parents/Guardians shall notify their Program Coordinator in advance when someone other than themselves will be picking up their child. This person shall either be an authorized pick up person indicated on the child's registration form or a written note authorizing an additional individual must be received in advance, via email or by hand.
- Parents/Guardians shall notify their Program Coordinator if their child has possibly been exposed to a contagious/communicable disease or infestation such as lice. Parents/Guardians shall see that their child is removed from the program within 30 minutes of contact, if they arrive or become ill while at program or if conditions noticeably worsen.
- Parents/Guardians shall refrain from reprimanding and/or disciplining their children and/or children of other families while in program
- Parents/Guardians shall come to the program for conferences when requested to do so by the Program Coordinator, school principal/staff and/or the Director of PJA Afterschool Programs
- Parents/Guardians should not be on their cell phone or other device when picking up their children.

HEALTH POLICIES

Handwashing/Sanitizing Methods Children and staff are required to wash their hands before and after eating and after using the bathroom. Handwashing or supervised use of sanitizer is required when entering the program, after using a tissue, sneezing or coughing, and when coming in from outside. Use of moist towelettes and sanitizers may be used when soap and water are not available, such as on field trips.

Medication Administration Medication will not be administered without a completed Medication Administration Form. Forms are available online and at the program. Children are not allowed to carry or keep medications of any form in their personal belongings without specific written permission from their parents/guardians at the direction of a physician, and are restricted to certain life-saving medications such as epinephrine or inhalers. We can accommodate other medications by having staff carry them in a secured bag. Staff shall only administer prescription or non-prescription medication if it is in the original container and labeled with the child's name, name of the medication, dosage, directions for administering, date, and physician's name. We shall not be held responsible for failure to administer requested medication, prescription or non-prescription, nor for any adverse reactions which may be caused by the administration of such medications.

Use of Insect Repellent & Sunscreen Insect repellent may not be used. Sunscreen cannot be applied to children without expressed parental consent. Children should not carry their own sunscreen. Included on the Enrollment Form is permission to allow your child to use sunscreen while participating at the program. You may add or rescind this permission at any time during the school year via written notice. If you would like sunscreen available to your child, you may provide SPF 45+ sunscreen to the program which must include the child's name in large black lettering. Programs will post the brand we make available on site. We are not responsible for allergic reactions that may occur due to sunscreen application.

Exclusion Criteria Please keep your child at home if they are ill and notify your program. Our programs will not admit or retain any child with one of the following symptoms or combination of symptoms:

- Fever over 100.4 (read on non-mercury, non-glass thermometer administered in mouth or ear)
- Diarrhea (3 or more watery, bloody, or loose stools in 24 hours, sudden onset of loose stool, inability to control bowel function when previously able)
- Vomiting (1 time when there is no non-illness explanation for the vomiting)
- Severe or persistent coughing
- Unusual yellow color to skin or eyes
- Open sores or wounds discharging bodily fluids, including rash
- Stiff neck and headache with one or more symptom from above
- Uncharacteristic lethargy, decreased alertness, increased irritability, increased confusion, or a behavior change that prevents active participation in usual school activities
- Difficulty breathing or abnormal wheezing
- Complaints of severe pain
- Eye lesions that are severe, weeping, or pus filled

Children cannot be admitted back until 24-48 hours after the end of the symptoms above, depending on symptom. Children who are put on antibiotics should not return to the program until 24-hours after first taking the antibiotics. A physician's note stating that the child is no longer contagious may be required.

Care of Ill Children If a child becomes ill while at the program they will be isolated from the group as best possible while still being within sight and sound of staff. The child's family will be immediately notified and asked to have the child removed from the program within 30 minutes of being contacted. If a child's parents/guardians cannot be reached, we will call the emergency contact person(s) listed on the child's enrollment form.

Response to Injuries A parent/guardian shall be contacted immediately if it is the judgment of staff that medical attention may be necessary. If a parent/guardian cannot be reached, staff will attempt to contact the child's emergency contact(s) and/or the child's listed doctor. In the event that a parent/guardian, emergency contact, or doctor cannot be reached OR there is an extreme emergency, 911 will be contacted. If emergency personnel determine a child needs immediate medical attention the child may be taken via ambulance (at the family's expense) to the nearest emergency hospital. A staff person will accompany the child until parent/guardian arrival. Your enrollment form contains a medical release. Accident Reports are

completed by staff for accidents that result in any type of visible injury, a head injury, and/or the presence of blood. Completed forms are shown to parents/guardians for review and require a signature. Signed forms are kept in the child's file for two years. Copies of Accident Forms are available to parents/guardians upon request, generally by the next business day.

Safety & Injury Prevention Children should be cared for in a safe and responsible manner that balances their need for appropriate risky play and development. Staff are trained to check in with children by asking questions like, "Do you feel safe doing that?" When Staff determine that risks are too high, they will redirect children by offering options for a safe end to the risky behavior. Staff are trained to observe for hazards in all program spaces, indoors and outdoors, including potential risk from vehicular traffic. Staff are CPR and First Aid certified and trained in prevention first policies.

Use of Pesticides & Potentially Toxic Substances Pesticides and other potentially toxic substances like cleaning supplies are stored away from children. Potentially toxic substances are not used when children are present. PJA Afterschool does not provide care for the grounds around us, but we observe for potential hazards before determining where and how outdoor play will take place.

Animals Other than during activities or demonstrations approved by the Program Coordinator and Department Director, animals are not allowed in the program when children are present. Public school grounds are often used by community members – if off-leash animals are present, we will bring children inside until a Program Coordinator or Director can politely ask that dogs remain leashed. Service animals for children or staff may be allowed in program at the discretion of PJA Afterschool administration. Children are not allowed to touch animals while in program without express written permission from guardians.

Water Activities We occasionally engage in fun activities on warm days that use water. Examples include duck-duck-SPONGE, splash tables, or water balloons. We do not use pools or other larger bodies of water during our program. Children are never forced to participate and we only use water activities when staff ratios are better than 1:10.

Prohibited Substances & Weapons All tobacco, alcohol, cannabis and other controlled products are prohibited from program and school grounds at all times. This includes, but is not limited to, cigarettes, cigars, smokeless vaping devices, illegal drugs, drug paraphernalia, hemp, marijuana and marijuana infused products or alcohol infused products. Real and play weapons, including but not limited to knives, guns, firearms, or ammunition are prohibited from program and school grounds at all times.

STAFF, VOLUNTEERS & VISITORS

Program Staff Information Carefully selected based on a combination of their education, background, and/or experience in the field, PJA Afterschool staff are dedicated to creating a fun, engaging and nurturing atmosphere. All staff members are trained in and expected to uphold the policies and procedures of PJA Afterschool and of the Department of Early Learning and Care School Age Ruleset (DELIC). Prior to hiring, staff must pass a background check which includes fingerprinting and is renewed every five years.

All staff are CPR/First Aid certified, trained in child care health and safety, maintain a food handler's certification, receive training in recognizing and reporting child abuse and neglect, and study the foundations of learning and development. Additionally, our staff must obtain a minimum of 15 clock hours of professional development per school year, 9 of which are in child development and/or early childhood education and 1 in health, safety or nutrition. Most staff exceed this minimum. The at-least 18 hours of continuing education we provide to our PJA Afterschool employees exceeds the minimum requirements set by Oregon state law. All of these requirements are continuously monitored by PJA Afterschool administration and by the DELIC.

Volunteering in a Program Volunteers are not counted in our child to staff ratios and are never given unsupervised access to children at any time. Volunteers over the age of 18 may be required to go through the same background checks as our program staff. Volunteers will be required to read through our site specific emergency plans before volunteering in the program. Reach out to your Program Coordinator if you are interested in volunteering!

Visiting Program Custodial Parents/Guardians are always welcome to enter the program for any reason. We encourage you to connect with staff, stay for a snack, or to observe as your child finishes up a project. Day

school building staff may enter our childcare space as a visitor if they are wearing district or host school provided identification. All other visitors over the age of 12 are required to sign in on a visitor log and remain with a staff member while in the program. Visitors are not permitted to have unsupervised access to children at any time.

EMERGENCY PREPAREDNESS

Emergency Drills We are required by Oregon's DELC to practice monthly evacuation drills. Every other month, we are required to practice another type of drill from the following: relocation, shelter-in-place, lockdown, medical emergency, staff member down.

Evacuation If an evacuation must take place, staff will direct individuals to leave the building from the closest available exit in an orderly and quiet manner. Your child's Enrollment Form serves as your authorization and permission to transport and/or relocate your child in the unexpected event of an emergency evacuation. We require families to include at least one local contact on their child's Enrollment Form in the event of a school emergency or natural disaster. In the event of an evacuation, parents/guardians will be contacted via cell phone and email. If cell/internet communication is not available, staff will post a laminated sign in a visible area communicating any important information regarding reunification. All programs have procedures in place to maintain continuity of childcare in the event of an evacuation. For plans specific to your facility please speak with your Program Coordinator.

Evacuation Locations

EMERGENCY EVACUATION arrangements have been made at the following locations:

Glencoe – Mt. Tabor Presbyterian Church – 5441 SE Belmont, Portland, OR 97215

Forest Park – Forest Heights Homeowners Assoc.– 2061 NW Miller Rd., Portland, OR 97229

PJA – St. Barnabas Church – 2201 SW Vermont St., Portland, OR 97219

Odyssey – Business Park @ NW Corner of SW Montgomery & Skyline

Emergency Plan Each program has a written emergency plan which assigns duties to staff members to respond in the event of an emergency. These plans are site specific and available for viewing on site. Staff discuss a different aspect of the emergency plan at every staff meeting which takes place at least monthly. In the event of an emergency requiring medical attention, it is the policy of PJA Afterschool to utilize the nearest hospital or clinic in order to receive the fastest care possible. Should an emergency occur during a school's operating hours, when we have not yet arrived, we will not be open later that day.

Inclement Weather PJA Afterschool programs follow the PPS Inclement Weather Policy as it applies to our PPS families. If school is closed due to inclement weather then ALL programs will also be closed. If school has a morning delay due to inclement weather or some other emergency Before School Care will be closed. We send email notices for closure information as well as any updates. You can also check the PPS or PJA webpage, depending on your host school. If the program determines that it will be unsafe to operate Afterschool Care due to current and/or pending inclement weather, the program may close early. Parents/guardians will be notified immediately via phone and email of the decision to close early and will be asked to make arrangements for the immediate pick-up of their child. All children will then be expected to be removed from the program within 30 minutes of the call to parents/guardians. No child will be left unsupervised. PJA Afterschool does not prorate tuition for closures due to inclement weather.

Safety and Security When a child is in our care, they are in a secure and safe environment. We have a number of safety and security procedures in place to help ensure that we provide the highest quality care:

- **Tracking & Counting** We ensure that children's whereabouts are known and that children are supervised at all times via a paper tracking system and/or constant counting by staff.
- **Staff Training** All employees must have valid certifications in First Aid, CPR, and safe food handling. Employees are also trained to recognize child abuse and neglect.
- **First Aid Kit** First Aid kits are readily available and refreshed frequently.
- **Fire and Emergency Drills** Evacuation drills are performed monthly, and other forms of emergency drills are performed every other month.
- **Radios** Employees use radios to communicate during operating hours.
- **Cell Phone** A PJA Afterschool Department-issued cell phone (call or text) is assigned to

each program for daily and emergency communication use.

- **Emergency Backpacks** with first aid supplies, emergency supplies and emergency contact information for every child and employee are ready to go should they be needed.
- **Safety Resources** All staff are trained on when and how to call 911 for emergency services, where fire alarms, AEDs and extinguishers are located, and how/where to evacuate. Smoke alarms, air ventilators, and heat sensors are in all indoor spaces.
- **Inspections** All programs are inspected per state law by the Fire Marshall, the Health Inspector, and the DELC Licensor. There are also multiple internal inspections annually.
- **Photo-ID Name Badges** Badges are required to be worn at all times, by all staff members.
- **ID Checking** Children are only released to authorized or emergency pick-up persons. They may be required to show a Photo ID before a child is released to them.
- **Restricted Entry** Entrances to all school buildings are restricted.
- **Dragon Card** At PJA, a Dragon Card provided by PJA is required to enter the building.
- **Biometric Fingerprint Scanners** at PJA, a fingerprint scan system is at most entrances to the building. PJA personnel and Kidscorner families must have their fingerprints scanned by staff (ask Richard).

SCHEDULES & ACTIVITIES

Planned Activities PJA Afterschool staff plan teacher-led activities lasting approximately 30-60 minutes. Activities are designed to enrich the child's day in a way that school day activities do not. Activities generally center around art, nature, STEM, cooking, service learning, life skills, performing arts, crafts, or written arts. As a child-centered program, we believe in child choice and never force a child to participate.

Physical Activities In addition to enrichment activities, PJA staff will lead active body games often lasting approximately 30-60 minutes. Staff are trained in many games and activities through Playworks and other organizations. Active body play encourages appropriate gross and fine motor development. Children go outside almost every day, including in cold and wet weather for self-directed recess. When weather does not allow for a recess, indoor space is made available for gross motor activities whenever possible.

Weather PJA Afterschool requires that students be equipped with appropriate weather gear (jacket, winter coats, hoodies, rain coats, boots etc.) in order to be able to play outdoors when it is cold and/or wet and be comfortable when it is hot. We do go outside most days regardless of conditions.

Self-Led Activities Children are provided with a range of stations and activities to choose from each day. These options change daily, weekly and monthly. Stations could include arts & crafts, board games, a library of books, fuse-beads, legos or other building materials, dramatic play, and more. Children are encouraged to explore a variety of these options throughout the day when teacher-led activities are not available.

Quiet Time About 30 minutes each day are spent in quiet time. Quiet time is for children to complete homework or classwork, read a book, draw independently, or relax quietly listening to music. Quiet time is just as important in healthy child development as play and learning time.

Screen Time Children are permitted to work on approved devices to complete school or homework assignments during quiet time, for no more than 30 minutes. Children will be asked to put devices away if they are used inappropriately. We occasionally show short, educational videos to support planned activities and games. Programs occasionally have "movie days" when children earn them using token systems. Movies shown are G or PG, and children will be offered choices if they do not want to watch the movie.

Holidays Holidays are often acknowledged by children and staff during program. This could include a special themed activity or book. Children may be introduced to different cultural celebrations and holidays as part of an activity. If special food is served related to a cultural celebration, your enrollment form has a permission signature for your child to participate.

Religious & Cultural Activities PJA Afterschool is secular, but welcomes children and staff to bring their traditions into program so that we can learn more about their family or cultural practices. Activities often open a window or door into another culture, or provide a mirror to look at our own. PPS based sites have no religious affiliation or practices specific to the school sites. Kidscorner, the site at PJA, may have activities planned which celebrate or honor Jewish holidays. We close our site for a few holidays (Rosh Hashanah, Yom Kippur, Passover) when campus is closed. Our campus is vegetarian to help maintain Kosher practices.

Contracted Classes Families with children who attend extracurricular classes offered outside of our care but during program hours are required to complete Contracted Class Release forms prior to the class start date. The DELC requires this form which recognizes that the child will be attending a class offered by another agency or organization outside of our licensed care. We do not register children nor accept payment for extracurricular classes operated outside of PJA (including courses offered at MJCC). These classes are completely separate from PJA Afterschool programs. We are not able to escort children to and from classes- class pick up and drop off is the responsibility of the company holding the class. We cannot be held accountable for canceled classes and/or children missing a class. No refunds or reductions in fees will be provided if your child misses the program due to contracted classes.

Belongings from Home & Electronic Devices Children are provided with a small personal space to hold their belongings. **We don't allow toys from home unless otherwise specified by your Program Coordinator.** The program shall not be held responsible for missing or damaged belongings. **Electronic devices are not allowed other than school provided devices for school or homework.** This may include but is not limited to: cell phones, apple watch, gaming devices, e-readers, and video or music players. Some exceptions may be agreed upon between staff, parents, and the child with regards to use of music/personal headphones and E-Readers, with the understanding that staff, the Portland Jewish Academy, and the school are not responsible for loss, theft or damage of any kind. Use will be limited and must be deemed appropriate.

Photo Release & Program Marketing Staff will often take photographs on PJA provided devices of children enjoying their time participating in the activities and choices offered while in our care. These photos are generally used for the Monthly Newsletter which is distributed to current families and staff. Permission for photographing or recording children is assumed on our enrollment document, but using the photos for public marketing is acquired via specific permission on the current year's Enrollment Form which parents/guardians can approve or deny. A separate permission for media and social media use is also on your Enrollment Form. Any and all photographs taken will have prior release from all children's parents/guardians and no last names will be issued to the media/social media. To revoke your child's release for photography use, a written request must be given to the Program Coordinator or the Department Director (email is accepted).

SNACK & SANITATION

Nutrition Our programs follow strict nutritional guidelines established by the USDA. Our snack menus are planned so children receive an appropriate portion that includes a variety of nutritious foods. Snacks include 2 options from: a serving of fruit and/or vegetables; a dairy option: generally cheese, milk, or yogurt; and a whole grains portion of either: crackers, pasta, or other breads. Non-meat protein like beans, hummus or nut butters may be served. Menus are posted monthly or weekly at the program so parents/guardians and children will know what is planned, changes may be made due to availability.

Food Service We follow strict guidelines for food preparation. All employees maintain current food handler certification and are trained in a different aspect of food service annually. We follow all local, state, and federal regulations around food service in a child care center. **Kosher & Vegetarian at PJA** - Food served at PJA's campus is always vegetarian and follows Kosher guidelines, checked at time of purchase and serving.

Food Brought From Home If your child has any special dietary requirements please let your Program Coordinator know. Families with very specific dietary needs may wish to provide snack options for their child. We will then provide storage space for non-perishable foods and offer them to your child when our regular snacks do not meet dietary needs. We have limited storage, and cannot store refrigerated items. Sugary drinks like soda or sports drinks, candy and other excessively sugary snacks are not allowed in our programs - we will ask children to save it for later if they bring their own. We occasionally ask parents to supply extra snacks when we notice a child regularly hungry or refusing snacks we provide.

Sanitation Our programs are cleaned nightly by cleaning crews that are not employed by the PJA Afterschool Department. They pay special attention to snack prep/service areas, bathrooms and all the children's play areas. All toys, play materials and high touch areas are washed and/or disinfected regularly by our staff. We also follow strict guidelines for food preparation and promote good personal hygiene habits with the staff and children in our care.

TRANSPORTATION & FIELD TRIPS

Transportation PJA Afterschool does not provide transportation to or from our programs. In the event of an off-campus field trip, transportation may include walking, public transit, private contracted bus, or PPS provided bus. Details will be shared ahead of time and will require additional parent permission if leaving the immediate vicinity of the program. Children are not permitted to be transported in personal vehicles of staff while signed into the program.

Field Trips Your child's enrollment form authorizes walking field trips on campus and the immediate area surrounding campus. Any field trips that require leaving the immediate vicinity of the program or which require boarding motorized transit will require prior written approval from the parent/guardian. We staff at better than 1:10 ratios for field trips off campus. All field trips require frequent check in by staff via cell phone or 2-way radio and carrying additional emergency supplies. We do not take field trips in personal vehicles of staff or families. Staff and Children may be required to wear identifying colors or t-shirts on large-group field trips.

BEHAVIOR & GUIDANCE

PJA Afterschool expects safe, respectful, and responsible behavior from all staff & children in our care. Our goal is to create an environment in which students & staff feel safe, supported, empowered and well equipped to self-manage and modify their own behavior and to support each other in the process. While we work to meet the needs of all children, occasionally our programs are not the best fit for each child because of the combined age levels and choice-based nature of our programs.

Modeling Behavior Expectation Developing positive teacher-child relationships is key in helping students learn to successfully manage their own behavior and in ensuring community behavior expectations are met. By engaging children in authentic and meaningful ways, communicating with kindness, and consistently modeling the behaviors we wish to see, we build trust, respect, connection, and community. From the first day of program and consistently throughout the year our staff will work to develop and maintain positive relationships with your child. Additionally, we will model, remind, encourage, and positively reinforce our behavior expectations. Behavior expectations will be posted in areas used by the program.

Positive Behavior Interventions & Supports (PBIS) Within our communities, we establish and uphold program rules and behavioral agreements in partnership with Portland Public Schools (PPS). Using the Positive Behavior Interventions and Supports (PBIS) approach, we teach children the importance and value of safe, respectful, and responsible behaviors from the first day of school on. These three simple words are the heart of our shared positive behavior practice. PBIS is an evidence-based method of teaching and encouraging positive behavior via prevention and instruction using tiered strategies. All PBIS practices are founded on the assumption that all children can learn and demonstrate appropriate behavior. Schools and afterschool programs that implement PBIS have proven to be more peaceful, safe, and conducive to learning with student-educator relationships regarded as more trusting and respectful. By integrating the PBIS approach into our programming, we provide continuity for students and are contributing to an improved school climate and reduction in behavioral issues overall. Positive feedback and encouragement, combined with effective instruction, communication, reinforcement and supervision are the cornerstones of our Positive Behavior Support System.

Reinforcing Positive Behavior To encourage and promote the positive behaviors we expect from the children in our care, we offer incentives and positive reinforcement on both a group and individual basis.

- **Encouraging Verbal Feedback** We keep language simple, clear, and focused on the *specific positive behavior* a child is demonstrating, tying it back to our community agreements of safe, respectful, and responsible behaviors. For example, we may say to a group of children, "I'm noticing some really respectful behavior happening with our group. You're sitting quietly and showing me that you're ready to listen. Thank you!" or "You're keeping your hands to yourself and showing some impressive patience while we wait. Way to be safe and responsible!"
- **Incentives** Token economy systems provide an effective tool to help children feel excited and motivated about regulating their own behavior. We offer children "tokens" (*such as stickers, tickets, pom-poms, or marbles*) as we recognize the *specific positive behavior* the student is demonstrating while tying it back to our community agreements. Individual programs may, for example, utilize a token economy system by allowing children to add their token to a community jar. If using a

community jar, the group decides upon a reward together. Each program is unique in which token economy system(s) they use from year to year.

Responding to Inappropriate Behavior No matter how diligently we define, teach and acknowledge appropriate behavior, children will inevitably make mistakes. At PJA Afterschool, we view behavioral missteps as important opportunities to support students in learning how to self-regulate. While we may take supportive action in a variety of ways, we always make certain to center our community agreements and to respond in ways that show ALL students that we are there to keep them safe, respectful and responsible. Our primary goals are ensuring everyone is safe, stopping the unwanted behavior, restoring positive behavior as quickly as possible, and teaching the child the appropriate behavior. In holding children accountable for their choices, we make certain to provide logical and natural consequences, offer guidance for how to make better choices next time, and help in recognizing and fixing any harm done. Staff may use the following strategies in working to support a child in managing their behavior:

- **Redirection** Redirection can come in the form of visual or verbal cues, or by offering children the choice to do something else. When redirecting we remain patient, neutral, respectful and compassionate.
- **Alternative Choices** Offering choices gives children the opportunity to assert some control while still staying within the bounds of behavior expectations within the program. Choices offered will be tailored to the child and circumstance.
- **Taking a Break** It may be necessary to *temporarily remove* a child from a situation in which the behavior is occurring, directing them to “take a break” and providing them with a quiet area. At this point we may assist the child in self-regulation, helping them to identify any emotions they may be feeling and coming up with some strategies to help them calm their mind and body. Break time minutes will be no longer than the age of the child and, once the break is over, we make sure to check in with the child about whether or not they would like to continue to participate in an activity. If they do, we allow them to share how they will adjust their behavior.
- **Choice Removal** A child may have their option to choose activities removed and instead be given specific options to choose from. The child may also be asked to move to an area where behavior can be closely monitored.
- **Early Pick-Up** If a child’s inappropriate behavior continues or if the behavior is extreme, the child may be separated from the group and supervised by a staff member and the child’s family will be contacted for immediate pick-up. A conference may be scheduled with the child and family in order to establish a Behavior Support Plan. Extreme or repeated behavior may warrant suspension or expulsion from the program.

Incident Reports Staff will document the incident at hand, what steps were taken to support the child and how the child responded. Incident reports may be written and shared with families in order to help communicate a behavior issue and to encourage at home support. Incident reports are signed by the family and kept on file. Copies are shared on request.

Behavior Support Plan In instances where a child’s behavior is extreme or continuously unsafe, disruptive or disrespectful the child may be placed on a Behavior Support Plan. Behavior Support Plans are designed to support the child’s return to a safe, respectful and responsible space in the program. Plans are tailored to the child and are completed by the Program Coordinator, child and the child’s family. The school principal, child’s teacher and school support staff are notified of the plan and may be involved in the plan’s development. Behavior Support Plans typically allow for up to 3 additional instances of inappropriate behavior. Any instances of repeat inappropriate behavior are documented on the plan and will result in a requirement of immediate pick-up. A fourth instance will result in suspension from the program and a call to reassess the plan. Continued behavioral issues or extreme behavior may warrant extended suspension or permanent expulsion from the program.

Physical Intervention & Restraint PJA Afterschool does not use physical restraints. Instead, when a child’s physical behavior becomes unsafe, staff are trained to use intervention strategies like a triangle of adults or ragdoll stance to keep children in a safe space until a parent/guardian can arrive. In the event of extreme behavior or an emergency which endangers the safety, health or life of a child or staff member (i.e. during an evacuation, or if a child attempts to run into the street), staff may need to temporarily hold or guide a child only until the situation is safe for all. Any time staff need to intervene or restrain a child will be documented and reported to our licensing agency, the Department of Early Learning and Care.

Suspension & Expulsion We recognize that behavior issues, even recurring ones, may not result in suspension or expulsion and we make every effort to work with children and families to help children be

successful in the program. While PJA Afterschool does not make it a practice to suspend or expel students from a program, we reserve the right to do so if behavior is not conducive to the safety and well-being of staff, other children in the program or of the child's own safety. We do not tolerate abusive language toward other children, staff and families and we do not tolerate violence, bullying or repeated defiant, unsafe, inappropriate and negative behavior. **Such behaviors can result in immediate suspension or expulsion from the program.** In the event of suspension/expulsion, the parent/guardian and school principal will be contacted.

Behaviors Considered Serious Infractions Running and hiding from program staff, kicking, punching, pushing, biting, threatening harm, and other such physical violations of another person's body are considered serious infractions. **Verbal Abuse** – Includes use of inappropriate or threatening language directly at another person. **Inappropriate Language** – Includes use of expletives or derogatory terms. **Continued Defiance** – Includes refusal to listen and respond to staff instruction, hiding and leaving a designated program area. **Please Note:** We follow the school's actions if a child is suspended or expelled from school. Students will not be authorized to attend the program until they are allowed to return to school.

PROGRAM STAFF RESPONSIBILITIES

Quality We believe our families deserve the best and we take our quality standards seriously. We aim to meet and maintain the highest quality standards that are set by local partners, state, and federal agencies. We evaluate our programs, employees, and practices regularly to ensure these high standards are continuously met and maintained. We follow high quality standards set by our state chapter of the National Afterschool Association.

Communication PJA Afterschool will share information via email, posting on site, updating our website, formal and informal meetings, surveys, email, phone, text and any other available means. We take parent/guardian feedback seriously. Please share positive news, grievances, questions, or concerns with your Program Coordinator first. If you do not find an acceptable response, please contact the Department Director.

Mandated Reporting All PJA Afterschool employees are considered mandatory reporters and MUST report "reasonable suspicion" of child abuse according to Oregon Law. Suspected Child Abuse reports are filed with either the Department of Human Services child welfare or the local law enforcement agency. DHS child protective services will assess the information provided and take further action, if necessary. Oregon Law recognizes these types of abuse: physical injury, neglect, sexual abuse and exploitation, threat of harm, mental injury and child selling.

Licensing Information Licensed by the Department of Early Learning and Care, our programs are required to be inspected by the fire marshal every other year, county sanitation annually, and licensors biannually. Parents/guardians have a right to access the reports by requesting to see them on site. Each site has a binder filled with inspection reports, center policies, childcare regulations, and other important information. This binder and postings on the parent board include instructions for how to contact the DELC along with the child abuse and neglect hotline. Parents can access information about us and other childcare providers on the childcare safety portal.

Bathroom Safety All enrolled children must be able to use the restroom without assistance. Children are required to ask a staff member before heading to the restroom. We track child movement to know the whereabouts of your child at all times.

We understand that accidents happen and will gladly store spare (labeled, please) clothing for your child when space allows*. **We do not have extra clothing unless you provide it, we do not assist with changing children.** Children are regularly reminded to "listen to their body" to see if they need a bathroom break and also to wash hands before exiting the bathroom. *Storage space varies by program*

Children out of Ratio We require children to remain within sight and sound of staff at all times, with the exception of children using the restroom or one child at a time. One child may leave "ratio" at a time, as long as they are tracked and arrive back in ratio within five minutes. Staff will use a 2-way radio to track child movement. Each site has a written plan to keep children safe when they might exit ratio. Please speak with your Program Coordinator to view this document.

VACATION CARE PROGRAM

Vacation Care Programs are full day care programs offered during various school closures per term. No Vacation Care Programs are offered before the first day of school. Not all Vacation Care Programs are offered on site at your host school. See your program calendar for details. Vacation Care Programs are offered by "term" and all families must complete a Vacation Care Participation Form to enroll each term, regardless of tuition package. Participation forms can be found at your program or online at www.pjaproud.org/afterschool. Any Vacation Care Programs offered in June will not be included in a term, but will be available for purchase first-come, first-serve. Combined Care Vacation Care at PJA is not included in a term, but will be available for purchase first-come, first-serve.

Vacation Care Add-On Tuition Term-based add on plans wrap up monthly tuition payments and vacation care day charges into one monthly bill. You must enroll for the full three-month term. The first term is September, October, & November. The second term is December, January, & February. The third term is March, April & May. Combined Care at PJA and June vacation care is not included in the Vacation Tuition Package. Adjustments must be made by the 20th of the month prior to the new term.

Vacation Care Enrollment Programs must have 9 or more students enrolled per day in order to operate. If enrollment numbers are below the required minimum, your program may be moved to a different site or canceled. We will notify families no later than one week prior to the scheduled vacation care day(s) if care must be moved or canceled due to low enrollment.

Vacation Care Staffing Ratios on Vacation Day Programs, including field trips, will generally exceed our regular afternoon ratios depending upon the amount of expected participants and any specific requirements set by the field trip vendor. Parents/Guardians are always welcome and encouraged to volunteer and accompany the group on field trips.

Vacation Care Activities Themes and planned activities may include time that occurs outside the regularly accessed afterschool space, special presentations, special guests/visitors, a theme-related movie, special snacks, field trips and more. Vacation Care days are generally themed and activities will follow the theme or topic. Vacation Care days are a great opportunity to get more 1-1 care and attention from our staff

Non-Member Vacation Care Students from schools we serve and operate in are welcome to attend vacation care days even if they do not attend regular before or afterschool programs. Non-Members will need to fill out additional paperwork prior to attending. Please reach out to our Director or your Program Coordinator for more information.

ENROLLMENT POLICIES

Closed Priority Enrollment In trying to create and maintain a sense of belonging and consistent environment for children, each year we offer an enrollment period for the upcoming school year for currently enrolled & waitlisted families. This short period generally starts in mid-April. During this time enrollment paperwork is distributed to and accepted from currently enrolled participants who have current account balances, or families who have remained on the waitlist. This is also the time for currently participating families to enroll their new sibling into the program.

Open Public Enrollment Following priority enrollment, open enrollment begins in late April or early May. Available spaces will be calculated prior to the enrollment period beginning and all available spaces are given on a first-come-first-serve basis. Once open enrollment begins, priority is no longer given to currently enrolled families. If receipt of enrollment applications exceeds program capacity, enrollment applications will be accepted into a waiting pool system and then placed into the program if/when space becomes available.

Registration Fee A non-refundable registration fee is required to complete the enrollment process. Enrollment materials will not be processed without the registration fee enclosed. Paperwork must be complete as well. Paperwork will be returned to the parent/guardian if it is missing required information, delaying enrollment. See your program rate sheet for information on Registration Fee.

Confirmation Letters We send confirmations via email as soon as we are able to confirm a child's placement in the program, generally during the month of June, July or August. Confirmations will be sent after PJA Afterschool Admin processes your registration paperwork. It may take anywhere from a few business days to a few weeks depending on the total number of registrations we receive. **Enrollment is not complete until we have received registration fees and sent a confirmation letter.**

PPS Release Waiver We are not affiliated with Portland Public Schools, but we are tenants within their buildings and property and we serve many PPS families. The district requires in our contract agreement that all PPS student program participants must sign and return a release waiver authorizing the school and our program to communicate about your child for their continued success before school, during school, and after school. This release is included in our enrollment application and is mandatory for registration. Please sign AND initial the waiver on indicated lines.

TERMINATION OF ENROLLMENT may occur due to the following:

- The parent/guardian of the child allows their account to become delinquent, as set forth above in the Payment Provisions.
- Failure of the parent/guardian to honor any of our listed Parent/Guardian Obligations and/or any policies, rules, expectations listed in this Program Handbook and/or other manuals provided by PJA.
- The PJA Afterschool Department, in its sole discretion, determines that it is unable to meet the needs of the child and/or family.
- The PJA Afterschool Department, in its sole discretion, determines that it is not in the best interest of the program or other children enrolled in the program to have the child in continued attendance.
- Failure of the child's parent/guardian to cooperate with the program, when the PJA Afterschool Department determines that a problem is serious enough, may warrant termination.

In exercising its discretion under the above, the PJA Afterschool Department may require the child and/or the child's parents/guardians to attend conference(s) regarding the matters that potentially warrant termination of the child's enrollment.

TUITION & FEES

September Tuition First month's tuition will be charged in July for registrations received and/or confirmed prior to July 1st, in August for registrations received and/or confirmed in July, and in September for registrations received and/or confirmed after August 1st. Payment is then due upon receipt to confirm and hold your child's space. **This first month's tuition fee is refundable so long as a written or emailed withdrawal notice is given prior to August 1st.** The remaining monthly tuition payments will be billed and due at the beginning of each month, October – May (See June Tuition below for special note).

Tuition Structure Our monthly tuition rates are based on the number of total school days divided into 9 months of the school year, September through May. We take into account the days off of the PPS school calendar including breaks in December and March. **We do not prorate December or March Tuitions.** The monthly tuition fees charged to participating families are set at a point where our income offsets our monthly expense for space use, activity & operation supplies, as well as administrative, overhead and staffing costs. The cost of our program does not vary with individual daily absences (i.e. illness or vacations) and we do not make daily or hourly adjustments.

June Tuition Children who are enrolled in the program prior to January 1st receive regular June Before/Afterschool Care at no additional cost. Children who enroll after December will receive a prorated tuition bill for June at the end of the month as they did not pay the full tuition rates September through December.

Monthly Rates Flat rates are billed the first of each month, for 9 equal months, September – May. Tuition is billed the first of each month, with the exception of September which is billed in July or August depending upon date of enrollment. *For current rates please see your program rate sheet. Rate sheets can be found [online](#).*

Tuition Packages We offer regular after school, regular before school, and combined before and after school tuition packages (before school is not offered at PJA). We offer a Vacation Care add-on package or per diem purchase. Note: Before school care requires at least 6 children enrolled, After school requires at least 15; If enrollment is lower, we may need to cancel that available care. *For current rates please see your program rate sheet. Rate sheets can be found [online](#).*

Billing Statements are emailed out the first week of the month for the current month's tuition and payments are due by the 15th of the month. Late charges will be assessed after the last day of the month. Service will be discontinued for non-payment. Mailed paper statements can be requested by contacting the department director or CFO. ***These statements act as your tax receipt, please keep them in a safe place if you will be using them for tax purposes.***

Tuition Assistance We encourage families who are interested in financial assistance to reach out to the department director afterschool@pjaproud.org. Applications are available upon request and on our [website](#). PJA Tuition Assistance is privately funded and takes the entire picture of a family's situation into account, not just the financial situation. No more than 50% of monthly tuition will be covered by PJA Tuition Assistance. Annual registration fees are not covered by PJA Tuition Assistance. Applications will be reviewed typically within 2-4 weeks of being received. Applicants will then be notified via a letter in postal mail of the committee's decision and their awarded assistance. Applicants then have 14 business days to respond and return the acceptance notice in order to begin receiving the Tuition Assistance benefit. Funds are subject to availability. For questions, concerns or more information, please contact Beth Germain directly at 503.535.3593 or bgermain@pjaproud.org.

ERDC & Other Child Care Subsidies We gladly accept ERDC Child Care Subsidy payments ([Employment Related Day Care, or ERDC](#)). It is the responsibility of the parent/guardian to follow through with required voucher forms and follow-up with ensuring payments are being taken care of either through their case-worker or other representative or ERDC offices. Parents/Guardians are responsible for any Co-Pays and any amount ERDC does not cover. The parent/guardian must pay the registration fee at the time of registration. We are an Enhanced Rate Provider meaning ERDC will pay a higher percentage rate than the standard rates. This is because our employees all meet and exceed specific training and education requirements. We also accept other child care subsidies, including [CCI](#) and [Jim Sells](#).

Sibling Discounts Families enrolling more than one child in the program for at least 3-days/week receive a 10% discount on the younger sibling(s)'s tuition (50% to students attending PJA). All children registered must be attending the program 3 days a week or more for eligibility. The discount is awarded to the equal or lesser value tuition. (i.e. If one child is enrolled for 5-days/week care and one child is enrolled for 3-days/week care, the discount will be applied to the child attending 3-days/week.) Sibling Discount is not applicable to Extra Day Drop-in Service fees. A 10% Sibling Discount applied to younger sibling(s) is also available for any family registering more than one child for Vacation Program services.

Drop-in Services are available for registered and enrolled participants of the program. Drop-in Service is subject to space availability and the Program Coordinator's approval. A 24-hr advance request is required. Drop-in Service fees will be charged to your account on the next billing cycle. Drop-in Service is reserved for emergency situations and the occasional irregular additional childcare needs a family might incur. Please refer to your program rate sheet for more information.

Credits/Refunds PJA Afterschool Department is not able to issue refunds for days children miss due to illness, family vacation or any other absences. We do not offer credit or refunds if we are forced to close due to host school emergency closures. September tuition is refundable if withdrawn prior to August 1st. No refunds or credits will be applied to September tuition August 1st or later.

Change of Circumstance If a change of circumstance occurs which affects your ability to pay for your child's continued attendance in the program, please talk to the Director of PJA Afterschool immediately. The Director of PJA Afterschool Department will advise you of the appropriate course of action. We want to work with you to structure an agreeable arrangement as soon as possible.

Late Pick Up Fees Our programs close at 6:00 PM. Children must be picked up by the end of the program. We charge a Late Pick-up fee of \$1.00 for each minute your child is with us after 6:00 PM. If a child is not picked up within 5 minutes of scheduled closing time, site staff will begin calling parents and emergency contacts. If no one can be reached within 30 minutes of program end time, our staff reserve the right to contact the Police Department and/or Child Protective Services to take the child until the parent is located. While we understand that unforeseen events may cause the occasional delay in pick up time, we are not able to accommodate repeat late arrivals. ***Repeated late arrivals can result in a termination of enrollment contract.***

Finder's Fee It is important that we know if your child will not be attending the program on a day when scheduled to be with us. When children do not arrive as scheduled and we are not notified, staff must take time away from program duties to determine the missing child's whereabouts. Please email, call or text the program email or phone before 1:00 PM. ***There will be a \$5.00 fee added to your next bill for each failure to notify us of an absence.*** All families will receive a one-time warning call or email for the first failure to notify of an absence.

Payment Provisions

- Fees shall be paid as specified on each monthly bill. Billing questions can be directed to the PJA Afterschool Department at afterschool@pjaproud.org.
- Statements are emailed out the first week of each month with a due date of the 15th of that month.
- Accounts that go 30-days past due shall be considered delinquent. Payment arrangements can be made, please call or email Beth Germain, PJA CFO, directly at 503.535.3593 or bgermain@pjaproud.org.
- Notices of delinquent accounts shall be sent to parents/guardians who started the account.
- Delinquent accounts not cleared within 5 days of the notice date, may deem a child ineligible to participate.
- Reinstatement of the child may occur when the delinquent account is paid in full or satisfactory payment arrangements have been made, but will be subject to current space availability.
- In addition, PJA Afterschool, in its sole discretion, reserves the right to deny program re-entry due to habitual non-payment of accounts. Delinquent accounts may also be taken to collections if satisfactory resolution cannot be made.
- Tuition payments can be made by check, money order, credit card (Visa or MasterCard only), or you can have your payments set up to be automatic through your bank account (checking or savings) via Automatic Funds Transfer or through your credit card via Automatic Credit Card Payment. Contact the PJA Afterschool Department for more information on monthly automatic credit/debit payment information.
- Tuition payments of check or money order can be made via postal mail to our company offices at – PJA Afterschool Dept., 6651 SW Capitol Hwy, Portland, OR 97219; or in person at our company offices. Program staff are not able to accept tuition.
- Written or email notice must be given by the 20th of the month preceding cancellation or change in your child's attendance schedule for changes to be reflected on the next month's tuition. Changes in attendance can only be made at the beginning of a month. Changes in tuition plan (vacation or regular) can only be made at the beginning of a term - entering September, December, & March.

CREDIT CARD & AUTO-PAYMENT POLICY PJA offers a monthly Auto-Payment option from either a debit/credit card (Visa or MasterCard only) or an EFT from a checking or savings account.

- Credit/Debit cards will normally be charged within the first few business days of the month, the actual date will vary month to month.
- EFT payments from your bank account (checking or Savings) can occur on either the 5th or the 20th of the month.
- If your credit card changes at any time, please complete and remit a new form with the new card option OR you can call us to update the current form you have on file with the new card information.
- Late charges of up to 1.5% will be assessed after the last day of the month. Service will be discontinued for non-payment.

Modification Clause - All policies and procedures listed herein may be modified whenever any of the circumstances covered by these policies and procedures change. Portland Jewish Academy reserves the right to modify the rules and policies at its sole discretion and give families a 2 weeks written notice of said changes. Notice requirements shall not be applicable in event of emergencies or state licensing mandates. Last Update - March 2024