

Dear Parents,

Welcome to The Relief Zone Childcare Programming. Please take a minute to review and go over our Parent Handbook with your child.

The Relief Zone 2026-2027 Parent Handbook

The Relief Zone Community Youth Center is pleased that your child has chosen to participate in our children's programming. It is the mission of The Relief Zone, Inc "to equip, unify, and serve the school, church and family". TRZ is a 501(c)(3) faith based not for profit organization that has been providing quality children's programming since January 2006. TRZ's School Age Child Care Programs are licensed by the New York State Office of Children and Family Services. (TRZ policies and procedures as well as NYS regulations are available for your review at any time.) At TRZ we strive to provide the community with quality, safe, affordable childcare.

Programs available at TRZ:

*TRZ will follow the Frewsburg Central School District calendar

*TRZ will be closed any time the school is closed excluding specified No School Dayz and Half Dayz.

*If the Frewsburg Central School District announces a delay start to the day, TRZ Jumpstart Before School Program will be open as usual at 6:30am, and will care for children until bussing picks children up for school. If the delay start moves to school cancellation for the day, we will move to a no school day at a rate of \$45 per child, if we have enough staffing to cover the day. If we do not have enough staffing, we will have to close for the day and have all children picked up as soon as possible. TRZ staff will keep you updated with information as we receive it.

*An adult must sign children in/out with TRZ staff for all programs.

Jumpstart Before School: (UPK-6th Grade)

*Located at TRZ Facility at 5 Frew Run Street from 6:30-9am

*Children may be dropped off any time between 6:30-8:20am. (There will be a late drop off fee of \$10/child for children dropped off after 8:20am)

*Children will be bussed from TRZ to RHJ via FCS District bus.

Afterschool: (UPK-6th Grade)

*Located at TRZ Facility at 5 Frew Run Street from 3:15-5:30pm

*Please make sure to send a note to your child's teacher to inform him/her that your child will be attending TRZ's Afterschool Program. (It is very important that you communicate with both TRZ and the school when making any changes to your child's schedule for afterschool care.)

*Children are bussed from RHJ to TRZ Facility. A healthy snack is provided by TRZ, however, children are welcome to bring their own if they choose.

*Children can be picked up between 3:30 - 5:30pm. (There will be a late fee of \$2 per minute per child for children picked up after 5:30pm)

Half Dayz: (UPK-6th Grade) To Be Determined

- *Located at TRZ Facility at 5 Frew Run Street.
- *Children are bussed to TRZ Facility from RHJ at 11:30am.
- *Children will need to bring a bagged lunch with drink each day.
- *TRZ will provide an afternoon snack.
- *Children can be picked up between 3:30 - 5:30pm.

No School Dayz: (K-6th Grade) 10/12/26, 11/11/26, 1/18/27, 2/15-19/27, 3/12/27, 3/29-4/2/27, 6/18/27

- *Located at TRZ facility at 5 Frew Run Street.
- *Children need to bring a bagged lunch with drink each day.
- *TRZ will provide a morning and afternoon snack
- *Children can be dropped off between 7-8:20am (There will be a late drop off fee of \$10 per child for children dropped off after 8:20am) and picked up between 3:30-5:30pm (There will be a late fee of \$2 per minute per child for children picked up after 5:30pm).

Summer 2027: (Going into K-6th Grade) 6/28/27 – 8/27/27

- *Located at TRZ facility at 5 Frew Run Street.
- * Children need to bring a bagged lunch with drink each day.
- *TRZ will provide a morning and afternoon snack
- *Children can be dropped off between 7-8:20am (There will be a late drop off fee of \$10 for children dropped off after 8:20am) and picked up between 3:30-5:30pm (There will be a late fee of \$2 per minute per child for children picked up after 5:30pm).

Impact Kids' Club: (2-6th Grade) Start date to be determined. Following FCS School Calendar

- *Located at TRZ facility, 5 Frew Run Street.
- *FCS provides bussing from RHJ to TRZ.
- *Program runs Wednesdays from 3:15-4:15pm.
- *Children need to be picked up following program @ 4:15pm.
- *If Children are not picked up by 4:25pm you will be charged \$11.00 for the Afterschool program and your child will participate in the program until you arrive.

TRZ STAFF:

The staff members of our School Age Child Care programs are carefully chosen to fill the role of child care counselor. All staff members undergo a Criminal History Record check, NYS Central Registry Database check and NYS Office of Children and Family Services Criminal History Review. Staff members receive at least 15 hours of training per year. Their training includes, but is not limited to the following areas:

- *CPR/First Aid/AED
- *Child Abuse Prevention and Reporting
- *Child Development
- *Nutrition
- *Health and Safety
- *Communication
- *Adverse Childhood Experiences

TRZ staff members work as a team to plan and create an environment that will be safe, creative, and fun for each child. The staff is always willing to talk with parents or children about any concerns.

INCLEMENT WEATHER/UNEXPECTED CIRCUMSTANCES:

1. SCHOOL CLOSING : If The Frewsburg Central School District closes school for the day due to inclement weather, TRZ will not be open for a No School Day.

2. **2 HOUR DELAY:** If the Frewsburg Central School District calls for a 2-hour delay for the beginning of the school day, TRZ will be open for a Half Day Program in the morning. All in attendance will be invoiced for the half day. Students will be transported to RHJ for the remainder of the school day. After School Program will run as usual.
3. **2 HOUR DELAY THAT LEADS TO SCHOOL CLOSING:** If the Frewsburg Central School District calls for a 2-hour delay for the beginning of the school day, and then moves to school closing for the day, TRZ will move from a Half Day Program to a No School Day Program if staffing is sufficient. Students in attendance will be invoiced for a full day program. If we do not have sufficient staffing available for the number of students present, TRZ will close for the day. Parents will be notified of this via Procure messaging and/or phone call.
4. **Occasionally unexpected circumstances occur that could result in the closing of TRZ programming.** If there is a power outage TRZ will be closed. As per state regulations we are unable to operate without running water, heat, working bathrooms, etc. If this were to happen, parents will be notified via Procure messaging and/or phone call.

TRZ KIDZ:

The goal of TRZ programming is to provide a supportive environment in which children can grow and develop.

Children have a right to:

- *Be respected.
- *Have a safe and reliable environment.
- *Express their creativity.
- *Express emotions in an appropriate manner.
- *Have staff members who care about and enjoy them.

Children Must:

- *Respect the rights of self and others.
- *Accept limits and rules.
- *Use manners and courtesy as general behavior.
- *Listen and be attentive in group situations.
- *Accept responsibility for one's actions.
- *Listen and follow directions... {Follow all safety rules}
- *Be considerate of everyone and take care of belongings and equipment.
- *Ask permission for leaving group area.

BULLYING POLICY

TRZ is committed to providing a caring, friendly, and safe environment for children in our care, so that they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable. That is, any use of aggression with the intention of hurting another person (including, but not limited to, physical, emotional, verbal, sexual) is not tolerated. Serious incidents of targeted aggression are documented by TRZ staff, and ongoing monitoring of the situation will occur. When attempts to change unacceptable behavior are unsuccessful, the consequences of repeated bullying may include suspension and/or termination from the program.

BEHAVIOR

A behavior problem is disruptive behavior and affects the group as a whole. There is zero tolerance for physical violence and bullying behaviors. The safety and well-being of each child in our care is our number one priority. When children are having difficulty following our rules, we will use the following disciplinary steps:

- *Verbal explanation to child that their behavior is inappropriate. Parents notified.
- *Second warning. Parents notified.
- *Children's Program Director will speak with child. Parents notified
- *Staff will speak with the parents and discuss the child's behavior.
- *TRZ reserves the right to suspend from the program any child who consistently displays inappropriate behavior, is continually disruptive, creating problems for other children, or who is physically aggressive.

{IF SUSPENSION of a child is related to safety concerns for program participants or staff; immediate suspension may occur and the program will not be required to follow all the steps listed above.}

TRZ PARENTS:

Parent's play the most significant role in their child's growth and development. The Relief Zone is proud to provide a support system that will reflect a family's values and culture. TRZ encourages parent participation. Open and friendly communication is essential. Parent concerns should be immediately directed to the Children's Program Director. Details surrounding the concern will be reviewed, solutions will be discussed and an action plan will be implemented.

Communication is the best tool to guarantee your child's happiness...

MEDICATION:

TRZ staff does not administer medication to students in School Age Child Care Programs. According to NY State regulation 414.11 SACC programs are not authorized to administer medication. If your child needs medication, please make arrangements with the school nurse. Children with needs for rescue medication; Epi-Pens or Inhalers MUST be able to self-administer and carry on themselves.

SICK CHILDREN:

If a child arrives or becomes ill while attending a TRZ program the parent or emergency contact will be notified at once. For the protection of your child and others (including TRZ staff), please do not send your child if he/she has any of the following: fever during the past 72 hours, infectious rashes, infection under treatment for less than 24 hours, vomiting, diarrhea, severe cough, head lice, conjunctivitis (pink eye) under treatment for less than 24 hours. Please keep him/her at home or make other arrangements. We cannot accommodate sick children and we will call you to come pick your child up.

CLOTHING:

Please send your child in clothing that will allow participation and is appropriate for the weather. Most important item is sneakers. Programs will go outside to play (weather permitting).

DRILLS:

Shelter in Place: For the safety of children, each program will be prepared to shelter in place for Environmental, Social, Facility emergency or if determined necessary by local, county or State Emergency Authorities. TRZ will conduct shelter in place drills two (2) times per school year. In the event of this type of emergency situation parents will be notified via email, Procare messaging, and/or phone call.

Fire Drills: These drills will be conducted once a month. We will be talking about all situations and using different routes based on the situation within that drill.

VISITORS: Each program will require all visitors to the facility/program to:

- Sign in upon entry to the premises;
- Indicate in writing the date of the visit and the time of entry to the facility;
- Clearly state in writing the purpose of the visit; and
- Sign-out upon departure from the facility indicating in writing the time.

***All programs are operated at The Relief Zone Facility at 5 Frew Run Street. Drop-off and pick-up site are located at the Frew Run Street door. Please see drop off/pick up procedures below for details.**

***TRZ often has the opportunity to collaborate with other businesses/agencies for programming activities for the children. When these programming activities take place, all children are expected to participate in the programming provided.**

2026-2027 TRZ CHILD DROP OFF/PICK UP PROCEDURES

Drop Off:

- Pull vehicle up to facility on Frew Run Side
- Call 489-9067 or 569-2614 to notify staff of your arrival
- Staff member will meet you at your vehicle to sign child in & walk into facility.

Pick Up:

- Pull vehicle up to facility on Frew Run Side
- Call 489-9067 or 569-2614 to notify staff of your arrival
- Staff member will meet you at your vehicle to sign child out & release to you

Cost and Fees (2026-2027)

A \$50 non-refundable registration fee is required for each child for school year programs. All payments must be made through our childcare software program "Procare." This can be set up for credit card, debit card or ACH.

Jumpstart & After School:

- 1 child = \$11.00 per day, per program
- 2 children = \$10.00 per child, per day, per program
- 3 children = \$9.00 per child, per day, per program

****If attending only occasionally the cost is \$15.00 per day, per program. You must message TRZ in advance of attendance to confirm there is an open spot available****

Half Dayz:

- 1 child = \$30 per child, per day
- 2 children = \$25 per child, per day
- 3 children = \$20.00 per child, per day

No School Dayz Frewsburg School District Students: \$225 per child/per week, \$45.00 per child/per day

10/12/26 11/11/26 1/18/27 2/15-19/27 3/12/2027 3/29 – 4/2/27 6/17/27

No School Dayz Out of Frewsburg School District Students: \$250 per child/per week, \$50 per child/per day

10/12/26 11/11/26 1/18/27 2/15-19/27 3/12/2027 3/29 – 4/2/27 6/17/27

Summer Program 2027: (\$75.00 Registration Fee, after 5/21/27 \$100) Frewsburg School District Students

- 1 child \$250.00 per child, per week
- 2 children \$225.00 per child, per week
- 3 children \$200.00 per child, per week

Summer Program 2027: (\$75 Registration Fee, after 5/21/27 \$100) Out of Frewsburg School District Students

- 1 Child \$275.00 per child, per week
- 2 Children \$250.00 per child, per week
- 3 Children \$225.00 per child, per week

***\$10/child late drop off fee after 8:20am, \$2 per child/per minute late pick up after 5:30pm**

***For School Year you will be automatically invoiced through "Procare" on Monday for the previous week's attendance. Invoices are due by Tuesday of each week. Balances not paid by Tuesday will be billed a late fee of \$5 per day until balance is paid in full. Full Days and Summer will be invoiced the Wednesday prior to week of attendance with payment due by Friday prior to week of attendance. Payments are non-refundable. Children will not be granted entry to programs until payment has been received.**

*** Delinquent accounts may result in suspension from programs until balance is paid in full. ***

***TRZ TAX ID # is 71-1005226 for your tax records**

The Relief Zone also accepts child subsidy payments through Chautauqua & Cattaraugus Counties Department of Social Services and Early Learning Resource Center Region 1 of Pennsylvania.

We look forward to working with you and your child/children.

If you should have any further questions, please feel free to contact us.

Lisa Lyon, Executive Director
Board of Directors

Nancy Garvey
TRZ Children's Program Director
director@thereliefzone.net
(716) 569-2614 (TRZ office)

TRZ KIDZ CODE OF CONDUCT

1. I will respect my fellow TRZ students and their personal belongings by not picking on or making fun of others, instigating verbal or physical fights, going into and/or stealing other students belongings.
2. I will respect the staff by listening to and following their instructions. I will respect TRZ and the school by not stealing or causing damage any property. I will respect myself and others by not using inappropriate language, nor will I bring to programs any weapons, drugs/alcohol (aerosol cans), tobacco or inappropriate/explicit material (images, music, etc.)
3. I will respect the privacy of all in TRZ programs by not posting any pictures taken at TRZ on the internet.
4. I understand that any and all electronics are my responsibility and will not hold TRZ responsible. I understand that if I am in violation of these rules, my parents may be notified and I may be sent home, and/or suspended from TRZ.

Child's Name _____ Date _____

Parent's Signature _____ Date _____

Conditions of Acceptance of Registration:

I have read and understand the 2026-2027 Parent Handbook. I understand that fees must be paid in full when invoiced weekly. I understand I will be charged \$10/child if I drop my child off after 8:20am and \$2/minute/child if picked up after 5:30pm. I will also be charged a late fee of \$5/day if my balance is not paid by Tuesday each week. This application is to be accompanied by a non-refundable \$50 registration fee. TRZ Kidz are expected to obey all TRZ rules and regulations for the health, safety, and rights of all children and staff. TRZ Staff will exercise a reasonable amount of discipline to enforce these rules. Corporal punishment will never be used. Parents will be notified to take home any child who infringes on the rights of others, without refund. By signature below, I hereby release TRZ from all responsibility and liability for any injury or illness my child may sustain. In the event of a medical emergency, I give an adult leader of this program consent to any medical treatment my child may require.

*I have read this information and agree to these conditions. Initial: _____

*I permission for my child's report card to be released to TRZ for informational reasons only. I understand my child's name will be blocked and personal information will not be given. Initial: _____

*I give TRZ permission to share info with the school and school nurse if necessary. Initial: _____

*I give TRZ permission to oversee the application of bug spray and sunscreen. Initial: _____

*Pictures taken at TRZ Programming are occasionally published in our newsletter/website/social media or in the local newspaper.

___ Yes, I give permission to publish pictures of my child
___ No, do not publish pictures of my child Initial: _____

Parent's Signature _____ Date _____