



The Relief Zone, Inc.
5 Frew Run, PO Box 334
Frewsburg, New York 14738
(716)569-2614
thereliefzone.net

Dear Parents,

TRZ's 2026-2027 Cardinal Care After School Program is ready to go! Please take a minute to review and go over the Parent Handbook with your child.

TRZ Cardinal Care 2026-2027 Parent Handbook

The Relief Zone Community Youth Center is pleased that your child/children have chosen to participate in TRZ Cardinal Care programming. It is the mission of The Relief Zone, Inc "to equip, unify, and serve the school, church and community". 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 Cardinal Care School Age Child Care Program is licensed by the New York State Office of Children and Family Services. TRZ's Cardinal Care policies and procedures as well as NYS regulations are available for your review at any time. Regulations are posted on site, located at <http://ocfs.ny.gov>, or contact OCFS at 716-847-3807 or the complaint line: (800)732-5207

Please contact Kimmy Finch, Program Director, with any comments, questions and/or concerns.

At Cardinal Care, we strive to provide the community with quality, safe, affordable childcare.

The Cardinal Care Program:

- Cardinal Care schedule will follow the school calendar (We will be closed any time the school is closed)
- You MUST also email notes to Kimmy Finch at kfinch@randolphcsd.org or send through "Procare messaging", to communicate any pertinent information regarding your child's schedule. Cardinal Care must be notified of your child's schedule. (BE SURE!!! To communicate any changes or adjustments in the "normal schedule" during the school year.)
- Students will arrive directly to program, in the Common Area (by Café) from class at 2:50pm.
- Children will not be permitted to return to classrooms after attendance is taken. No exceptions.
- A healthy snack is provided. HOWEVER, children are welcome to bring their own if they prefer.
- There will be a place and time where children can complete homework.
- An adult must sign child(ren) out with staff when picking up.
- Program ends at 5:30pm.

Children picked up after 5:30 will be charged \$2/per minute/per child.

Cardinal Care Staff:

The staff of our School Age Child Care programming is 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. Our staff receives at least 15 hours of training per year. Their training includes, but is not limited to the following areas:

- *CPR/AED/First Aid
- *Child Development
- *Health and Safety

- *Child Abuse Prevention and Reporting
- *Adverse Child Experience
- *Anaphylaxis

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

Kimberly Finch, TRZ Cardinal Care Director kfinch@randolphcsd.org
(716) 294-5797 (use between the hours of 2:30-5:30pm)
TRZ – 716-569-2614 FAX – 716-922-4059

Cardinal Care in the school:

“Gail N. Chapman Elementary School has four expectations that we expect everyone in our school to abide by. We call these expectations the Honor Code.

* Respect everyone and everything, Be responsible, Be safe, Be honest at all times*

The most important piece of the program is teaching the expectations. As with any job, position, activity or place, one needs to know what is expected within that setting in order to be successful. If students know what is expected from every classroom and/or area in the school because it is the same no matter where she or he goes, they will have no question of how they are to behave.”

Cardinal Care 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 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 success...

Cardinal Care Kidz:

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

Children have a right to:

- * To be respected.
- * To have a safe and reliable environment.
- * To express their creativity.
- * To express emotions in an appropriate manner.
- * To have staff members who care about and enjoy them.

Children Must:

- * Respect the rights of self and others. (Keeping hands, feet and objects to self)
- * Accept limits and rules.
- * Understand that others have wants and needs. Use manners and courtesy as general behavior.
- * Listen and be attentive in group situations.
- * Use Appropriate language at all times with all students and adults.
- * Accept responsibility for one's actions.
- * Listen and follow directions the first time they are given...
{Follow all safety rules (café, gym, halls, outdoors)}
- * Be considerate of everyone and take care of equipment, materials, and belongings.
- * Ask permission for leaving group area.
- * Be honest at all times
- * HAVE FUN!!!

BEHAVIOR Management

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.
- * Second warning.
- * Program Director will speak with child.
- * Staff will speak with the parents and discuss the child's behavior.
- * TRZ Cardinal Care 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.

{Immediate Suspension may occur and the program will not be required to follow all the steps listed above if behavior is related to safety concerns for program participants or staff}

BULLYING POLICY

Cardinal Care 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 Cardinal Care 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.

Medication:

Cardinal Care 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 Cardinal Care the parent or emergency contact will be notified at once. For the protection of your child and others, 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 at work to come pick your child up.

Clothing:

Please send your child in clothing that will allow participation. Most important item is sneakers. Afterschool program will go outside to play if weather permits. Please be sure your child is dressed properly (ie. Hats, boots, jackets, gloves).

Drills:

Shelter in Place: For the safety of children, we will be prepared to shelter in place for Environmental, Social, Facility emergency or if determined necessary by local, county or State Emergency Authorities. A shelter in place drill will take place two times a year. In the event of this type of emergency situation parents will be notified via Procure messaging, email, 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.

Safety Plan:

In a case where we will have to leave the school site due to an emergency Cardinal Care will relocate to one of the sites below:

Weeden Park- 71 Weeden Road Randolph

Fire Company- 70 Main St.

Cardinal Hills Golf Course- 78 Conewango Rd. Randolph

First Baptist Church- 39 Main St.

Visitors:

It is required for 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.

*Parents may visit the program at any time.

Information Notification:

The best way to notify you (the parents) of activities, alerts, announcements and emergencies is through our software programming; Procure. Procure messaging is a way to reach everyone quickly and effectively. Texts, emails, and phone calls will also be used to reach you if the need arises. Please be sure you keep all information on your child(ren)'s registration forms up to date.

Let us know how we are doing:

Evaluating the program and staff is a key way to give us constructive criticism. We are always looking for ways to better our program and ourselves for the success of the children. A suggestion box will be located on site and a survey will be conducted a couple times a year. You may also contact the Program Director personally. If you suspect child abuse and maltreatment, please contact Child Protective Services. Child Protective Services (CPS) is responsible for investigations of abuse and/or maltreatment of children under the age of 18. A child is only removed where there is imminent risk and there is no relative with whom the child can be placed. As needed, CPS caseworkers seek intervention from Family Court for Orders of Protection, court-ordered services for families, and/or authorization to place a child in foster care. Reports of child abuse or neglect are made by calling the State Central Registry at 1-800-342-3720.

Cost and Fees 2026-2027

A \$50 non-refundable registration fee is required for each child before attending program. Payments can be made in Procure via, debit card, credit card or ACH.

TRZ Cardinal Care:

- 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
- 4 children = \$8.00 per child, per day, per program

Invoicing:

- * You will be invoiced weekly on Mondays for the previous week's attendance, with the balance being due on Tuesday. *** Balances not paid by Tuesday will be billed a late fee of \$5 per day until balance is paid in full.**
- * TRZ EIN # is 71-1005226 for your tax records. You can access your tax records through the billing portion of Procure. Go to billing. Click on the three dots at the top right corner, then click tax statement.
- * The Relief Zone is a certified provider and is able to accept child care subsidy payments through the Cattaraugus County Department of Social Services.
- * We look forward to working with you and your child/children. If you should have any further questions, please feel free to contact me.

Kimberly Finch, Cardinal Care Director



2026-2027 TRZ CARDINAL CARE CHILD PICK UP PROCEDURES

Pick Up:

- Pull vehicle up to front of Gail N Chapman Elementary School
- Call 294-5797 or message through Procure to notify staff of your arrival
- Staff member will meet you at your vehicle to:
 - Bring your child/children out to you
 - Sign child out & release to you

(Complete release form for staff to sign children in/out for you)

TRZ Cardinal Care 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 student's belongings.
- 2.** I will respect the staff by listening to and following their instructions.
- 3.** I will respect TRZ and the school by not stealing or causing damage any property.
- 4.** 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.)
- 5.** I will respect the privacy of all in TRZ programs by not posting any pictures taken at TRZ on the internet.
- 6.** I understand that any and all electronics are my responsibility and will not hold TRZ responsible.
- 7.** 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 Cardinal Care Parent handbook. I understand that fees MUST be paid in full at the beginning of each weekly period. I understand I will be charged \$2/minute/child if picked up after 5:30pm. Registration is to be accompanied by a non-refundable \$50 registration fee. Cardinal Care Kids are expected to obey all rules and regulations for the health, safety, and rights of all children and staff. Cardinal Care 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 Cardinal Care 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 give Cardinal Care Staff permission to use over-the-counter products, including but not limited to over-the-counter topical ointments, lotions, creams, sprays, including sunscreen products and topically applied insect repellent

Initial: _____

- Pictures taken at TRZ Programming are occasionally published in our newsletter/website 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 _____